Boost Productivity While Cutting Costs with Next-Generation Collaboration

opentext™

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Maximize the Skills of Your Workforce with Next-Generation Collaboration Tools

Could your business run without e-mail and calendaring? These two tools are so deeply ingrained in day-to-day business interactions that it's hard to imagine how people would get work done without them. The level of communication these tools provide has fueled tremendous advances in the productivity of individuals, workgroups and the enterprise as a whole.

But today's business environment demands more. To succeed in the 21st century, you need to ratchet up the level of communication and collaboration even further. You need to create an environment in which cross-functional, geographically dispersed teams work together as if they were sitting in the same room. Team workspaces, blogs and wikis are vital to achieving this level of collaboration.

These social networking tools empower people to maximize their skills and do their best work. Employees can effortlessly connect with each other—as well as with customers and partners—and interact, share information and exchange ideas and collaborate regardless of location or time zone. The result: They solve complex problems faster, create new products and services in record time, and consistently complete projects on time and within budget.

The problem you face, however, is that cutting costs is also a business imperative. How can you cut costs and improve workforce productivity at the same time? With the OpenText™ Open Workgroup Suite.

Affordable Enterprise Collaboration

Open Workgroup Suite gives you an affordable way to modernize your IT infrastructure and introduce innovative collaboration tools that improve individual and team productivity. This advanced solution builds on a trusted set of e-mail and calendaring tools, our open source desktop and open source productivity suite, and essential networking and infrastructure services. To this foundation it adds next-generation collaboration tools such as workspaces, enterprise social networking, blogs and wikis.

This solution provides mid-sized and large enterprises with a complete collaboration package from team and personal productivity tools on down to the collaboration-minded supporting platform. Unlike an all-proprietary, Windows-centric offering from Microsoft, the suite lets you save on software acquisition costs while improving workforce productivity, preserving IT flexibility and maintaining needed levels of service and support.

Open Workgroup Suite is a flexible buying program that accommodates platform and collaboration tool preferences. With Linux and Windows server deployment options, the fullest version of Open Workgroup Suite delivers:

- **OpenText™ Open Enterprise Server—**a powerful, flexible platform to host your collaboration data and applications

- **OpenText™ ZENworks** Configuration and ZENworks Linux Management—a cross-platform systems management tool to manage servers, desktops and applications

- **OpenText™ GroupWise—**a personal-productivity dashboard that provides secure and reliable e-mail and calendaring

- **OpenText™ Vibe—**a personal and team productivity tool that includes virtual workspaces and enterprise social software

- **SUSE Linux Enterprise Desktop—**a business-ready Linux desktop to support office applications

As Figure 1 on the following page shows, nearly three quarters of top IT executives surveyed by IDG indicate that it is extremely or very important that new collaboration tools and software interoperate with current communication solutions. Existing and planned synergies between Vibe and GroupWise provide this interoperability, making the Open Workgroup Suite a powerful enabler of personal and team productivity. Vibe also works with Microsoft Exchange and Lotus Notes, giving you the flexibility to use your chosen e-mail solution while still taking advantage of the power of Open Workgroup Suite.

"Collaboration tools that provide a personal workspace where files can be organized, or a blog that allows for easy recording of experiences or information, will help users realize immediate value, even before they begin collaborating with others."

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Toward More Flexible, Next-Generation Collaboration Solutions
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Interoperability of Collaboration Tools with Current Communication Solutions
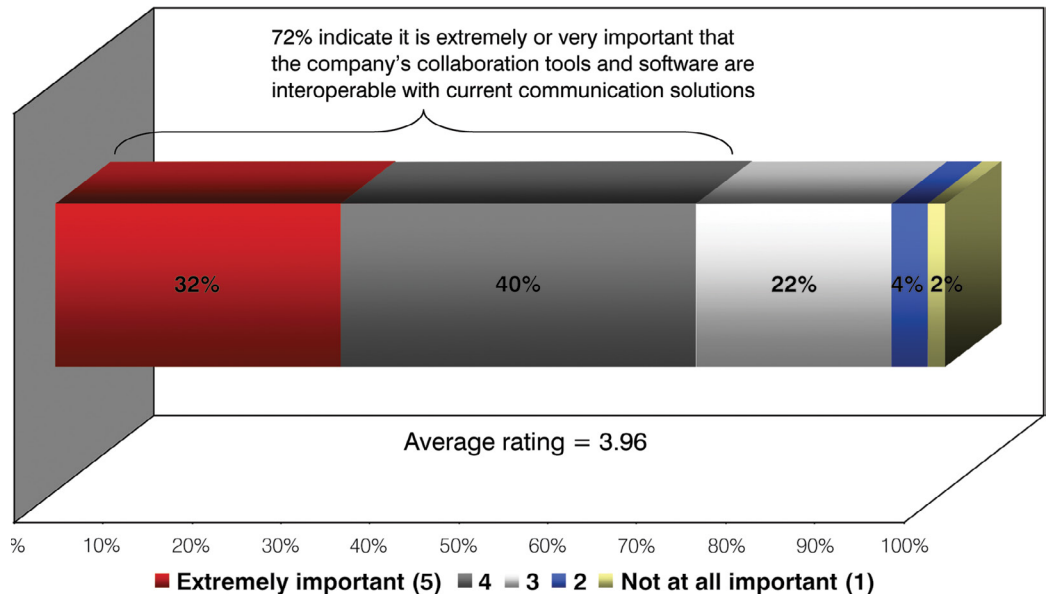

Figure 1. GroupWise and Vibe offer synergies that empower individuals and teams to excel by enhancing everyone's ability to connect, interact and work toward shared goals. (Source: Toward More Flexible, Next-Generation Collaboration Solutions, IDG Research in conjunction with CIO Custom Solutions Group, May 2008)

Keeping Costs to a Minimum

Whether or not you're a OpenText™ customer, you are most likely using Microsoft software in your environment—products such as Microsoft Office, Windows or Windows servers. You may have considered Microsoft for your emerging enterprise collaboration needs as well. If so, you have probably been discouraged by the costs associated with implementing much-needed social networking tools.

Our approach to enterprise collaboration is very different—and very affordable. Open Workgroup Suite lets you enjoy the advantages of the latest in enterprise collaboration without overspending on software, locking yourself into a high-cost, single-vendor solution or implementing forced upgrades that consume valuable IT resources. The software acquisition cost, including IT infrastructure, collaboration and productivity software, is as little as one-third the price of an equivalent Microsoft product stack.

The long-term savings are even more compelling. To implement Microsoft Office SharePoint Server, for example, you have to upgrade to the latest versions of Microsoft Office and Exchange. Very quickly you find yourself locked out of the flexibility to implement cost-effective, best-of-breed alternatives.

Moreover, dependencies among Microsoft applications make it nearly impossible to take a phased approach when deploying or upgrading components. You're forced to initiate lengthy, costly Microsoft standardization projects that consume valuable IT resources. These resources could be better used to improve workforce productivity and streamline business processes.

If your enterprise is like most, you run a mix of operating systems, including including Windows and Linux. The consolidated foundation of Open Workgroup Suite simplifies administration across these platforms. The suite's ZENworks component automates cross-platform resource management tasks.

The suite also includes technology that significantly reduces storage management costs, helps ensure regulatory compliance and improves backup and recovery of critical data. If you were planning to spend budget on virtualization, you can now save even more. The Open Enterprise Server component provides virtualization that enables significant savings on hardware costs, rack space, cooling requirements and power requirements. Whatever your infrastructure, Open Workgroup Suite helps you keep operational costs to a minimum.

Building Effective Teams

Open Workgroup Suite provides a secure, flexible and cost-effective IT infrastructure and a proven set of workgroup services—including essential file and print services, e-mail and calendaring. In addition, the Vibe component provides leading-edge collaboration tools that eliminate the hurdles that have limited team effectiveness in the past.

With Vibe you can build high-performance teams with the right players and the right expertise—regardless of geography. Advanced search, index and profiling capabilities help team managers find the right people with the right skills to make a project successful.

Team members can create workspaces and invite colleagues to participate. Through these workspaces, team members share and access documents, calendars, discussion forums and more.

Powerful workflow and document management functions help track the status of documents through the entire lifecycle. Team members can see the progress of documents in the workspace and then go a step further, creating and editing workflows. The workflows send notifications and update access controls as necessary to keep tasks on track. Workflows are fully customizable by authorized personnel.

More and more enterprises are recognizing the benefits that these capabilities can deliver. Figure 2 shows how senior IT executives participating in the IDG Research Services survey ranked the benefits of collaboration solutions in order of importance. Increased productivity, improved communication and knowledge sharing, and ability to capture and exploit useful knowledge topped the list.

The True Cost of Microsoft Collaboration
Enterprise collaboration with an all-Microsoft solution is costly. And the price tag extends well beyond just the cost of acquisition. Factor in software assurance, hardware upgrades, security, management and downtime, and you'll find that a Microsoft solution costs much more than the OpenText alternative.

"Providing employees with collaboration tools that enable them to work together effectively, no matter where they may be located, is no longer a wish-list or nice-to-have item. It's a requirement. But it's a requirement that, for most companies, is not being adequately addressed."

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With this advanced level of collaboration, teams add value beyond the sum of the individual members' contributions. And because documents are stored and indexed in the team workspace, the organization maintains the employee's expertise and knowledge when he or she leaves the company.

Importance of Potential Benefits of Collaboration Solutions

	Critically Important	More Important	Important	Less Important	Not Important
Increased productivity	31%	56%	10%	1%	2%
Improved communication and knowledge sharing among staff, partners and suppliers	32%	49%	15%	3%	1%
Ability to capture and exploit useful knowledge	22%	55%	18%	3%	2%
Better decisions through the whole organization	22%	50%	26%	1%	1%
Alignment between employees, teams and management	22%	46%	29%	2%	1%
Reduced costs	22%	42%	26%	8%	2%
Automation of repeated processes	18%	44%	29%	6%	3%
Ability to leverage a broad network of the best talent	17%	45%	28%	6%	4%
Increased innovation	15%	44%	34%	4%	3%
Management can track the status of all projects within the company	21%	35%	29%	11%	4%
Increased profits	23%	36%	24%	5%	12%
Reduced travel expenses	17%	33%	33%	14%	3%
Increased market share	14%	30%	31%	7%	18%
Ability to identify new markets and consumption patterns	10%	34%	29%	13%	14%

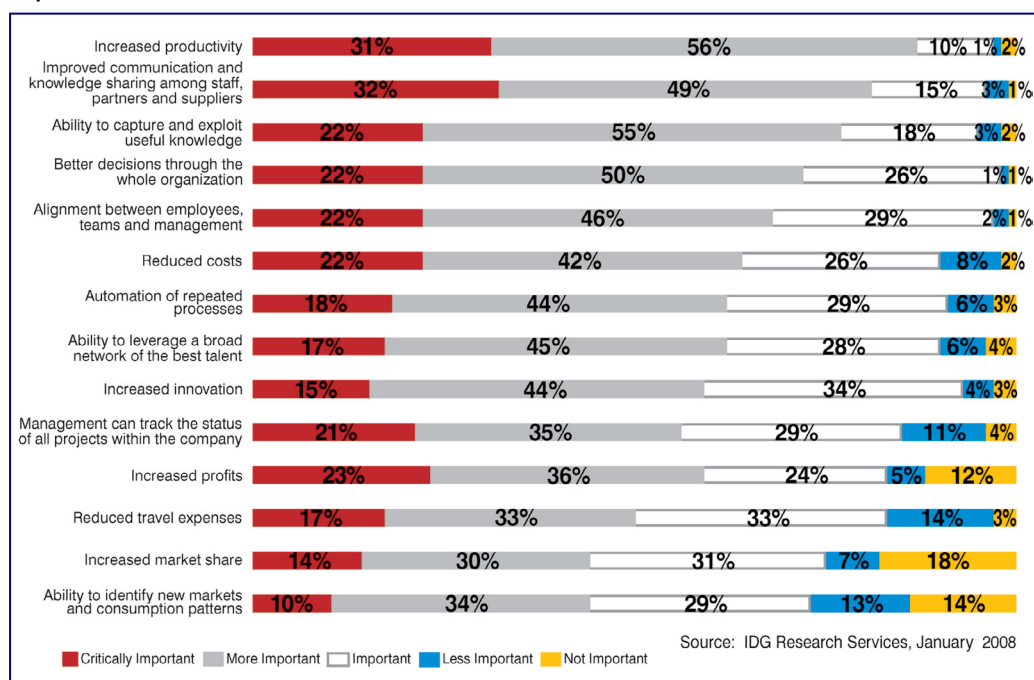Source: IDG Research Services, January 2008

Figure 2. In an IDG survey, 100 senior IT executives ranked the potential benefits of collaboration solutions for their enterprises. (Source: Toward More Flexible, Next-Generation Collaboration Solutions, IDG Research in conjunction with CIO Custom Solutions Group, May 2008)

Making IT Professionals More Efficient

Users aren't the only ones who enjoy high productivity with Open Workgroup Suite. The suite also drives IT efficiency with:

1. Centralized, browser-based management for flexible administration
2. Health monitoring to avert unplanned downtime
3. Easy migration tools to speed implementation
4. Advanced clustering capabilities to facilitate constant uptime
5. Automated provisioning and updates to servers, desktops and applications
6. Automated patching and updating of systems against viruses and other external attacks

Creating the Right Foundation

Our solution works well alongside your currently deployed platforms and applications, making it easy to leverage the skills you have in place and the investments you have made. Consequently, you can take a phased approach to solution deployment. Open Workgroup Suite also includes common management tools capable of managing multiple versions of Windows and Linux systems. By avoiding a rip-and-replace approach to IT infrastructure upgrades, you save money and quickly generate a positive ROI.

Vibe uses a browser interface, so it supports users running Linux, Windows or Macintosh. It runs on SUSE Linux Enterprise Desktop, Microsoft Windows XP or Windows Vista. In contrast, Microsoft's offering, integrates only with a Microsoft stack. For Microsoft Office SharePoint Server to work as marketed, customers must purchase at least five additional Microsoft products, and they are forced to use Windows desktops with the Internet Explorer browser.

Unleashing the Power of Open Source

If you are a long-time customer, you are already using the foundation—a trusted set of collaboration tools we've innovated over two decades—including e-mail, calendarng and a long list of essential networking and IT infrastructure services. The springboard is our next-generation enterprise collaboration toolset—including team workspaces, enterprise social networking, blogs and wikis—all working together and interoperating with your IT infrastructure. We are ready to help you make a smooth and rewarding transition to more effective collaboration.

The Open Workgroup Suite expertly balances open source and proprietary components. It leverages leading open source technologies where applicable to add value.

With best-of-breed open source applications and platforms backed by the same kind of professional support used for commercial products, you open the door to the many innovations of the vibrant open source community, such as the OpenOffice.org Novell Edition office productivity suite, Xen virtualization technologies and the Linux platform itself.

Choosing the Packaging That Works for You

The Open Workgroup Suite is available in five conveniently packaged versions:
1. Open Workgroup Suite cross-platform with Vibe, sold as license plus Maintenance
2. Open Workgroup Suite cross-platform, sold as license plus Maintenance

Vendor Lock-In
Microsoft's packaged approach locks you in. For example, to access all Microsoft Office SharePoint Server capabilities, you have to use Microsoft Internet Explorer browser and a Windows desktop. Office SharePoint Server runs only on Windows servers and requires Microsoft SQL Server for a multiserver deployment. You also need the latest versions of Microsoft Office and Exchange. This type of lock-in closes the door to innovative and cost-effective alternatives.

All versions of Open Workgroup Suite allow for server-side deployments on all supported operating systems. The version for alternate messaging platforms enables organizations using Microsoft Exchange, Lotus Notes or other messaging platforms to enjoy the business benefits of the suite. Version 3 does not include Vibe.

Our packaging offers flexibility to meet the needs of our current customers as well as customers who are using other solutions, such as those from Microsoft. We offer a cost-effective way to get the infrastructure and collaboration tools you need regardless of your current implementation. Our online buying tool, at **www.novell.com/nows**, can help you pick the packaging that best matches your environment.

Importance of Potential Benefits of Collaboration Solutions

If You Have:	You're Entitled to a Highly Favorable Upgrade Price for:
Open Workgroup Suite cross-platform with maintenance and/or latest version	Open Workgroup Suite cross-platform with Vibe upgrade or Open Workgroup Suite Linux with Vibe upgrade
Open Workgroup Suite cross-platform without maintenance (not the latest version)	Open Workgroup Suite cross-platform with Vibe upgrade or Open Workgroup Suite Linux with Vibe upgrade
Open Workgroup Suite Linux with maintenance and/or latest version	Open Workgroup Suite Linux with Vibe upgrade
Open Workgroup Suite Linux without maintenance (not the latest version)	Open Workgroup Suite Linux with Vibe upgrade
Open Enterprise Server, GroupWise and ZENworks with maintenance and/or latest versions of the individual products	Open Workgroup Suite cross-platform with Vibe upgrade or Open Workgroup Suite Linux with Vibe upgrade
Open Enterprise Server and ZENworks with maintenance and/or latest versions of the individual products	Open Workgroup Suite with Vibe for alternate messaging platforms upgrade

Please note: Open Workgroup Suite releases multiple times a year.

Getting the Support You Need

Open Workgroup Suite is backed by flexible maintenance offerings that help you get maximum value from your investment in collaboration and productivity tools. Our maintenance provides rights to new versions of the included components, training and unlimited product support and is available through one of our buying programs—the Volume License Agreement or Master License agreement.

Step Up to Next-Generation Collaboration Today

Business success in the 21st century requires new levels of productivity that can only be accomplished with the help of next-generation collaboration tools. We bring you those tools today with Open Workgroup Suite.

The suite offers an affordable way to modernize your IT infrastructure while introducing next-generation collaboration tools that empower individuals and teams to excel. It provides mid-sized and large enterprises with a complete collaboration package from team and personal productivity tools on down to the collaboration-minded supporting platform.

Open Workgroup Suite can erase the distance between your teams and their collaboration, bringing productivity and value to your business while driving down costs.

Learn more at
www.microfocus.com/opentext

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