

Application Modernization for OpenText Documentum

Revitalize your Document Management

OpenText Documentum has been on the market for a long time, and still is one of the leading content management platforms, with a wide array of content-centric capabilities that can be applied to every flavor from non-regulated to highly regulated business areas and anything in-between. Being around for a long time it has a high level of maturity and provides a robust and secure basis for critical business applications. The possibilities with this platform on-premises and in the cloud have been evolving over the past few years, also through the additional integration and extension options in the OpenText family. But in many cases these possibilities lie unused. The document management system does not have the same level of investment it once did when it was initially implemented, and it is being neglected. Users are not excited to use the application without a modern interface which creates doubt on how to continue with the platform or whether to consider a costly replacement. Having been a Documentum partner since 1998, our experienced team can help you to »breathe new life« into the application and to make it attractive again for end users while extending your investment for years to come.

Challenge

It can happen that Content Management is taking the back seat and systems become outdated and unattractive from a user experience and cost perspective. Specifically, this can lead to the following challenges:

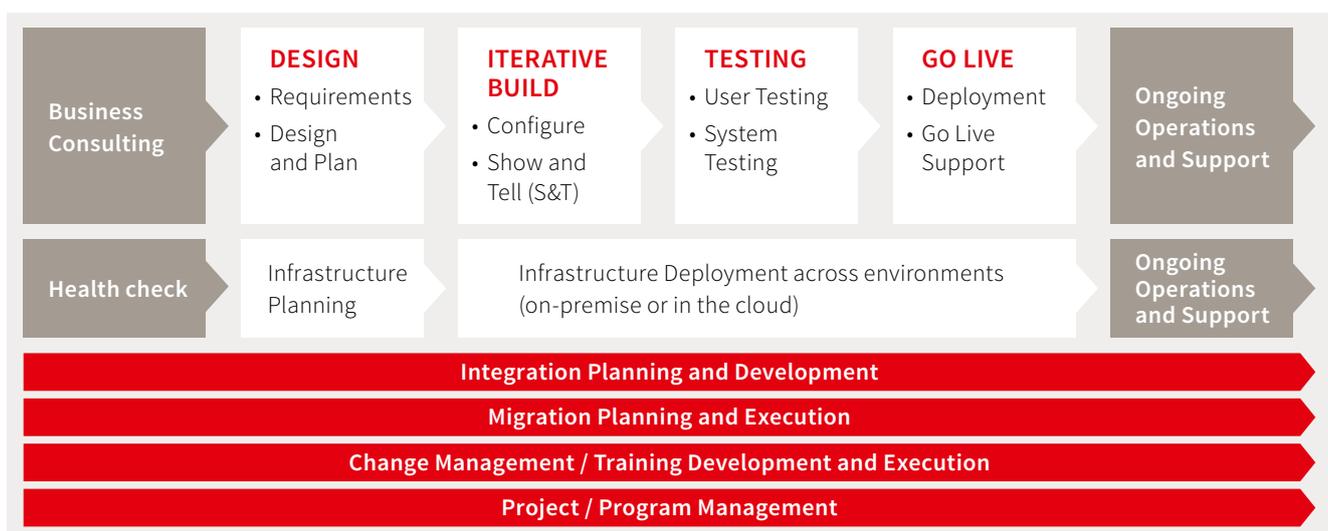
- Outdated software versions prevent the ability to take advantage of patches and fixes
- Dependency on other outdated server or client environments that need to be kept around for compatibility reasons
- Instability and slowness of outdated environments (»we just restart every night...«)
- High operation and maintenance cost often without the ability to move to cheaper hardware
- High vendor support costs if Extended support must be purchased for software versions out of support
- Low user acceptance of the application driving many of them to »work around it«, with the risk of unsupported parallel content storage locations

Solution

With our end-to-end service offerings and our Documentum trained and experienced consultants we help revive your Documentum application and make it attractive again for end-users and for management. Our services cover multiple aspects and facets of the application – backend, frontend, and connectivity to other critical lines of business applications.

Backend

- Our technical team start with a »health check«, an assessment of your current deployed application infrastructure – software versions, server specifications, database settings, known backend issues, all in alignment with current and expected system usage.
- Together with your team we evaluate future-proof cost-effective infrastructure options – on-premise, hosted within the client cloud, hosted by fme, with containerization possibilities for either of those options. We discuss the benefits of each option to help you come to a decision as to what is most suitable for your situation.



- In case the software version is outdated, we define the upgrade path to get to the latest supported environment taking system dependencies into consideration.
- We help correctly size your current or future system environment to meet performance expectations which can include reviewing and proposing adjustments to database parameters as well.
- After designing the path to the future target architecture, our onshore and offshore Documentum specialists make sure all necessary steps are executed in a controlled fashion and documented to the degree your processes require.
- In some cases, the preferred solution is to stand-up a completely fresh environment and migrate the content over to new infrastructure. Our migration team with their defined migration processes and our product migration-center, will walk you through the necessary steps.

Frontend

- Our team of business analysts and technical consultants starts with an analysis of your current front-end application and associated challenges. Software versions and »fit for purpose« criteria are evaluated.
- Together with your team, we review and evaluate how the future-proof user interface can look to provide the best and most accepted user experience for different roles involved.
- In some cases, an upgrade to the latest version of your D2 environment is all that is needed. Our technical team will walk through upgrade activities from designing the approach, to implementing, testing and deploying the solution. We help you decide how to handle certain pre-existing configurations or customizations throughout this process.
- In other cases, when old Documentum Webtop-based clients are still in use, a client replacement might be more appropriate. We help you evaluate alternative client options that provide a more modern user experience – whether it is the D2, SmartView or Mobile client. We guide you on the approach if a custom user interface, built on available frameworks, is the more suitable path. We design the solution right for you and your business users and lead activities right through to go-live.

Connectivity

- We understand that applications do not live in a silo but add most of their value by connecting and interacting with other business applications in the enterprise landscape, creating one integrated experience for the end users.
- Our team helps you review and understand what additional value you can generate for your end users by integrating with other systems and applications. Integration can include anything from Office365, SharePoint to SAP or other applications holding master data or other business-relevant information.
- Our team evaluates the best technical options for you. OpenText provides pre-defined integration options using their Extended ECM (xECM). Connectors to O365 and SAP are just two of the many popular examples which might be candidates for evaluation.

Benefit / Result

- Preservation of your investment in the Documentum platform and existing licenses
- Increased system stability and availability
- Reduced operating costs through more cost efficient yet effective architecture design, taking advantage of cloud technologies where possible
- Reduced support costs through outsourced managed services
- Increased productivity through integrations
- Increased user acceptance

- For more complex integrations, fme's integration-center framework can come into play to allow information and document exchange between two or more applications in the enterprise landscape.
- We can assist if you have your own integration platforms needing to be connected to the Documentum platform to enable data exchange in a larger data lake.
- No matter which approach, we design the best suitable integration path and walk through the necessary implementation, testing and deployment steps, working with the other involved application owners to be aligned as needed.

And along the way

- Our Business Consulting team helps you with Change Management topics and make sure business users are ready to accept any new user experience. This includes support with training for key users as well as end users – we will make sure the whole team is ready and prepared for go-live.
- Effective and efficient project management is important to us, and we work closely with your team to make sure the project gets completed on-time, on-budget and with a high degree of quality.

And after go-live

- Once the application is in run-mode, our team can help with daily support, administration and maintenance topics – our offshore team can support 24x7 SLA coverage at affordable cost, to make sure user acceptance and satisfaction stay high.

Our Offering

Being a long-term partner of Documentum and having a large team of experienced Documentum consultants, we are confident we can revitalize your Documentum environment and make it more attractive to end users.

Give it a chance and contact us about your individual requirements. Our team is happy to connect with you to review your specific situation and define the best-fit approach to fulfill your needs. We look forward to hearing from you!