Open Text Integrated Document Management, Vignette Edition

Open Text Integrated Document Management, Vignette Edition allows users to capture, manage, and deliver information.

Leverage corporate information and knowledge assets

It is becoming increasingly important to take advantage of business information and knowledge assets, making it available for users and easy to access. Inaccuracies and costs resulting from high paper usage, slower processing times, and numerous employees can really add up.

Open Text Integrated Document Management, Vignette Edition is a scalable application with modules for high-volume document imaging, email and desktop capture, business process workflow and case management, internal report distribution and management, and electronic statement capture and presentment.

For twenty years, Open Text has shown organizations worldwide how to transform their content from a liability to an asset. Open Text’s Enterprise Content Management (ECM) solutions help these organizations harness the power of their records, documents, Web pages, images, emails, multimedia, and other unstructured content to create new opportunities, expand profits, and realize greater savings and efficiencies.

Open Text Integrated Document Management, Vignette Edition (IDM) facilitates the capture, management, delivery, and long-term storage of structured and unstructured information. IDM supports high-volume browser and Windows®-based interactions for creating, capturing, retaining, and distributing virtually all forms of documents and transactional content, including images, forms, computer-generated reports, statements and invoices, office documents, Web content, emails, faxes, rich media, and online assets. IDM is unique in that complete case folders, containing various document types, can be quickly located using a single database query, retrieved quickly from a single repository and displayed in a single universal viewer.

IDM helps businesses to organize and fully leverage their corporate information and knowledge assets; it makes them available for transaction processing, case management, and customer service applications. With IDM, organizations can get more work done faster, with fewer people, better accuracy, and less paper.

High-volume production imaging

Scan and index high volumes of bi-tonal or color images in a centralized or distributed production environment. Scan color images in large batches, without the need for periodic scanner contrast adjustments and rescans, creating fast throughput, high accuracy, and low labor costs.

Process automation

Manage business-critical transaction processing with different business rules for each type of transaction. Deploy many dynamic rules-based event steps with decision points, conditional branching, wait points, rendezvous, prioritization, and escalation.

Report management

Capture, store, view, mine, reprint, and distribute formatted computer output documents. Supported print streams include American Standard Code for Information Interchange (ASCII), Extended Binary Coded Decimal Interchange Code (EBCDIC), carriage control, and Extensible Markup Language (XML), as well as native support for “All Points Addressable” formats including IBM® AFP, Xerox® Metacode, Dynamic Job Descriptor Entry (DJDE), Adobe® Postscript, and Printer Command Language (PCL). Sort, aggregate, and reformat specific line and column data from one or more reports to generate custom “reports from reports”. Link specific line items in output reports to related data elements or initiate work actions, such as linking to a specific folder, document, or workflow process. Use email automation to notify users and directly link to electronic versions of reports, statements, and invoices.
Document capture
Leverage Open Text’s highly scalable and flexible system for distributed capture to process a company’s inbound business documents and correspondence. Additionally, documents needed for legal or regulatory retention can be aggregated, indexed, and stored securely in the content repository.

Bookmarks
Quickly and easily mark a specific region or page of a document for future reference. With the bookmark capabilities of IDM, users can reduce the time it takes to return to a pre-marked page in lengthy documents and easily remove the marker when the reference is no longer needed.

Forms processing
Speed data entry using an integrated forms processing solution specifically designed to meet the demands of high-volume data capture from both paper and electronic Web forms. Open Text forms processing includes automatic form identification, highly accurate character and barcode recognition, real-time field data validation, parallel processing, and streamlined rejected character batch correction utilities. A powerful voting recognition system automatically interprets hand print, machine print, check boxes, and bar code information, and reduces tedious manual data entry.

Email archiving
Capture the message body and all attachments, which are encapsulated in a single document for referential integrity. Use the high-volume bulk email capture utility to intercept and archive filtered internal and external email transmissions prior to delivery for legal and regulatory compliance.

Desktop client
Display documents in a single multi-format viewer, including bi-tonal and color images, faxes, forms, computer output reports and statements, office documents, emails, and Web pages. View over 200 native file types with common zoom features and graphical annotations. Open multiple viewers to compare documents or pages. Print, fax, email, or create document shortcuts directly from the viewer.

Browser client
Access documents, folders, and workflow from Web browsers. Capabilities include security, permissions, search, retrieve, view, annotate, print, fax, email, and workflow queues. Native format documents are converted, one page at a time, to an optimized Portable Network Graphics (PNG) format for high-performance viewing within a Web browser, with no additional browser plug-in software downloaded.

Secure, scalable architecture
Support a highly secure, comprehensive repository that scales to multiple initiatives within an organization. Open Text software manages content and enables the capture, storage, management, and retrieval of information assets, in native format, managed with high availability and enterprise security features required for business-critical, transaction-based applications.

Benefits
- Improves interactions with customers
- Reduces costs
- Integrates document and transaction archive and retrieval
- Provides extensive capture and storage management
- Increases productivity

Name of product
- Open Text Integrated Document Management, Vignette Edition
High-volume transaction processing for improved customer self-service and support

IDM supports the production of computer output of statements or invoices into online customer support and self-service initiatives. IDM does this within a secure Internet-based infrastructure to help ensure the security of your online transactions and services. Organizations can:

- Capture, manage, and process virtually all forms of unstructured business information within a single system. Leverage Open Text’s expertise to address efficiencies around workflow, document-enabled line of business systems, case management, and report automation.
- Reduce printing, postage, and customer service call costs by initiating and capturing complicated transactions over the Web or in email. For instance, Open Text makes it simple to manage mortgage applications, insurance claims, or change of details.
- Use Electronic Statement Presentment (ESP) to adapt your company’s conventional legacy application print streams to work with standard email systems and the Internet for cost-effective electronic notification and secure online access to bills and statements (See Figure 1).

Integrated document and transaction archive and retrieval

Manage paper-based and electronic documents between businesses and customers. With IDM, organizations can:

- Combine the features of imaging (page-at-a-time delivery, annotations, etc.) and report management (resource handling, etc.) in one system
- Centralize their repository and administration for capturing, archiving, and managing virtually all forms of documents, Web content, emails, and attachments (See Figure 2)
- Integrate the core functions of document management with case management processes enterprise-wide

Extensive capture and storage management capabilities

IDM helps ensure that all documents, including those needed for legal or regulatory compliance, are collected, filed, and stored in a securely managed repository. IDM can be used to:

- Standardize and enforce agency and business regulations across transactional and document processes. Filed electronic documents are consistently organized in concert with paper records following appropriate security control and proper retention/expiration periods.
- Simultaneously access, assemble, and view images along with local documents via a desktop (See Figure 3) client or a browser. Web pages and any other documents that are stored on legacy systems can be accessed in context.
- Capture replicated data to an off-site disaster recovery/business continuity site. Includes Computer Output to Laser Disk (COLD) storage of document and workflow information.
- Easily transfer documents from slower storage to faster media, such as moving files from optical to magnetic Write Once Read Many (WORM).
Add-on product capabilities for IDM

- **Content services** – Manage advanced taxonomy, search, deployment, and multiple Web site and portal environments.
- **Portal services** – Create and manage Web applications based on a state-of-the-art management console for sites of virtually any size and complexity. The portal services also enable business users to define and control the end-user experience by giving them the ability to define interactions and manage implicit and explicit personalization rules.
- **Integration services** – Integrate unstructured, structured, and transactional information from inside or outside the enterprise—defined through a graphical integration workbench. Predefined integrations to a variety of technologies and applications, including IBM MQSeries®, Lotus® Notes®, and SAP®.
- **Collaboration services** – Provide a collaborative environment based on business processes to manage communication, dialogs, and knowledge sharing inside and outside the enterprise, for marketing, sales, project management, and customer service.

Effectively reduce costs and improve customer service

IDM is part of an integrated family of ECM products. With these products, Open Text’s customers increase their productivity, reduce their costs, manage their risk, and improve their interactions with key constituents.

IDM enables organizations to effectively reduce costs and improve customer service by transitioning from paper to high volume digital processes, streamlining document-intensive transactions, and helping to ensure the retention, access, and expiration of the organization’s business information assets.

For more information about Open Text's ECM solutions and their demonstrated value to over 1,700 organizations worldwide, visit [www.opentext.com](http://www.opentext.com) or call +1 800.499.6544.