

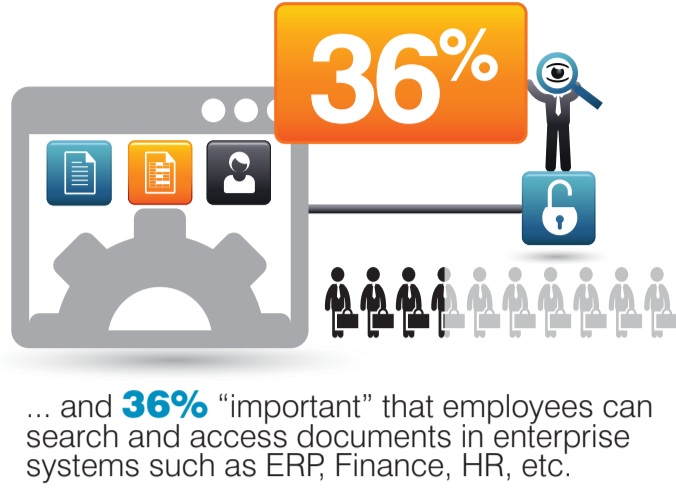
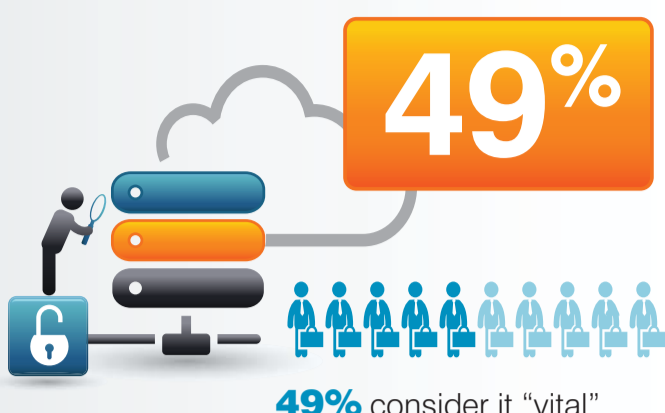


# MANAGING DOCUMENT PROCESSES

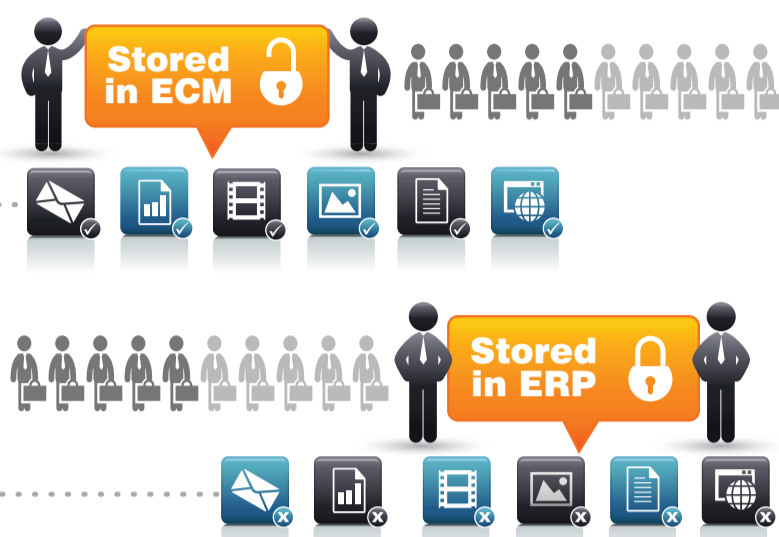
## Within ERP Business Suites

### Content Silos

Users need ready access to content wherever it is stored.

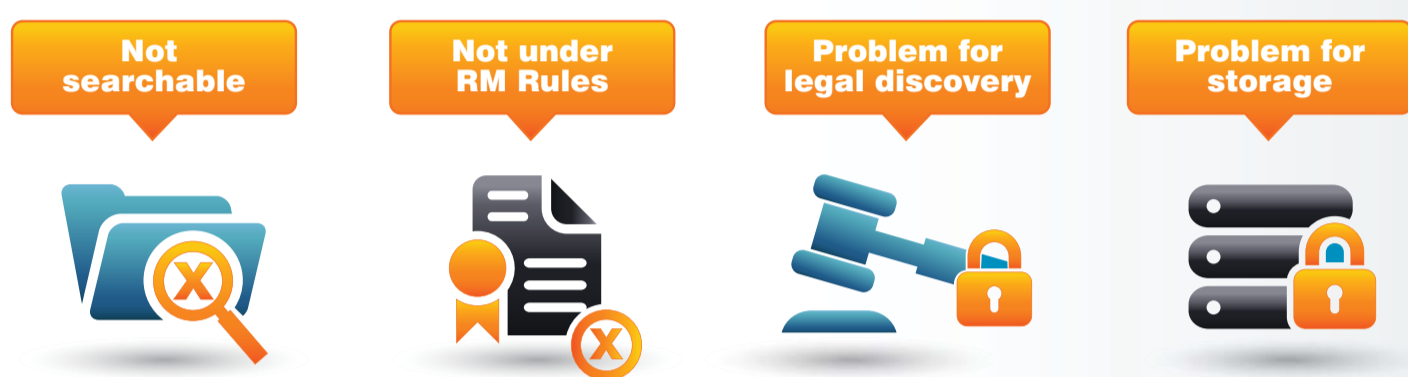


For 61% of organizations, half or more of their unstructured content and documents is stored in other enterprise systems and is not accessible through ECM/DM systems.



### Problems with content stored in ERP systems

Not searchable, not under records management rules, problem for legal discovery and hold, takes up expensive storage.



### Possible Solutions



**Use enterprise search**  
Separate screens. Doesn't solve retention, hold and storage issues.



**Migrate content to a single ECM**  
ERP users cannot access their content while in ERP session.



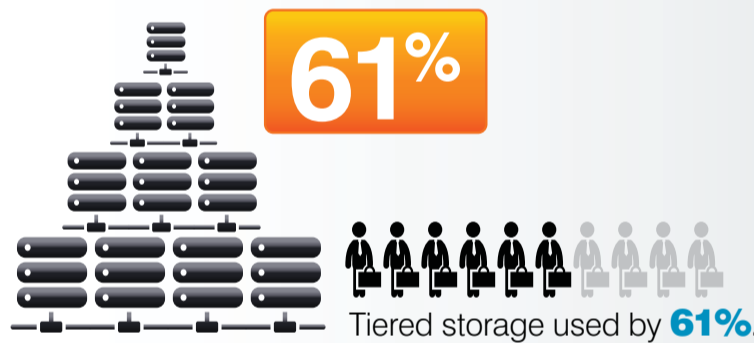
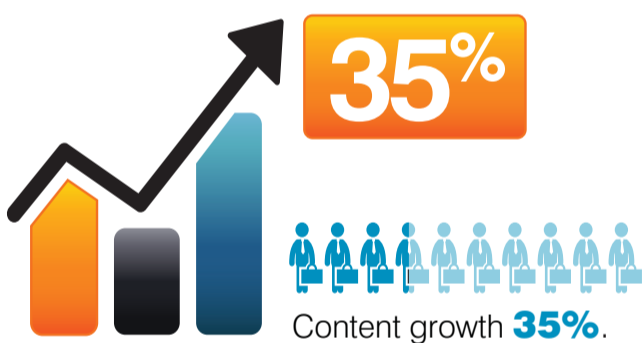
**Develop integration links between ERP and ECM**  
Needs to be two-way and intimate. Maintenance issues.



**Choose an ECM system with close links built in**  
Good if access to both is embedded on a single screen.

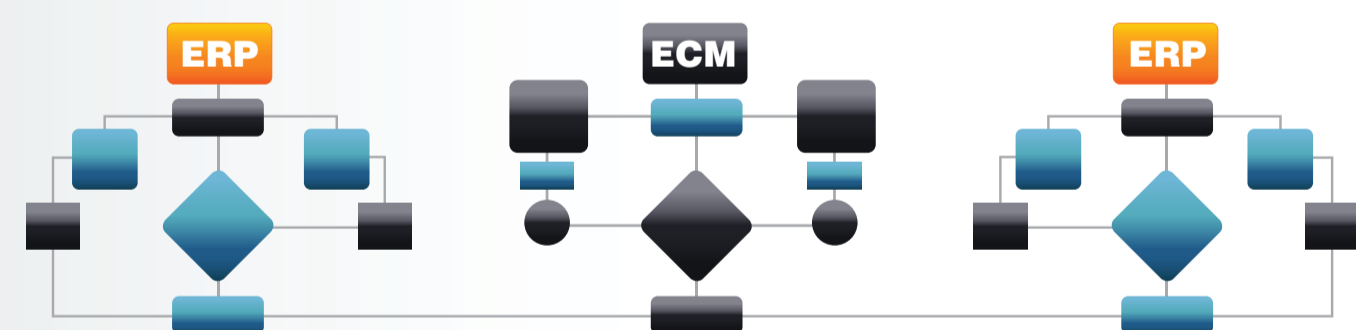
### Storage Issues

Undifferentiated content stored within transactional databases as BLOBs will use high availability storage, slowing access for all and increasing storage costs. This is a particular problem for scanned images.



### Process Continuity

Workflows may cross over between transactional and document-centric steps. This is a particular issue with case management and projects management. Two-way access between ERP and ECM keeps all users in step.



### Conclusions

Your current content management system may not meet modern needs. If you are replacing or consolidating, make sure to include ease of integration with your ERP system.

The solution to common silos is to integrate financial and ERP systems to ECM systems, ideally combining access to both types of information on a single screen, so users can interact with content and process from either.



### Recommendations

Audit your ERP content repositories - particularly for ease of search, information governance, and storage requirements. Who needs access to them and how?

Identify where content is being stored as uncategorized BLOBs, reducing the effectiveness of tiered storage.

Look at processes that call up or archive content to multiple repositories, or need handoff between systems for approvals.

Be wary of in-house integration. A pre-integrated system will be closer-coupled and easier to maintain.

## OPENTEXT

OpenText Extended ECM helps you unite and manage structured and unstructured content more effectively within business context, making it easier to access needed information, collaborate efficiently, and support compliance.

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