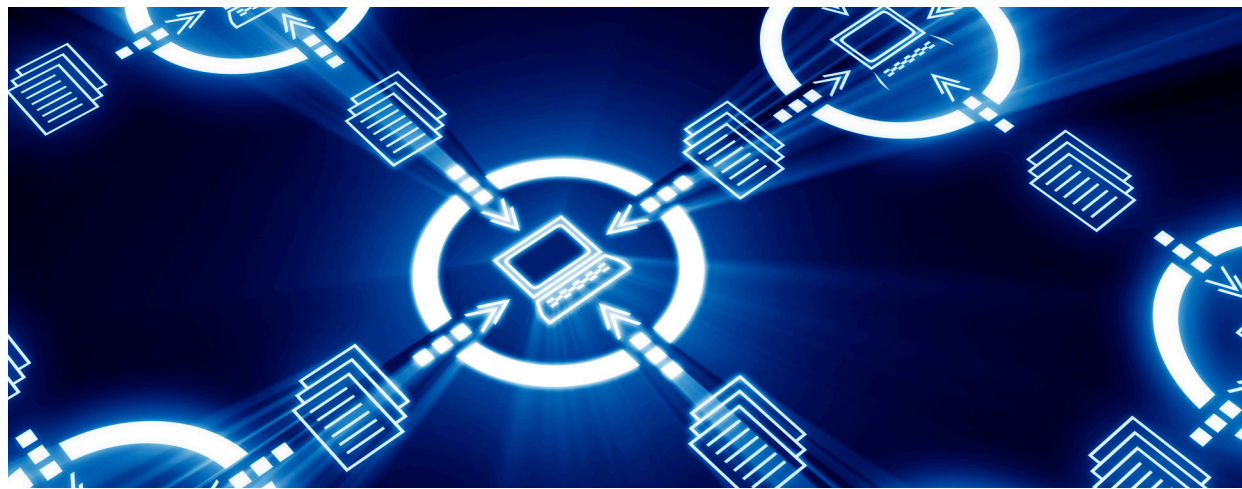




# Deloitte solutions and capabilities enabled by OpenText technologies

## Unlock the value of content and data — combined



The trends of social, mobile, and cloud computing continue to create new uses for content and data while traditional uses such as enterprise documents, transactional records, share-drives and emails also continue to increase. Today's organizations are capturing more information than ever before and when analytics is added to the mix, it creates a depth and breadth of information that requires new approaches in order to unlock its value.

A common challenge faced by many enterprises is that much of their information is captured outside of enterprise business applications. It is therefore often stored throughout numerous silo systems that span different domains, owners and organizations. Silos of data also limit information sharing, making collaboration more difficult and reducing the efficiency and productivity of workers that could benefit from easier access to the data. Furthermore, without centralizing the management of this data, there is increased risk of the data being lost or stolen, leading to increased compliance risks. Fundamentally, organizations fail to take advantage of the significant value that content and data — combined, can bring to the organization. Not only is this a lost opportunity, the status quo actually creates potential business risk.

Deloitte brings a rich combination of experience and skills to help you create a single source of truth for your digital information. Our offerings combine strong capabilities in information management with leading practices based on deep industry knowledge. We focus on helping you to transform your business and to use your data in ways that generate more value.

### Our experience is your path to success

As an OpenText Global Platinum Consulting Partner and one of the largest OpenText system integrators in North America, we have delivered more than 100 OpenText engagements in the past four years. Our services range from strategy to delivery and span both regional and global deployments.

Our client service teams help create effective business methods to address enterprise-wide information management challenges across many industries, including oil and gas, food and beverage, high tech, pharmaceuticals, utilities, and financial services. We also bring significant experience in using OpenText technology to extend the value of SAP® solutions.

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## Deloitte capabilities enabled by OpenText technologies

Document capture	Enterprise Content Management	Business Process Enablement	Digital Innovation
<ul style="list-style-type: none"> <li>• Vendor invoice scanning and indexing</li> <li>• Auto-classification during scanning and indexing</li> <li>• OCR for metadata capture</li> <li>• OCR for sales orders and other documents</li> <li>• Mass scanning and indexing of documents</li> <li>• Migration of electronic documents from legacy systems</li> </ul>	<ul style="list-style-type: none"> <li>• Content management</li> <li>• Regulatory tracking and compliance</li> <li>• SAP integration                             <ul style="list-style-type: none"> <li>– Linking content to SAP interactions</li> <li>– Archiving document images from SAP</li> </ul> </li> <li>• Microsoft SharePoint integration</li> <li>• eDiscovery</li> <li>• Records management</li> <li>• Transmittals</li> </ul>	<ul style="list-style-type: none"> <li>• Cross-industry:                             <ul style="list-style-type: none"> <li>– Employee file management</li> <li>– Travel expense management</li> <li>– Contract lifecycle management</li> <li>– Vendor invoice management</li> <li>– Business process management</li> </ul> </li> <li>• Industry-specific:                             <ul style="list-style-type: none"> <li>– Energy/Oil &amp; Gas</li> <li>– Food quality</li> <li>– Media &amp; Teleco</li> <li>– Finance</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Digital asset management</li> <li>• App development with OpenText AppWorks</li> <li>• Rich media development</li> <li>• Web content management</li> <li>• Web experience management</li> </ul>

### Document capture

Capturing content occurs in many different ways today. Methods range from traditional scanning at a local multi-function printer to mass scanning in a centralized and formal location, receiving digital faxes and emails, social media listening, and other types of direct transmission of information. Many of our client projects still involve scanning and indexing of unstructured transactional information such as faxed sales orders, vendor invoices, customer delivery notifications, and contractual records or transmittals. OpenText Enterprise Scan can provide the functionality for mass scanning of these types of documents while OpenText Capture Center (OCC) and OpenText Invoice Capture Center (ICC) capture data and metadata from the scanned documents using optical character recognition (OCR) technology.

Key data fields such as vendor name, invoice number, and invoice amount are captured from the scanned image and then used to index the document using OpenText auto-classification, so that it is easy to find via searches of the OpenText repository. In some cases, this metadata is also used to populate data records in SAP or other applications — the less human intervention required the better.

And when human intervention is required, the workflows involved should be designed with the user in mind. Many of our pre-configured solutions make use of OpenText workflow to implement leading practices for business processes. For example, workflows for vendor invoice payment approval include steps for built-in exception handling scenarios using configurable business rules.

No matter what format your information is in, we can help you capture and index it for your repository. If you have thousands of paper documents that need to be archived, we'll set up batch procedures using OpenText tools for mass scanning and indexing. Electronic documents from legacy systems can also be migrated into your centralized repository while capturing the metadata from the legacy system. Of course, not all of your legacy information should be captured. As part of the implementation

preparedness effort, we will work with you to determine the most efficient and cost-effective way to address legacy information as well as the most sustainable approach to capturing new content moving forward.

### Enterprise Content Management (ECM) and Records Management (RM)

Deloitte's client projects begin with an assessment of business objectives and the overall business strategy so that we can help you in your efforts to align your content management and records management strategy with your business processes and corporate vision. We use OpenText software to implement a centralized data repository that provides a single source of truth for your unstructured content. Documents that may have previously been spread throughout information silos or managed in paper archives are made easier to manage, easier to find, and are generally more valuable.

A centralized repository also greatly simplifies records management, regulatory tracking and compliance. Our solutions include access controls and audit trail capabilities designed to provide the visibility and control needed for regulatory compliance, and audits. They also incorporate features for protecting your data and electronic documents using records management disciplines.

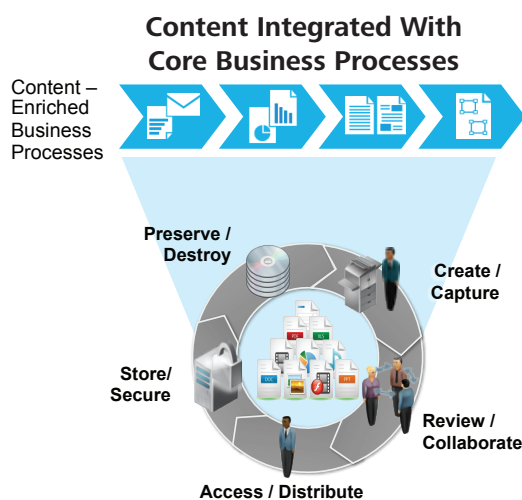
Your repository can also be integrated with SAP, Microsoft SharePoint, or other enterprise systems so that users can access your digital content from within other applications.

### Business process enablement

Embedding digital content into enterprise applications such as SAP can help you monetize savings by capturing and using content such as transmittals and vendor invoices within the context of SAP business processes. By making this information available to SAP users as part of their SAP application workflows, business processes can be transformed, allowing your digital content to create significant business value.

Deloitte's pre-configured solutions include a variety of use cases for embedding digital content and making it easily accessible to SAP users. For example, SAP users can view scanned invoices directly from the SAP vendor invoice screen. The related SAP invoice payment processes also make use of automated workflows built with OpenText software to increase the efficiency and accuracy of the payment process. Another use case involves a complete digital record for every employee so that Human Resources (HR) staff can have easy access to all HR-related documents. The employee personnel files are stored in an OpenText repository and can be directly integrated with HCM solutions such as SAP HCM or SuccessFactors.

There are many more examples of how Deloitte's solutions make use of digital content to transform business processes and thereby improve operational efficiency or increase employee productivity.



### Digital innovation

Our goal is to help you unlock the value buried deep in your content. This requires more than just having the right technology infrastructure. It requires delivery methods that span both traditional channels such as desktop users and newer channels such as mobile and social. Usability is a key ingredient in unlocking business value. If content can be made easily accessible across the right channels and in the context of a user's normal workflow, then it can add more value.

At Deloitte, our enterprise content management project teams include team members from Deloitte Digital who bring cutting edge creative talent and technical know-how to deliver engaging user experiences and thereby bring more business value to your digital content. From app

development to web content management and digital asset management, Deloitte Digital brings an effective combination of business and technology experience to help you leverage digital innovation trends and opportunities.

Our practitioners are well versed at every level of the Digital Content stack, which includes enterprise content management, digital asset management, records management and analytics. We bring an extensive set of capabilities that are grounded in a deep understanding of the business issues that drive the industries we serve.

### Deloitte solutions and accelerators for OpenText

Deloitte has invested in developing a number of pre-configured solutions and accelerators that leverage OpenText technology to target some of the most common and difficult information management challenges across a number of industries. These pre-configured solutions and accelerators provide a starting point for client projects and can help accelerate design and implementation while reducing project risk.

- **Deloitte Finance Transformation Accelerator** — Streamline finance business processes in key areas such as working capital management, closing, and financial reporting, and enhance the business processes with digital assets.
- **Deloitte Content Management Solution for Oil & Gas Companies** — Address the content management needs of down-stream, mid-stream and up-stream Oil & Gas companies related to asset management and engineering processes.
- **Deloitte Omni-Channel Customer Engagement Solution** — Consolidate all channels, platforms, and customer data repositories into a unified view of the customer that can help build strong customer relationships with deep loyalty.
- **Deloitte Consulting's High Tech Preconfigured Solution (DCHiPS)** — Implement leading practices in the high-tech industry for sales order processing, employee file management, and invoice management. Product and development IP content is also consolidated and managed as digital assets.
- **Deloitte Food and Product Safety Solution** — Deploy leading practices for processes such as quality management, lot traceability, product development, allergen management, risk management, corrective and preventive actions, supplier quality management, non-conformance management, document control and audit management.

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“Deloitte is a leading System Integrator for OpenText. In addition to being awarded the OpenText SI Partner of the Year for the past six years in a row, Deloitte is also the OpenText leader across many of our industries. Deloitte is OpenText’s leading alliance with respect to EIM advisory and implementations for many of our most strategic customers, across our product suite (from EIM to SAP).”

— Mark Barrenechea, CEO, OpenText

#### Deloitte at a Glance

- Deloitte is the largest privately held professional services organization in the world based on headcount and breadth of capability, delivering audit, enterprise risk, tax, finance, strategy and operations, human capital, and technology services.<sup>6</sup>
- Deloitte named a global leader in Business Analytics Services based on ability to execute and completeness of vision by Gartner.<sup>1</sup>
- Deloitte named a global leader in Business Analytics Consulting and Systems Integration Services by IDC MarketScape.<sup>2</sup>
- Deloitte named a global leader in Digital Strategy Consulting based on capabilities by Kennedy.<sup>3</sup>
- Deloitte named a major player in SAP Implementation Services based on capability and strategy by IDC MarketScape.<sup>4</sup>
- Deloitte is the largest Consulting organization in the world.<sup>5,6</sup>
- Deloitte is the largest IT consulting organization in the world.<sup>6</sup>

<sup>1</sup> Source: Gartner Magic Quadrant for Business Analytics Services, Worldwide, Alex Soejarto, Neil Chandler, 17 July, 2014.

<sup>2</sup> Source: IDC MarketScape: Worldwide Business Analytics Consulting and Systems Integration Services 2014 Vendor Assessment by Ali Zaidi, May 2014, IDC #246675.

<sup>3</sup> Source: Kennedy Consulting Research & Advisory; Digital Strategy Consulting; Kennedy Consulting Research & Advisory estimate © 2013 Kennedy Information, LLC. Reproduced under license.

<sup>4</sup> Source: IDC MarketScape: Worldwide SAP Implementation Services Ecosystem 2014 Vendor Assessment by Ali Zaidi and Gard Little, May 2014, IDC #248305.

<sup>5</sup> Includes S&O, HR, IT, Risk, FA, Audit, and Tax advisory capabilities; excludes regulatory audit and tax compliance.

<sup>6</sup> Source: D TTL Global AR, February 2013; D TTL Strategy, June 2012.

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#### Learn more

To learn more about how Deloitte can help you in your efforts to reduce risk and realize more value from your digital content, please contact one of the following:

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