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I N F O T E C H

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Case Study: OpenText Upgrade, Workflow and Records Management	
Client Profile	The customer is a large media and internet company whose lines of business are advertising and subscription to business portals.
Problem Statement	The customer's OpenText Content Server (OTCS) and OpenText Archive Server (OTAC) systems needed to be upgraded to leverage capabilities available in their advanced versions. The existing Contract management solution in OTCS contained several disconnected, manual steps resulting in inconsistencies and errors in output. Records Management for the Contracts and an integrated Search for Contracts across two repositories that contained them were also needed.
OpenText Products	Content Server (OTCS) Archive Center (OTAC) Exstream Contract Management, Records Management for OTCS
Scope of Work	The scope of work included the following: ● Upgrade of OTCS and OTAC to 16.2.x ● Contract, Deal and other Legal document generation using Content Server workflow and Exstream ● Records Management for Contracts and Employee Records ● Search for contract documents and their metadata stored in two repositories

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Implementation	The project was executed in three releases: Release-1 consisted of the upgrade of OpenText Content Server and Archive Center to 16.2.x and ran for four months. Release-2 (duration: six months) comprised the development of the Content Server workflow and Exstream solutions for generation of Contract, Deal and other Legal documents, and the implementation of Records Management for Contracts and Employee Records. Release-3 (duration: three months) comprised the implementation of the integrated search across multiple repositories containing contracts. **Release-1: OpenText Systems Upgrade** The system landscape consisted of DEV, QA and PROD environments. Each environment contained 4 OTCS instances: 2 load-balanced instances to handle user and application requests and 2 instances for handling indexing, search, notification and scheduled agent functions. Parallel upgrade approach was adopted. New systems were provisioned for OTCS and OTAC v16.2.x. OTCS upgrade steps: 1. Database verification of OTCS 10.5 was performed and the errors identified were fixed. 2. OTCS 16.2.x instances were configured in the newly provisioned systems with the module list identical to the OTCS 10.5 system. Patches for the new instances were deployed using OpenText System Center. 3. The backup of the OTCS 10.5 database taken from the Oracle 11g system was restored in Oracle 12c which is the supported database version for OTCS 16.2.x. 4. An OTCS 16.2.x instance was connected to the restored database and the OTCS database upgrade was performed. OTAC upgrade steps: 1. OTAC 16.2.x was installed in the new system. 2. Pool write job on OTAC v10.5 transferred documents to the final storage and Purge buffer job cleared the buffer. 3. All the volumes were copied from v10.5 to v16.2 storage locations. 4. Volume Import utility was run for each of the copied volumes on OTAC v16.2.x to populate OTAC database tables. Post upgrade steps: 1. Connected the upgraded OTCS and OTAC systems. 2. Migrated index from OTCS v10.5 to OTCS v16.2.x. 3. Implemented OTDS and migrated all users to its partitions.

Release-2: Exstream, OTCS Workflow & Records Management (RM)

The process for creation and approval of Contracts, Agreements and Deal related documents required to be completely automated to eliminate the errors and inconsistencies experienced in the existing solution. The documents needed to contain the electronic signatures of the approvers which comprised both internal and external users. After approval, the documents had to be published. The archival and destruction of these documents and also Employee records had to follow regulatory compliance rules since they were controlled documents.

Solution development

The following activities were performed:

New system was provisioned for OpenText Exstream 16.6.1.

Contract, Agreement and Deal document creation:

- Configuration of Exstream and CCE components (Communication Builder, Control Center)
- Creation of templates for Contracts, Agreements and Deals
- Configurations to accept input XML and generate output PDF

Document approval, publishing and Contract Management:

- Workflow Requirements were collected for the approval processes for the different document types
- User experiences were mocked up, reviewed and finalized after which elegant HTML web forms were developed
- The solution was built consisting of complex workflow maps, OScript programs and, integrations with Exstream and DocuSign
- WorkflowPlus, an OTCS workflow solution accelerator by Supai was used for DocuSign integration, Notification and Reminders
- An intuitive dashboard was built using WebReports for viewing the status of Contract and Deal documents
- Templates were created for Binder and Contract Files
- Reminder Notifications were configured based on contract types (Procurement, Standard etc.) to send contract owners reminders thirty days prior to and to send escalation reminders to managers seven days prior to contract expiration

Records Management (RM)

- Workshops were conducted to understand the requirements for retention and disposal of different document types, based upon which the File Plan was created, reviewed and finalized
- RM configurations were made for Table Maintenance codes, RSIs, Dispositions, Holds, RM Classifications etc.

	Release-3: Integrated search across two Repositories containing Contracts (Contract e-Discovery) The customer's contracts were stored in two application repositories - OpenText and Salesforce - and finding them was a time-consuming effort fraught with issues. The Legal Department needed a solution that would accept search criteria, search both systems and deliver the combined results. **Solution development** ● Discussions were held with the customer's team to finalize requirements for basic and advanced search criteria, metadata fields in both repositories, and delivery of the search results. ● JSP pages for UI and Servlets for back-end processing were built. ● Content Web Services (CWS) were consumed to execute search and process results from OTCS, while Salesforce Object Query Language (SOQL) was used to search the Salesforce repository. ● JSZip library was consumed to leverage its functionality to zip and download multiple contract files.
Project Duration and Participants	The total duration of the project from initiation to go-live was 14 months. The customer team comprised their Business Consultant, Power and End-user representatives, IT Project Manager, and Business Manager. The Supai team consisted of Project Manager, OpenText Content Suite Architect, Records Management Consultant, two OTCS Developers and two QA Testers.
Benefits to the customer	● By upgrading the Content Suite environment and fixing issues that existed in the old version, the customer got rid of all the niggles. ● Time, effort and cost required for generating and publishing Contracts has reduced significantly. ● Automation of Deals and Contracts approval provides absolute transparency to all the stakeholders involved. ● Contract Management reminders and escalation enable customer to renew contracts well before expiration to circumvent manual effort ● Pictorial representation of Deals provides financial comparison of amount of deals approved across the past months ● Time and effort required to find contracts reduced drastically after the eDiscovery tool was implemented to search contracts across OpenText and Salesforce. ● Records Management implementation makes customer regulatory compliant.