opentext™

AI and Analytics

Services and Solutions Catalog

Contents

Introduction

The OpenText™ Professional Services team leverages more than 25 years of experience delivering solutions that meet customer expectations, with Certified OpenText consultants providing the highest possible level of information management services. The team incorporates best practices and accelerates time to value with flexible customer solutions tailored to individual project requirements and broader business initiatives.

This catalog showcases AI and Analytics solutions that deliver value to suit specific business use cases.

1 Professional Services solutions

OpenText Artificial Intelligence & Analytics Services provides business solutions and analytics that help deliver immediate business value.

1.1 Magellan +

1.5 Magellan Tracker

The Magellan Tracker allows organizations and public sector agencies to accurately assess how people feel both individually and collectively, as well as gather actionable insights from customer feedback.

Based on these insights, organizations can create better journeys and experiences for their customers and citizens, leading to greater engagement, loyalty and advocacy, higher revenue and more effective retention sta

1.8 Content Manager On Demand (CMOD) and Mobius Migration with OTS

Output Transformation Server simplifies and streamlines the migration of documents from IBM® Content Manager On Demand (CMOD) and Mobius using the Output Transformation (OTS) migration framework. The migration framework facilitates. Tr. TuBs f   ot Tent+6

2 Starter packs

OpenText Professional Services starter packages provide clearly defined, head start solutions and services with standard, seamless configurations using best practices that ensure fast implementation.

2.5 Magellan Annotation for Content Server Starter Pack

The Magellan Annotation solution takes advantage of Magellan Text Mining to enable the customized auto-tagging of content with Record Management (RM) classifications. Fast and easy to implement, Magellan Annotation uses an organization's specific RM taxonomy and models it for automated use. Classification tags improve findability of documents, content classification in information governance and the automation of data-driven processes.

2.6 Automated Output Accessibility Starter Pack

OpenText™ Automated Output Accessibility generates WCAG 2.0 Level AA compliant PDF/UA documents for high-volume print and PDF format documents, such as customer statements, bills and explanations of benefits. With on-the-fly transformation of print stream and PDF documents into accessible formats for websites and customer portals, organizations can ease regulatory compliance with global accessibility legislation.

This Starter Pack includes product installation, implementation of an initial accessibility transformation template and product training to learn the necessary tools and techniques to create high-volume PDF/UA documents.

2.7 Risk Guard Starter Pack & Tuning Pack

OpenText™ Magellan™ Risk Guard has two Professional Services packages available to get customers up and running quickly.

The Starter Pack includes a basic installation and configuration of the product including prerequisites, connecting to a repository and configuring basic risk levels.

The Tuning Pack takes the out-of-the-box models that are available with Risk Guard and then tunes and fits them to the customer-specific context and content. It assumes the product is already installed and configured.

2.8 Magellan Platform Install

The Magellan Platform Starter Pack brings in Professional Services experts to install the base implementation of OpenText Magellan Suite in a non-production development environment. This installation includes installing and default out-of-the-box configuration of the following:

• OpenText™ Magellan™ Text Mining

• OpenText™ Magellan™ BI & Reporting System Console

• OpenText™ Magellan™ Data Discovery

As well as document installation configuration and conducting a solution walkthrough session with the customer's application administrator.

3 Cross-platform solutions

OpenText Professional Services can integrate multiple OpenText products and

5 Optimize Assist program

Operating and maintaining advanced information management solutions requires in-depth technical know-how and expert knowledge of deployment and operational management. The Optimize Assist Program is designed to provide additional skills and resources to accelerate and streamline organizations' digital journeys.

The program meets individual business needs by being both flexible and cost effective. It offers four essential core services and customers can select additional services to personalize their program to meet the needs of IT and business units.

6 AI and Analytics Managed Services

OpenText provides Managed Services operational support for the Magellan AI platform tailored to organizations' specific requirements. The objective is to provide and maintain stable, continuous operation of the OpenText solution. The following solutions can be covered by the program

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