

AI and Analytics

Services and Solutions Catalog



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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 Content Enrichment

The Magellan Content Enrichment solution takes advantage of OpenText™ Magellan™ Text Mining to enrich documents with new, relevant semantic metadata, such as categories, named entities and key concepts.

Magellan Content Enrichment connects to source repositories, crawls the content to extract semantic metadata and writes it back to the document's metadata fields.

1.2 Magellan Search+

Magellan Search+ offers semantically relevant content based on linguistic concepts, entities and categories to increase content's searchable value and make it more relevant. It does the heavy lifting so users can get to the content they need, bolstered with a user-friendly interface and intuitive suggestions.

The customizable semantic search engine is coupled with crawlers that intelligently assess content across multiple repositories. Faceted drill downs into semantic metadata, as well as editorial user and system metadata, enable users to quickly narrow down a precise set of results.

1.3 Smart Migration

The Magellan Smart Migration service allows organizations to retrieve, analyze, structure, visualize and move content from any data repository to another, such as OpenText™ Content Server, OpenText™ Documentum™ or eDocs. Migrations are driven with data mining, semantic and business intelligence technologies to ensure success.

Customers can:

- Reduce the costs of migration, storage and management of data.
- Mitigate risks with a better understanding of data content to define migration and retention rules.
- Provide value at each phase of the migration process.

1.4 AI-Augmented Capture

AI-Augmented Capture improves business processes by leveraging Magellan Text Mining. Augmenting capture with institutional knowledge derived through machine learning allows automated classification, entity extraction and routing at scale. From the moment documents enter the enterprise, information is captured from them and routed to the appropriate workflow based on context and priority.

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 strategies and campaigns.

1.6 Document Transformation with Output Transformation Server (OTS)

Enterprise organizations that issue high-volume customer communications, such as credit card bills, bank statements, insurance policies and telephone bills, need to be able to print content easily and quickly, efficiently store it and make it available online. Output Transformation extracts and enhances information from documents and transforms print-ready content into PDFs and other accessible formats.

1.7 Document Accessibility Tagging with Output Transformation Server

OpenText™ Document Accessibility makes it easy to manually remediate ad-hoc PDF documents for low-vision users, creating PDF/UA content accessible to all and complying with accessibility standards. With automated tagging and a fully featured remediation environment, this solution enables organizations to create their own document models, tailoring auto-tagging to their specific requirements.



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 the extraction of documents and their associated metadata from CMOD, and can transform documents stored as AFP, line data or Xerox™ metacode to PDF for automatic loading into target repositories.

During migrations, a meticulous record is kept of the data's chain of custody and Output Transformation Server facilitates auditing and tracking progress.

1.9 Magellan Knowledge Assistant

Magellan Knowledge Assistant is an advanced question answering, information and resource retrieval solution that leverages the power of the OpenText™ Magellan™ AI and Analytics platform. It effectively handles large volumes of customer questions and requests without an organization having to increase its customer support team.

1.10 Magellan Calendar Analysis

Magellan Calendaring Dashboard enables users to see a calendar view of all meetings that took place within a given date range, visualize days that had concentrated meetings and filter down to information that is interesting to the case being investigated.

Users can get a quick visual indication of what meetings took place, then drill into who organized them, who attended and what they discussed. Text analytics drive smarter assessment and investigation.

1.11 Multi-Faceted Email Chronology Analysis

Multi-faceted Chronologies for Emails simplifies identification and presentation of topics, events, timelines, sentiments and interactions reflected in email data. Users undertaking discovery, investigations or other tasks can analyze trends in response times across email threads, analyze responsive data and display entity and concept trends over time.



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.

2.1 Magellan BI & Reporting (MBIR) Starter Packs

The Magellan BI & Reporting Starter Pack enables businesses to quickly and effectively develop customer-facing applications that deliver personalized insights. It guides in-house teams through the crucial steps of establishing the overall analytics application development framework and assists with the implementation of the initial Magellan BI & Reporting application.

2.2 Magellan BI & Reporting (MBIR) Enablers

Magellan BI & Reporting Starter Pack Enablers give organizations an implementation head start with pre-developed dashboards and reports to reduce the length of Magellan BI & Reporting journeys. Enabler packages are available for:

- Content Server
- Documentum
- OpenText™ Media Management

The following are in planning:

- OpenText™ AppWorks™
- eDOCs
- OpenText™ Accelerate™

2.3 Magellan BI & Reporting Mashup Starter Pack

The OpenText Mashup Experience Starter Pack provides a focused set of implementation services to ensure solutions are up and running as quickly as possible. This acceleration is driven by Mashup knowledge, skills and experience that OpenText has gathered from previous solution implementations.

Note: This is a Professional Services offering for customers who want dashboard functionality without purchasing a dashboard license. However, dashboard functionality provided in the out-of-the box product has improved considerably since this pack was designed.

2.4 Magellan Data Discovery (MDD) Starter Pack

The Magellan Data Discovery Starter Pack provides a strategic implementation service to turn raw data into a human comprehensive analytical repository via a five stage Professional Services engagement over 20 days. Certified consultants will develop a system that empowers business users to transform their questions into answers.



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 platforms to provide enhanced solutions that meet organizations' business needs.

3.1 Core for Federated Compliance

OpenText™ Core for Federated Compliance delivers cross-repository visibility and policy control, enhancing transparency and defensibility of organizational information governance processes and reporting. This includes:

- Centralized record policy management that defines and manages corporate records policies across multiple repositories.
- Reporting and review that offers oversight of information governance effectiveness using visual dashboards, reporting and a built-in compliance search arm.
- Records compliance validation to measure and report local administrators' adherence to global records policies in each repository.
- In-place records management that provides native, in-place records policy oversight and administration for Documentum, OpenText™ Extended ECM, OpenText™ InfoArchive and Microsoft® Office 365® repositories, such as SharePoint® and OneDrive®.

3.2 File Discovery with File Intelligence

OpenText™ File Intelligence is a file analysis application that is quickly deployed and easy to use. It equips enterprises to catalog unmanaged sources, such as file shares and email, to identify and analyze content files. Knowing what files are where enables appropriate management of critical and valuable content.

3.3 MTM for Qfiniti Explore

OpenText™ Explore is a discovery solution that allows business and call center professionals to view cross-channel interactions collectively, providing a comprehensive picture of customer behaviors and relationships. Powered by Magellan, it explores and analyzes call recordings and chat sessions, offering insight into text-based communications and automatically classifying, then categorizing interactions based on meaning instead of keywords.

OpenText Refinement and Tuning services for Explore include configuring and refining out-of-the-box models to suit a customer's specific content and context. These can be for speaker and caller classification or sentiment analysis.

4 Consulting services and workshops

OpenText Professional Services offers informative workshops working with analytics and AI experts where users can learn data driven processes and strategies are possible using OpenText technology. These services are useful prior to or at the beginning of a large project.

Security specialists, data scientists, computational linguists and other specialists conduct these workshops, gathering information, presenting technology and performing assessments. Observations and recommendations are documented.

4.1 Digital Ethical Risk Assessment

OpenText's Digital Ethical Risk Assessment systematically and exhaustively addresses ethical risks that can lead to regulatory investigations, fines, lawsuits and a damaged brand. Areas to be explored in this service include evaluating the risk categories defining key elements of a robust digital ethical risk program.

4.2 Cognitive Strategy Workshop

Designed for IT executives, business analysts and data owners, this workshop is tailored to an organization's needs. Organizations receive best practices and practical advice for implementing Magellan to get the most from structured and unstructured data.

The workshop is provided on site only for up to 10 attendees by three consultants (a business intelligence analyst, a cognitive analyst and a data scientist).

4.3 Semantic Strategy Workshop

Organizations work with a computational linguist on site to explore how to leverage semantic technologies in the organization's specific context. This workshop offers an overview of the technology, successful implementation examples and a look at different content challenges that can be addressed.

Designed for IT executives, business analysts and data owners, this strategy workshop is tailored to an organization's needs, providing best practices and practical advice for implementing Magellan Text Mining to get the most out of unstructured data.

4.4 Analytics Assessment

OpenText™ Artificial Intelligence & Analytics Services offer advice, guidance and assistance in bringing data, people and technology together to deliver insight, automation and business optimization. With data science methodology and business analytics consulting services, the team helps operationalize products, services and solutions in the fields of machine learning, natural language processing, expert systems, speech recognition and vision.

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:

- Magellan Platform
- Magellan Search+
- Magellan Content Enrichment
- Output Transformation Server
- OpenText™ File Intelligence Enterprise
- OpenText™ Core for Federated Compliance

7 Other services

7.1 Idea to Insight

OpenText AI Professional Services can help organizations quickly discover initial insights on a first use-case and determine a path forward to gain benefits through Magellan analytics and AI. These insights can drive efficiency and competitiveness through automated decision-making. OpenText experts will also help an organization envision further use cases and best practice methods to apply more comprehensive data sets and address critical business issues.



About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: opentext.com.

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