



**opentext™**

# Hyperautomation overview

Mastering modern work with integrated information management

30.03.2023. | Zlatko Dubljanin

# EIM Profile

## Services Share



**60%** Archiving  
**85%** Scanning  
**90%** Backoffice Services

## Hybrid DMS and BPM

Cloud and  
On-Premises

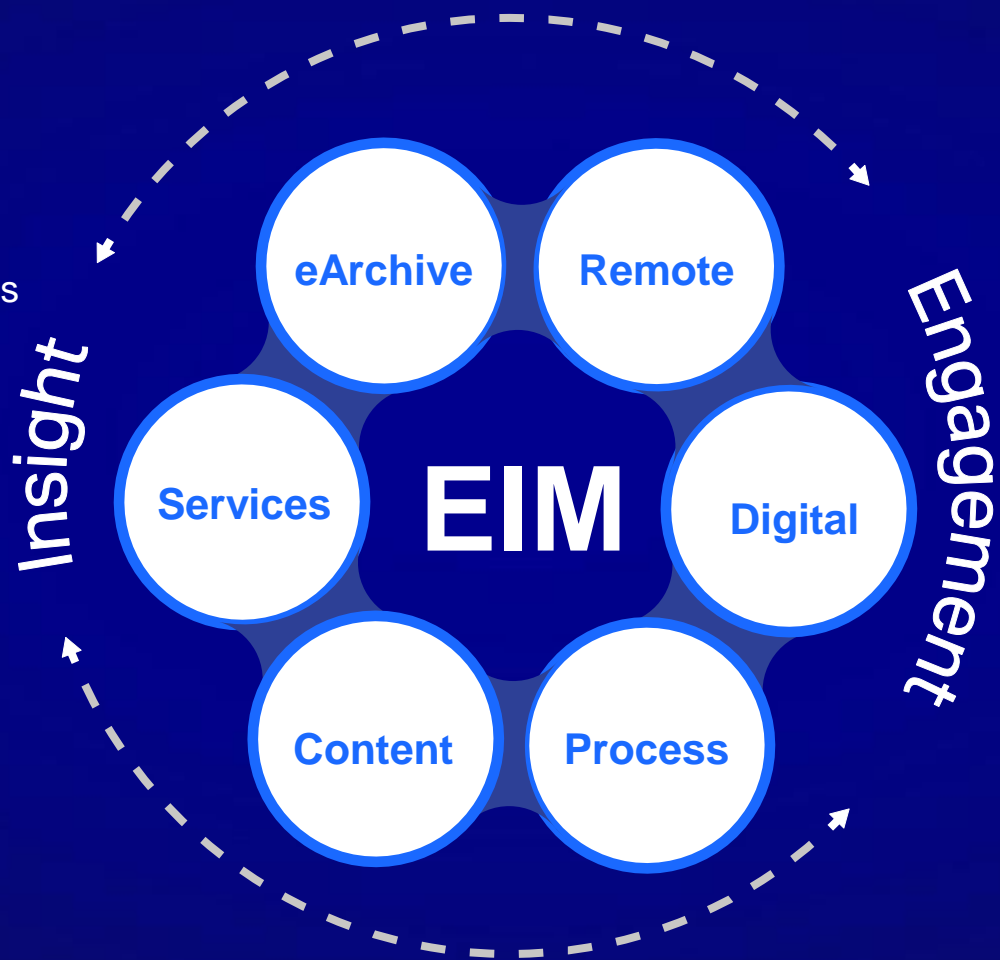
## Partners

OpenText from 2007.

Kodak from 1991.

Atiz from 2010.

Signotec from 2020.



OpenText is a Content Services Leader

**200**

Employees

**33 years**

of innovation

**300**

Customers

**60**

DMS&BPMS  
implementation

**5 Countries**

Archive, Scanning, OCR,  
Cloud DMS&BPMS

**500.000+**

Qualified signatures per day



On-Premises

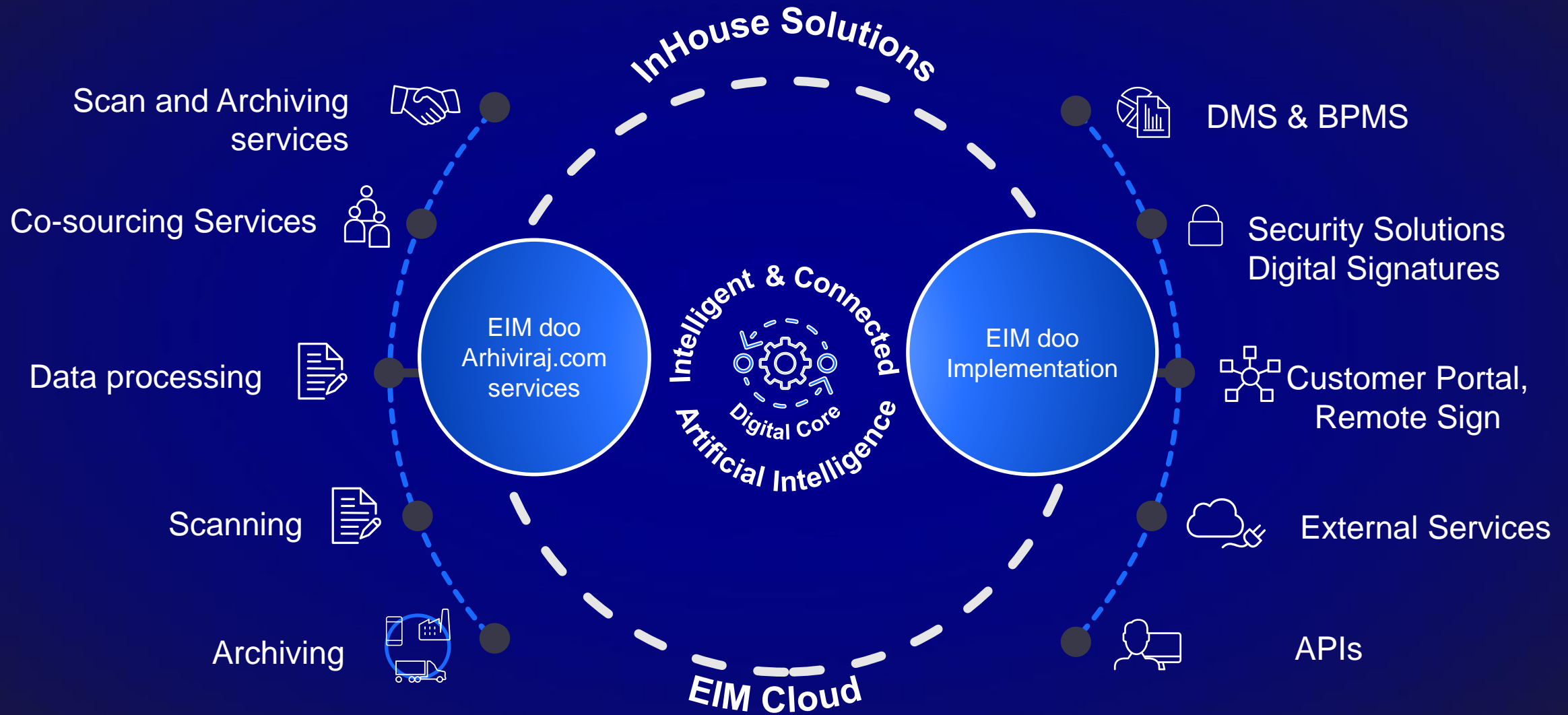


Hybrid



Cloud

# Our Vision: The Intelligent and Connected Enterprises



# Concept of Hyperautomation

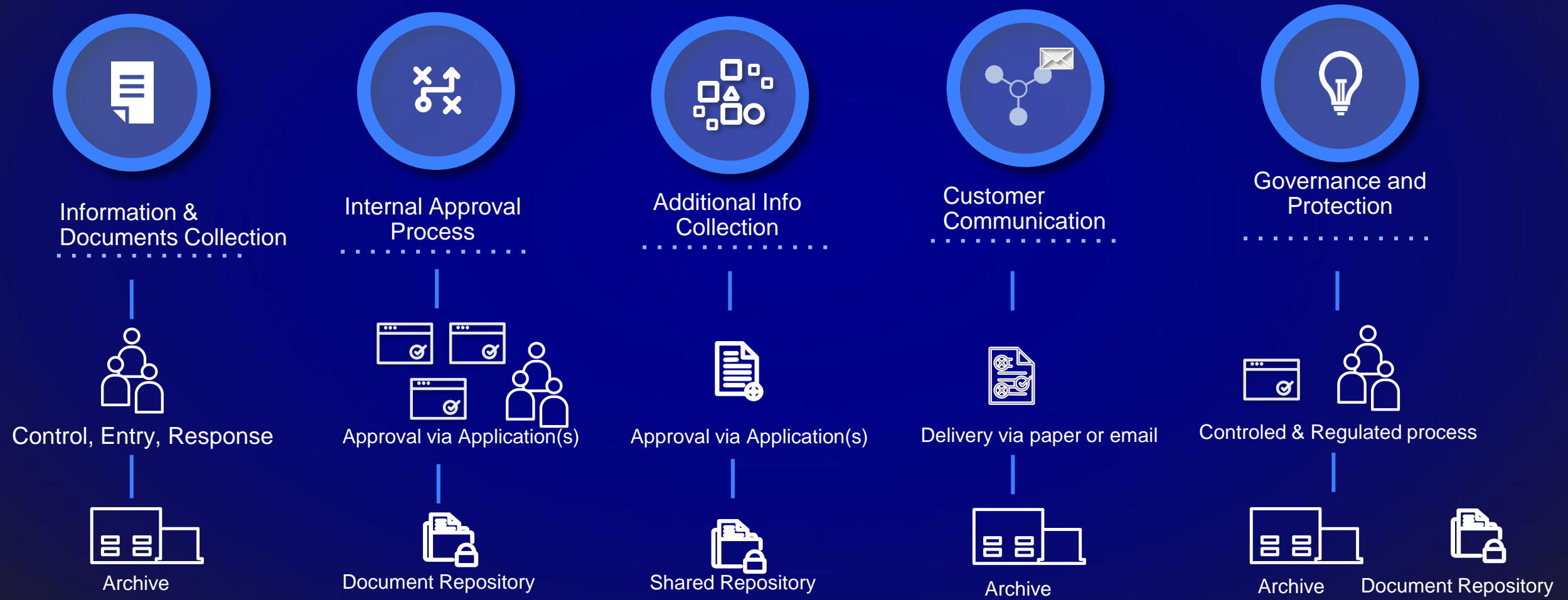
“

Hyperautomation is a business-driven, disciplined approach that organizations use to rapidly identify, vet and automate as many business and IT processes as possible. Hyperautomation involves the orchestrated use of multiple technologies, tools or platforms, including: artificial intelligence (AI), machine learning, event-driven software architecture, robotic process automation (RPA), business process management (BPM) and intelligent business process management suites (iBPMS), integration platform as a service (iPaaS), low-code/no-code tools, packaged software, and other types of decision, process and task automation tools.

”

– Gartner

# Today's typical process






**What are additional obstacles to effective information management?**

**450%** Information volume growth  
over the next two years  
-AIIM

**80%** Of worldwide data will be  
unstructured by 2025

**5** Average number of systems  
workers access to find job-  
critical information  
-IDC





**Why does hyperautomation and integrated information management matter to users and process?**

# Today's typical process



# Hyperautomation - horizontal and vertical scaling



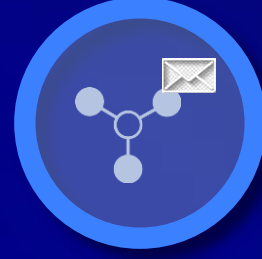
Information &  
Documents Collection  
.....



Internal Approval  
Process  
.....



Additional Info  
Collection  
.....



Customer  
Communication  
.....



Governance and  
protection  
.....



Services & Tools



Customer Portal



Document Repository



Business Processes

# Connecting people, processes & content together for modern work



# Tommorow's steps

- Set unified Content Platform with business driven development tools for BPM
- Start with horizontal or vertical process optimization
- Include automated qualified signatures&timestamps, ARP, DM or AI tools
- Include external services in processes (OCR, AutoClassification,B2B,B2G)
- Include external users (end customers) in process via Customer Portal (Delivery, Sign, Approve)
- Enable secure electronic document archiving according to the latest local and international regulations

# Integrated Solution

Connect End Users to business content in unified process applications to **accelerate productivity, improve information flows and governance.**

Users work with **content directly within applications** (Arhivo Portal) and use the content in **context of the business process** to optimize outcomes.