



opentext™

Open Text Aviator - AI in Content Management and EIM Solutions

Transforming the Future of Work with generative AI

Zlatko Dubljanin, EIM d.o.o. | 18.04.2024.

Technobank Conference 2024 Belgrade, Serbia



EIM Profile



Market Share



Hybrid

Cloud and On-Premises

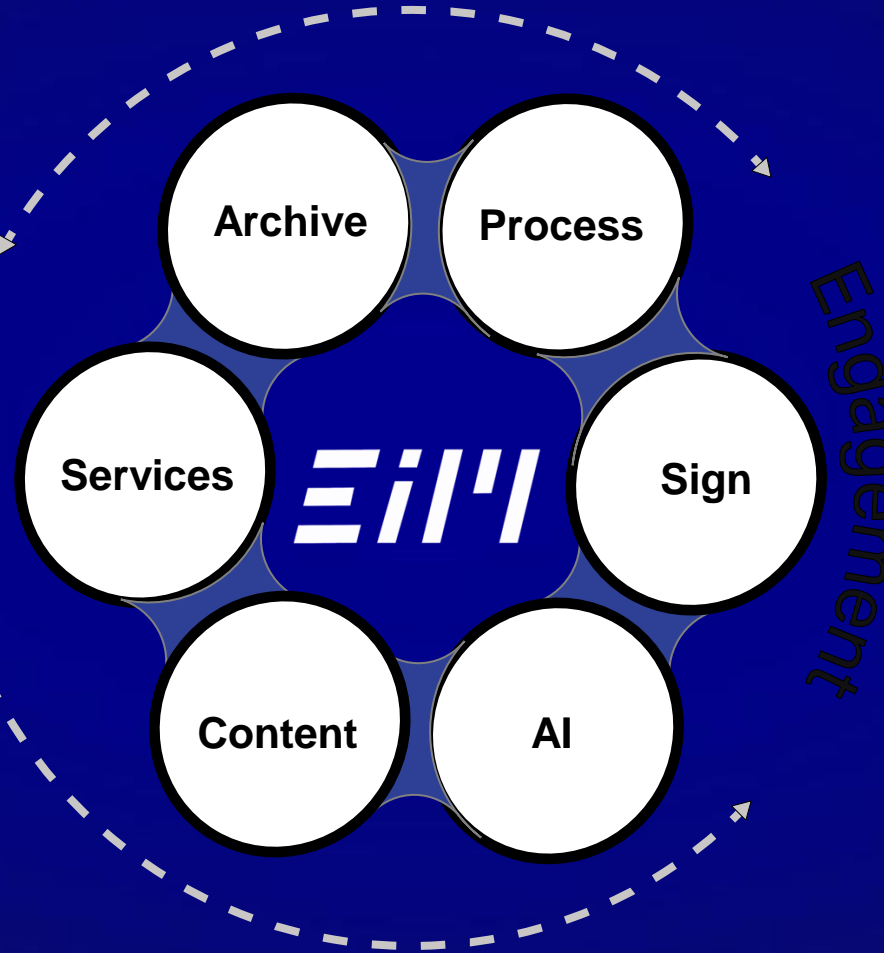
45% Archiving

65% Scanning

90% Data Extraction

Services

Insight



200+

Employees

34 years

of innovation

300+

Customers

50+

DMS&BPMS
implementation



On-Premises



Hybrid



Cloud



Professional
Services

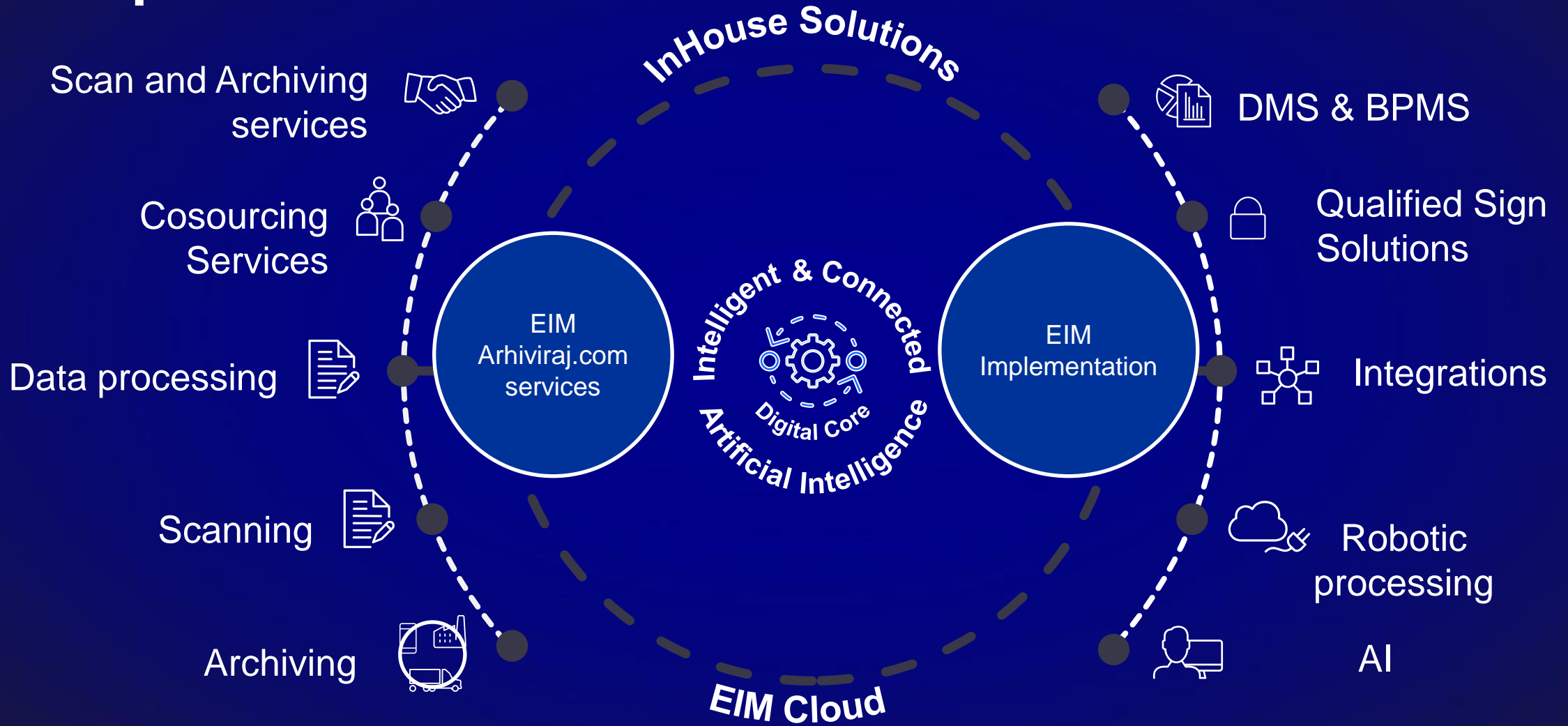


Managed
Services

Franchises in Romania, Montenegro,
North Macedonia, Bosnia and Herzegovina

Partner with Open Text since 2007.

Our Vision: The Intelligent and Connected Enterprises



EIM - the reliable partner everyone wants



Open Text partner
from 2007.



Deep Expertise

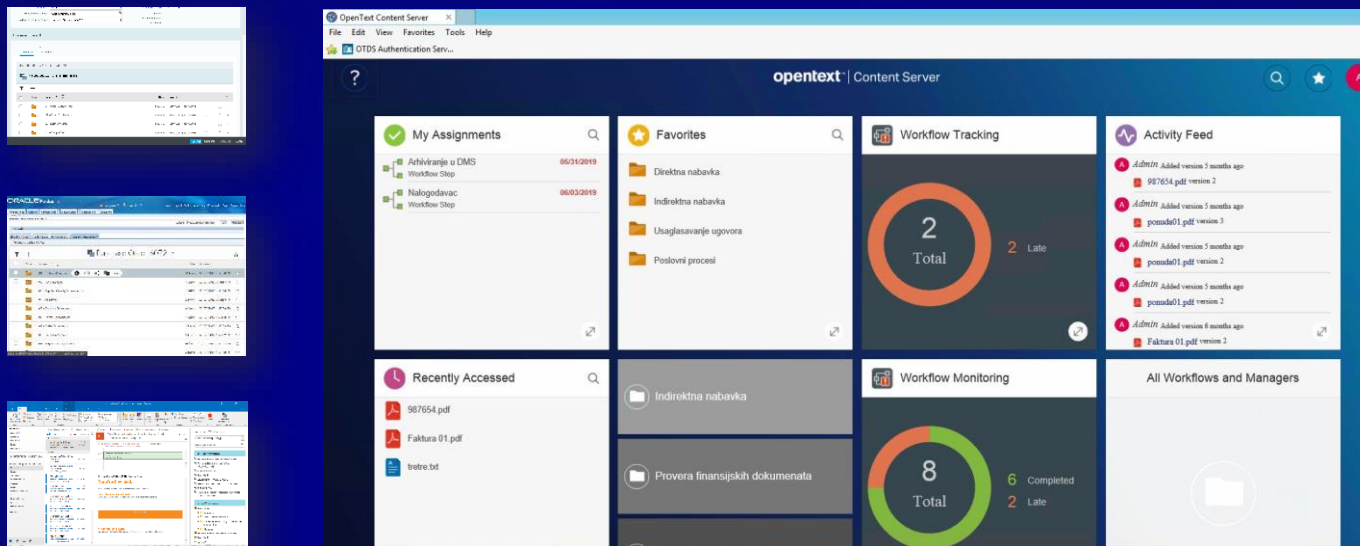
Highly skilled team helps in defining best solution.
Experts in all ECM segments and in combining knowledge



Boost projects

Quick agile implementation.
How to eat an elephant?

ARHIVO™ Digital Platform



Mobile

Front Integrations

Specialized Apps

Customer Portal

eGovernment

eInvoices

APIs

Qualified Signing

BPMS

AI

Digital

OCR Services

OPEN TEXT ECM / ARHIVO DMS

ARP

Paper Archive, Scanning, MF, eArchive

Why ARHIVO™ DP?

Empower users to find the information they need – faster.



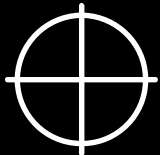
One System

Operating within the company environment for enhanced efficiency.



Full Integration with all components

All components are seamlessly integrated and reusable, simplifying development and reducing multiple tasks.



Easy Process Creation

Empowering users to design workflows without complexity



Data and Document Security

Ensuring that vital information remains safe and confidential at all times is crucial for maintaining the security of business operations

#1 market share in Content Services Platforms



Manage to Complete Information Lifecycle **opentext**™



Intelligent Capture

Transform paper documents and other information entering the organization into a usable and manageable format



Enterprise Content Management

Efficiently manage content to streamline user workflows and seamlessly connect and manage content across the organization



Media Management

Enhance productivity by efficiently organizing and distributing media assets using a powerful management platform



Digital Processes

Leverage contextual information within business processes to automate and streamline operations.



Exstream

Personalized customer communications with a comprehensive platform for multichannel communication design, management, and delivery



Open Text Aviator

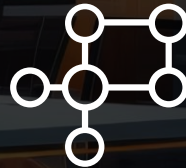
Summarize doc. quickly with automated analysis, find relevant content faster, and boost productivity with relevant answers to natural language questions

Extensible to any lead applications such as Salesforce, SAP, Microsoft, Oracle

Modern work is an evolution



**Information
Age**



**Digital
Revolution**

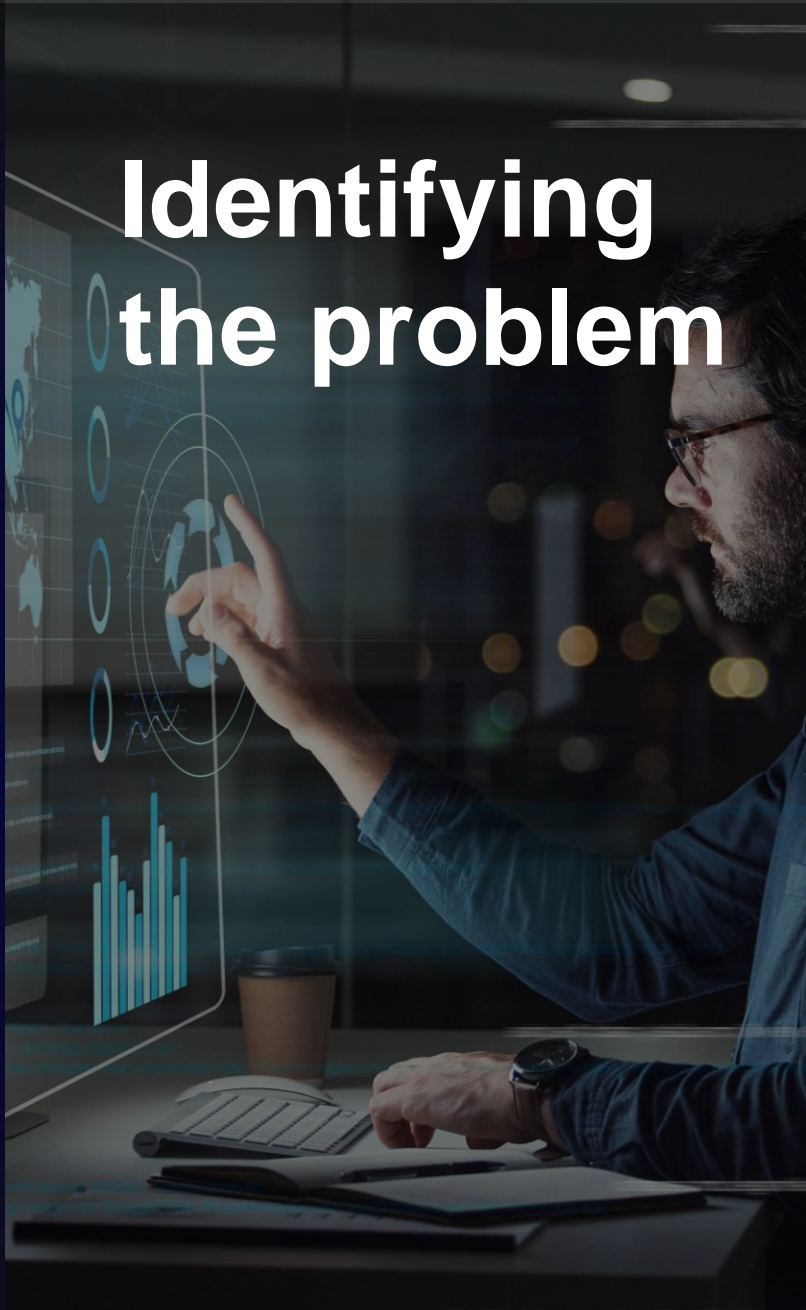


**The Remote
Work Shift**



**Automation
& AI**

Identifying the problem



Employees want more automation

41%

of knowledge workers want to **reduce repetitive tasks.**

451 Research, Five generative AI use cases that could boost document and content management software, Conner Forrest, August 16 2023

Teams need speed and accuracy

54%

of knowledge workers want to **get things done faster.**

451 Research, Five generative AI use cases that could boost document and content management software, Conner Forrest, August 16 2023

The technology is here

60-70%

AI has the potential to **automate work tasks** that demand 60-70% of employees' time today.

McKinsey Digital, The economic potential of generative AI: The next productivity frontier, June 14 2023



Introducing OpenText Aviator

OpenText Content Aviator

Embrace a new way to interact with content and extract knowledge

OpenText Business Network Aviator

Revolutionize the internet of clouds via connectivity

OpenText IT Operations Aviator

Redefine all Level 1 business support (IT, HR, Sales)

OpenText DevOps Aviator

Elevate 30 million developers

OpenText Cybersecurity Aviator

Respond to threats in real time and ensure data is private and secure

OpenText Experience Aviator

Transform customer communications

Aviator for Business

Use cases

Content Aviator

- Intelligent workspace
- Knowledge access and retrieval
- Automated content insights
- Automated content generation
- Automated content translation
- Automated workspace configuration

Experience Aviator

- Communications assistant
- Knowledge access and retrieval
- Personalized content generation
- Automated media tagging
- Behavioral predictions

Cybersecurity Aviator

- Threat intelligence
- Behavioral threat hunting
- Threat detection and protection
- Automated security contextual insightst

IT Operations Aviator

- Operations support-service agent
- Knowledge access and retrieval
- Automated Tier 1 IT support
- Automated Tier 1 HR support
- Automated Tier 1 procurement support
- Sales enablement agent

DevOps Aviator

- AI-led developer experience
- DevOps lifecycle management
- Time-to-market prediction
- AI-generated test scripts

Business Network Aviator

- Supply chain command center
- Automated supplier finder
- Automated supplier B2B onboarding
- Supplier financial risk analysis
- ESG supplier analysis
- Automated EDI mapping

The background features a blurred laptop with a person's hands typing. Overlaid on the scene are several semi-transparent, glowing blue digital dashboards and data visualizations. These include various charts such as bar graphs, line graphs, and pie charts, along with icons representing data, communication, and live streaming. The overall aesthetic is high-tech and data-driven.

The future of work is

Intelligent Content

Work smarter with intelligent assistance

Introducing Content Aviator



Embeds generative AI in OpenText content services platforms – Extended ECM, Documentum, Core



Empowers users with conversational search, content discovery, summarization & translation



Promotes knowledge re-use to ensure insights and data are used across projects

The intelligent assistant everyone wants



Discover content faster
with an interactive chat
interface



Quickly understand
documents or workspaces
with automated analysis
and summaries



Boost productivity
with relevant answers to
natural language questions

Content Aviator use cases



Understand



Q&A

Query content in natural language conversations



Summarize

Summarize documents and whole workspaces



Search

Semantic search for related content based on similarity



Translate

Translate documents in desired target languages

Create & Assist



Generate Content

Create new documents with AI-support



Connect Data

Leverage enterprise data sources (SAP, Salesforce)



Navigate

Guide user to workspaces + relevant content



Assist

Act on behalf of user (e.g. start or process workflows)

Automate



Agents

Extend LLM with agents that have access to OT "skills"



Configure Scenarios

Business scenarios with metadata and workspaces



Configure Workflows

Workflow maps and case scenarios



Code

Aid developers with code generation using Public APIs



Event Innovate World Campaign

Overview Documents Related

Team 🔍

- David Curtis
Campaign Manager
- Ken Sato
Campaign Manager +1
- Marketing
Marketing Director
- Sarah Green
Product Manager



Content Aviator responses will only contain information the user has permission to

Campaign Data

| | |
|----------------|-------------------------------------|
| Campaign ID | 2023-10-001 |
| Campaign Owner | David Curtis |
| Campaign Name | Innovate World 2023 |
| Active | <input checked="" type="checkbox"/> |
| Type | Tier 1 event |
| Status | planning |
| Start Date | 09/29/2023 |
| End Date | 12/29/2023 |

Ask me anything on the workspace 'Event Innovate World'.

Summarize this workspace

Extract the main points



Ask me something...



0/2000

Ask



Event Innovate World Campaign

Team 🔍

- David Curtis
Campaign Manager
- Ken Sato
Campaign Manager +1
- Marketing
Marketing Director
- Sarah Green
Product Manager

Ask Content Aviator
to summarize
a workspace or
document

Campaign Data

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Ask me anything on the workspace 'Event Innovate World'.

- Summarize this workspace
- Extract the main points

Ken Sato a few seconds ago

Summarize this workspace, please.

The workspace contains floor plans for the following venues:

- Long Beach Convention Center
- Manchester Grand Hyatt San Diego
- San Diego Convention Center
- Moscone Center
- Venetian Vegas
- Mirage

The floor plans include information such as dimensions, ceiling height, and maximum capacities for each room.



Ask me something...



Event Innovate World Campaign

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Product Manager



Ask Content Aviator questions on workspace content

Campaign Data

Campaign ID 2023-10-001

Campaign Owner David Curtis

Campaign Name Innovate World 2023

Active

Type Tier 1 event

Status planning

Start Date 09/29/2023

End Date 12/29/2023

dimensions, ceiling height, and maximum capacities for each room.



Ken Sato a few seconds ago

Which venues have ballrooms?



Long Beach Convention Center, Manchester Grand Hyatt San Diego, San Diego Convention Center, Moscone Center, Venetian Vegas, and Mirage all have ballrooms.



Ken Sato a few seconds ago

can any hold 2000 people?



Yes, the Venetian Ballroom at Venetian Vegas can hold up to 2000 people.



Ask me something...



Ask Content Aviator questions on document content

- Event Innovate World
 - 00 - Venue options
 - Las Vegas hotels
 - The Venetian
 - San Diego Hotel H
 - 01 - Description & Go
 - 02 - Campaign Collate
 - 03 - Images & Media A
 - 04 - Results & Reports
 - 05 - Correspondence
 - 06 - Products
 - 07 - Leads
 - 08 - Opportunities



Ask me anything on the document 'exhibitor-success-guide.pdf'.

- Summarize this document
- Extract the main points

Ken Sato a few seconds ago

does the Venetian have green meeting rooms?

Yes, the Venetian has a green meeting room. The Venetian Expo is committed to environmental sustainability and offers a variety of green meeting options, including recyclable and compostable materials, energy-efficient lighting, and water-saving fixtures. The Venetian Expo also offers a Green Meeting Program, which provides exhibitors with a variety of resources and tools to help them reduce their environmental impact.

Ask me something... I

Ask Content Aviator to provide relevant document pages

- Event Innovate World
 - 00 - Venue options
 - Las Vegas hotels
 - The Venetian
 - San Diego Hotel H
 - 01 - Description & Go
 - 02 - Campaign Collate
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Ken Sato a few seconds ago

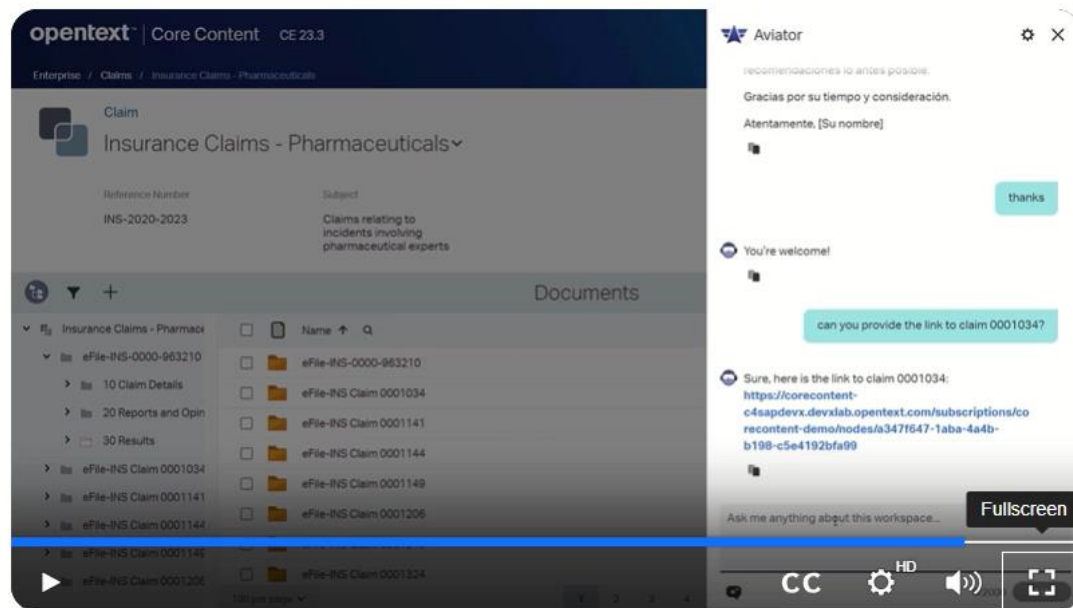
what page is that information?

The information about the Green Meeting Program is on page 27 of the exhibitor success guide.

Ask me something...

Find busin AI-powered content assistant

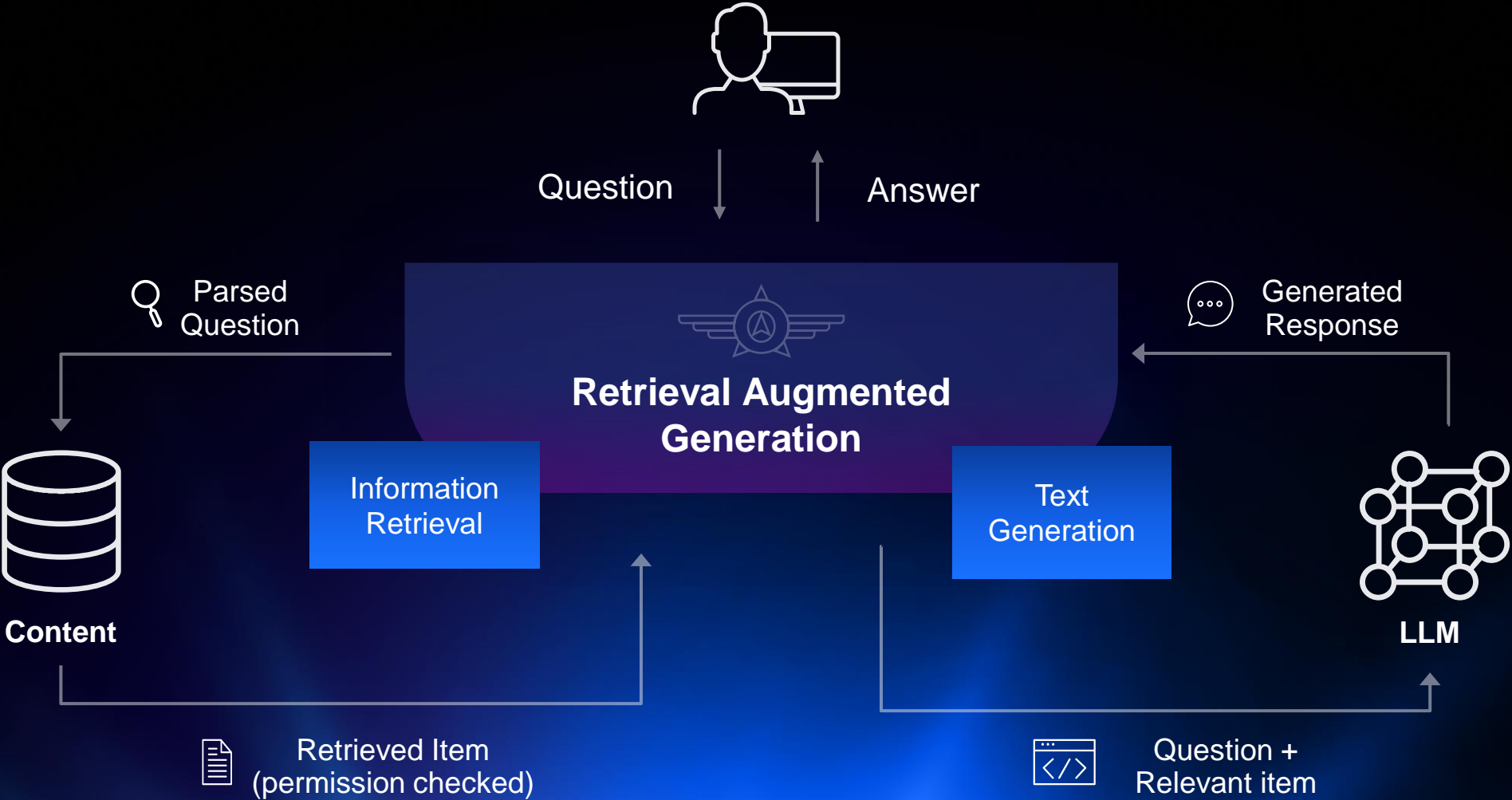
⊗ Your privacy is important to us. Some website features are unavailable due to your privacy settings. ✕



Forty-one percent of knowledge workers are eager to banish repetitive tasks, and generative AI can make it possible^[1]. Free up your employees' time and ease the pain of information overload with OpenText™ Content Aviator.

Content Aviator expands the value of your business content through the power of generative AI and large language models (LLMs) built into OpenText content management platforms, including OpenText™ Core Content, OpenText™ Extended ECM, and OpenText™ Documentum™. This AI content assistant puts chat-based conversational search, content discovery, summarization, and translation right at your employees' fingertips.

Specific answers to specific questions



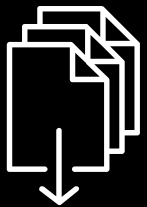
Why Content Aviator?

Empower users to find the information they need – faster.



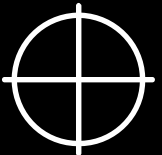
Customer flexibility

Support for both private and public cloud deployments



Multiple documents & workspaces

Multi-document conversational search & summarization vs. single document



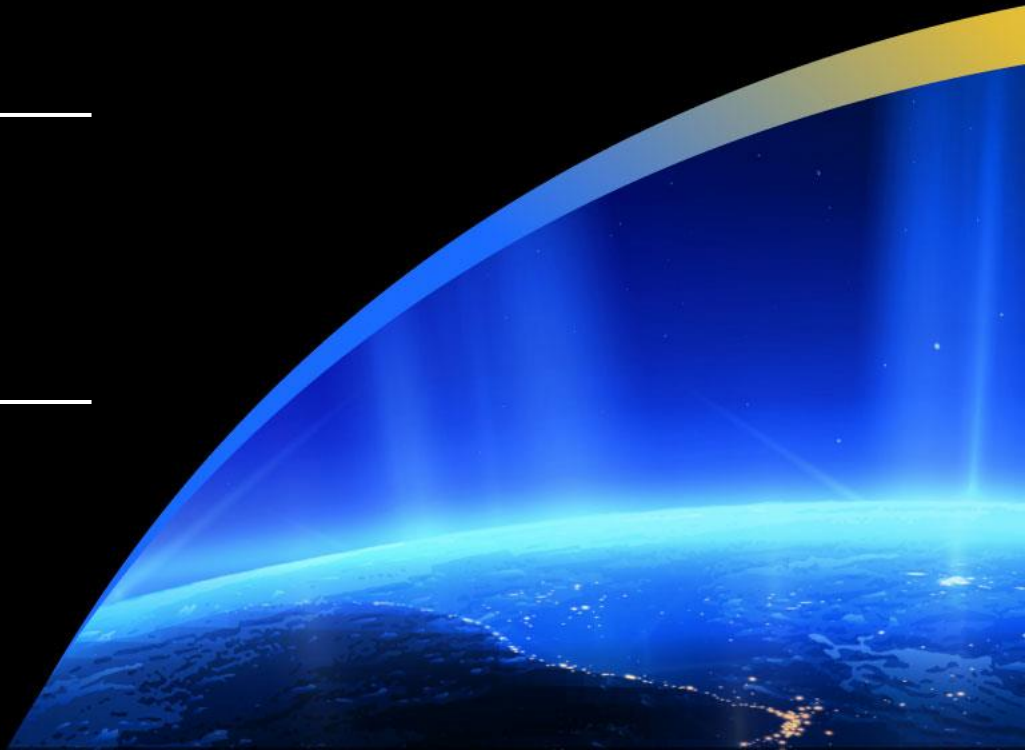
Highly curated & targeted

Ensure accuracy and relevancy without bringing in external data sources



Data security

Business and user data are never used for model training without customer consent



Master modern work with Content Aviator

Key Requirements

- Great AI needs great information management
- Mindset Change
- Choose applicable scenarios
- Small Steps might be difficult
- Cloud or On-Prem?

Key Benefits

- Reduce project implementation effort
- Simplify DMS and BPMS
- Transform user productivity with an AI-powered intelligent assistant
- Optimize and upgrade organization
- AI is a must
- Cloud or On-Prem?



Contact persons:

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