



# OpenText™ Content Access for eDOCS

Ensure content is managed, secure, and easily accessible

The most valuable business asset is information, and how that information flows and is accessible throughout your business creates opportunities to put content in context with business processes.

Businesses have content dispersed throughout multiple systems, with users often requiring access to this content as they complete transactions and business processes. The challenge is that the related content users need to make decisions is often stored outside the primary application and is not readily accessible.

OpenText™ Content Access for eDOCS bridges that gap by providing access to content directly from the users' primary application screens, minimizing errors and maximizing efficiency. It provides a means of sharing all unstructured business content—including office documents, scanned images, pictures, videos, and more—within workflow processes and primary applications. This capability enables the organization to make the most of business content regardless of where it resides or is accessed.

Content Access for eDOCS contains several unique features:

- Ability to identify third-party applications' HTML/MBPM screen and "Content Enable" the user interface (UI) with a document retrieval icon
- Context-centric interaction between a process or transaction and its associated content, eradicating rekeying of index values in order to find the related content
- Integration with eDOCS APIs for search and retrieval
- Ability to pass scraped value from an HTML screen that invokes a programmatic (API) query to eDOCS to retrieve a list of matching documents stored in the eDOCS repository
- Ability to log in, authenticate, and launch the eDOCS' viewer for displaying content from the match pane window into the third-party screen—meaning no more switching between screens

It enables users to easily manage, retrieve, and manipulate unstructured information in a variety of electronic formats to solve problems and make information-fueled decisions. For example, while working in a billing application, users need to find related contracts in the eDOCS repository that define the hourly rate for invoicing. Content Access for eDOCS provides seamless and immediate access to the related content directly from within the billing application in connection to the specific customer transaction. Rekeying of data or switching between screens is no longer required.

## SUMMARY

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*OpenText™ Content Access for eDOCS brings business content together in the context of the business process to increase process efficiency, reduce operating costs, and more effectively manage risk. Gain complete transparency of your business processes with a single point of access to all your business data and documents in their respective business context. With Content Access for eDOCS, users are able to:*

- *Reduce errors, as gathering and consolidation of information is automated*
- *Boost process efficiency and productivity through seamless integration of business information into legacy applications*
- *Reduce cost per transaction, with direct access to all documents anytime and anywhere*
- *Increase security and reduce costs of archival for transactional data*

### **Work Within the Context of Business Processes**

Content Access brings transactional and business content together in the context of the application and business process. This foundation can then be used to enable “information-fueled” business processes, where all information that is required for driving the processes is instantaneously available to users and the business solutions they work in. Users have access to business documents stored in eDOCS directly from within their workflow approval screens and third-party applications, such as billing and time management, ERP, CRM, or customer-specific host applications.

### **Easily and Efficiently Share Business Content**

Organizations often must reuse the same business content throughout multiple applications, even though parts of documents are tied to specific applications such as ERP or CRM. Content Access for eDOCS provides a means of sharing this business content across different applications, creating a single point of access for customers, vendors, and employees.

### **Seamlessly Integrate Business Processes with Content**

Virtually all business processes are associated with documents such as invoices, contracts, and more. Content Access for eDOCS provides a means of sharing all unstructured business content within third-party applications. It makes it easy to find these documents by displaying links to all documents related to a process or transaction in the context of the application user interface. This capability enables you to make the most of business content regardless of where it resides or is accessed, providing direct access to all documents, anytime and anywhere.

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