



COLLABORATIVE INTRANET,
EXTRANET AND E-BUSINESS
APPLICATIONS

Intranets

Uniting Islands of Information with Livelink

The business challenge

At this moment the critical breakthrough or business practice improvement that could sharpen your competitive edge is somewhere out in your organization—in your engineer's notepad, in the product manager's briefcase, or embedded in e-mail. These are seeds of innovation—your organization's intellectual capital—that too often go untapped.

Even if you could capture new ideas and evolving knowledge, achieving successful results requires follow-through. To implement and execute on new ideas, you need to gather people together, include key decision-makers, build consensus, and find and distribute the right information. In order to capitalize on business opportunities, you need to find a way to share information and execute on ideas using all of your resources.

The Livelink intranet solution

As a Web-based intranet solution, Livelink® unites isolated islands of information across your enterprise and puts all of your organization's knowledge at your fingertips. By providing a central knowledge repository and all of the tools required to access, share, discuss and work with this information, Livelink enables you to increase productivity and sharpen your competitive position.

Livelink is the only Web-based application solution that provides comprehensive collaborative knowledge management, records management, workflow, search and scheduling functionality for organizations of any structure. Its Knowledge Library Management services enable you to collect and manage information of all types—from files, documents and objects, to running histories of enterprise projects, the contributors, the consensus, the solutions, and the activities. Livelink makes critical information available to the people who need it—giving everyone access to the collective intelligence of your organization.

As easy as pointing and clicking

Because it can be accessed using any standard Web browser, Livelink removes technical barriers of use. Viewing documents is a snap, even if you don't have the desktop application that created the document. Livelink automatically converts documents to HTML on-the-fly, for immediate viewing in your browser. Capturing information and collaborating on this knowledge is as easy as pointing and clicking. Livelink is not only easy to use, it is also easy to deploy. With just a Livelink server and standard Web browsers, you can immediately deploy Livelink as a departmental or enterprise-wide intranet solution.

Secure knowledge library management

Livelink's Knowledge Library provides industrial-strength document management services for accessing, storing and managing millions of documents. You can gather and index an unlimited amount of data across your intranet, extranet and the Internet. In Livelink's secure knowledge repository, you can store any type of object including documents, folders, search queries, channels, URLs, workflow maps, discussions, tasks, reports, and more, in an organized, hierarchical structure. Livelink fits into your existing security framework, and delivers up to nine levels of security to prevent unauthorized access. Livelink's Knowledge Library can span multiple locations, allowing authorized users across the globe to access its full functionality from a single, secure Web browser.

Sophisticated document management

Livelink ensures that no two people can work on an object, document or file at the same time. With check-in/check-out capabilities, you can reserve a document and copy it to your desktop for further edits or updates. Livelink manages even the most complex compound documents, including version control and revision management. Livelink version control automatically ensures that you are working with latest version of a document, file or object. You can use revision lists to access, view or copy contents of previous versions of a document. To prevent deletions or unwanted edits, you can lock important versions of documents. Livelink Channels™ enable you to publish and broadcast news and attached documents, URLs or objects, across your organization in real-time. LiveReports™—reports that collect information on the actions and activities throughout the enterprise—enable you to monitor the pulse of your organization.

You can extend your document management system to include comprehensive records management functionality using iRIMS®, a Web-based enterprise records management system that fully integrates with Livelink. iRIMS delivers a complete range of records management functionality. As an integrated solution, iRIMS increases your access to enterprise records, giving all records managers and knowledge workers the ability to administer, create, classify or manage paper or electronic information via a Web browser. Livelink can also be integrated with powerful document collection management functionality using the Livelink Activator for BASIS®. If you need fast access to your corporate library collections, Livelink Cataloged Library™ offers a Web-based solution for managing, automating and delivering a complete range of library services. These modules ensure that you get the information you need to develop new ideas and make better decisions.

Benefits

- **Instantly access information anywhere—on your network or across the World Wide Web**
- **Easily store, share and manage critical information**
- **Keep track of rapidly changing information with automatic notification**
- **Quickly form virtual project teams across functional, organizational and geographical lines**
- **Leverage your existing enterprise computing environment**
- **Extend your system to accommodate your evolving business requirements**

Powerful information retrieval

Livelink offers powerful tools that help you find and access information from anywhere throughout the enterprise—across Livelink, your corporate Web sites, and the Internet. Using Livelink, you can build searchable databases of virtually any size by indexing documents, files and other objects in any standard format, including HTML, PDF and popular office file formats. You can search for information in documents, files and objects using sophisticated search tools such as intelligent relevance ranking and Boolean searches. You can even search across "slices"—unique indices of categorized information—and save your frequently used queries, as well as any of your search results.

Collaborating across borders

Livelink provides teams and groups with an organized workspace to store ideas and information related to any number of projects. Livelink Projects support complex collaboration efforts across functional lines, organizations and geographical locations. Secure project-based libraries, workflows and task lists let you manage every aspect of the project—from compiling relevant information for the team to keeping deliverables on track. Project news channels and multi-threaded discussions promote and support the free flow of ideas, knowledge transfer and knowledge evolution.

Automating business processes

Livelink is designed to ease the creation, deployment, modification and management of business processes, no matter how complex, without extensive programming. Livelink's workflow services provide powerful workflow facilities, enabling you to graphically create, modify, manage and deploy simple or complex business processes. The graphical Java-based Workflow Designer enables you to drag-and-drop steps and participants, attach documents or other objects, create sub-workflows, define conditional loopbacks, set milestones, and specify project details such as deliverables and due dates. So you know where work-in-progress steps are at any given moment. Livelink Forms™ enable you to accelerate your business processes by creating, managing and tracking electronic forms and integrating them into standard corporate business processes.

Intranets—a key strategic weapon

Livelink is the first and only enterprise application that successfully addresses all the requirements of a comprehensive knowledge management system. It's already enabling hundreds of Global 2000 organizations to achieve major business objectives: Swifter responses to opportunities and market changes. Accelerated product cycles. Improved product and customer service quality.

Hewlett-Packard—leveraging knowledge, worldwide

Hewlett-Packard's Consulting Division is using Livelink to manage information and projects worldwide. HP Consulting required a robust collaborative knowledge management system that would enable users to share and leverage knowledge around the world. Livelink allows HP Consulting users to capture and reuse corporate knowledge, providing predictable high quality business results to clients.

"Livelink is currently in use by our Japanese consulting organization and we have chosen to provide the same capabilities across our worldwide team. Livelink



Livelink provides a secure platform for your intranet, where everyone in your organization can publish, store, broadcast and share everything that is corporate-related

will provide our consultants with the ability to share information more readily, collaborate on new projects and reuse strategies and documents previously developed by co-workers." Margaret Parskey, Knowledge Management Program Manager, HP Consulting.

Sprint—improved efficiencies and information sharing with Livelink

Sprint has deployed Livelink to create a Web-based knowledge repository to store customer circuit data in its Network Operating Center (NOC), allowing the company to move from a paper-based system to an electronic document management solution. Livelink is also being used as a Web-based repository for storing accounts payable invoices and managing Sprint employee expense report receipts linked to an intranet-based reimbursement system.

"Livelink's out-of-the-box functionality has allowed us to easily deploy intranet applications in a matter of days. Early indications show Livelink will bring an immediate return on investment, improved efficiencies and better information sharing capabilities to our distributed workforce." Keith Kreeger, Intranet Team Manager, Sprint Web Enterprise & Business Services.

Find out how you can realize tangible business benefits with Livelink. Visit Open Text on the Web today, or call for more information.

OPEN TEXT
CORPORATION

www.opentext.com
1-800-499-6544

CORPORATE HEADQUARTERS
185 Columbia Street West, Waterloo
Ontario, Canada, N2L 5Z5
Phone: 519-888-7111 • Fax: 519-888-0677

USA HEADQUARTERS
2201 S. Waukegan Road, Bannockburn
Illinois, USA, 60015-1577
Phone: 847-267-9330 • Fax: 847-267-9332

**EUROPE MIDDLE EAST
AFRICA HEADQUARTERS**
Webster House, 22 Wycombe End, Beaconsfield
Buckinghamshire, England, HP9 1NB
Phone: +44 1494 679700 • Fax: +44 1494 679707

ASIA/PACIFIC HEADQUARTERS
138 Harris Street, Pyrmont, Sydney
New South Wales, Australia, 2009
Phone: +61-2-9552-3334 • Fax: +61-2-9552-3446

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