



# OpenText™ and Fiserv Drive Resilient Information Management in Financial Services

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The joint showcase at Fiserv Forum Client Conference Sep. 29-30, 2025, highlights new solutions to reduce manual effort, strengthen governance and improve customer experiences

WATERLOO, ON, Sept. 29, 2025 /PRNewswire/ -- OpenText™ (NASDAQ: OTEX, TSX: OTEX), a global leader in secure information management for AI, and **Fiserv, Inc.**, a global leader in payments and financial technology, today announced **Content Next**, a specialized, AI-powered content management and workflow solution for financial institutions.

## Intelligent Content Workflows for Financial Services

Content Next redefines how financial institutions can manage information by moving beyond traditional document repositories to intelligent, automated content workflows. Built on OpenText's multi-tenant SaaS platform, **Core Content Management**, this solution enables banks and credit unions to streamline operations, reduce manual effort, and deliver modern employee experiences.

"Content Next is not just a repository — it's a catalyst for intelligent work," said Sandy Ono, EVP & Chief Marketing Officer at OpenText. "With embedded AI tools, self-service administration, and customizable role and process-based workspaces, financial institutions can experience faster access to insights and deliver better customer service. From content in context to AI in context, employees can achieve more."

As part of Fiserv's enterprise content management suite, the solution brings a single source of truth with governance and scalability, while natively integrating with Microsoft 365 and Google Workspace to provide seamless continuity for users. The new AI-based search and summarize capabilities will enable banks and credit unions to reimagine workflows such as loan processing, deposit management, and more all with a trusted content backbone that ensures the right permissions and privacy protocols.

"Content Next redefines operational efficiency for banks and credit unions," said Whitney Russell, President of Digital and Financial Solutions at Fiserv. "We look forward to working with OpenText to turn enterprise content

management powered by AI into real-world impact for our clients."

## A Collaboration Built for the AI Era

OpenText and Fiserv have a shared vision: to deliver secure information management for AI-powered financial institutions. The partnership begins with intelligent content workflows and will expand to address the growing needs of banks and credit unions today and tomorrow.

**Research from OpenText and the Ponemon Institute** shows that fewer than half of IT and security leaders say their IT goals align with AI strategy. As AI and quantum computing increase the scale and complexity of financial data, institutions are seeking solutions that safeguard sensitive information while enabling innovation.

Together, OpenText and Fiserv bring the right combination of content expertise, governance, and financial services knowledge to deliver new possibilities for efficiency, compliance, and customer engagement.

Fiserv and OpenText will preview these new capabilities at **Fiserv Forum Client Conference 2025** with the solution becoming available soon.

## About OpenText

OpenText™ is a leading Cloud and AI company that provides organizations around the world with a comprehensive suite of Business AI, Business Clouds, and Business Technology. We help organizations grow, innovate, become more efficient and effective, and do so in a trusted and secure way – through Information Management. For more information about OpenText (NASDAQ/TSX: OTEX), please visit us at [www.opentext.com](http://www.opentext.com).

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