OPENTEXT

Financial Analyst Day

Mark J. Barrenechea
President and CEO

November 14, 2012

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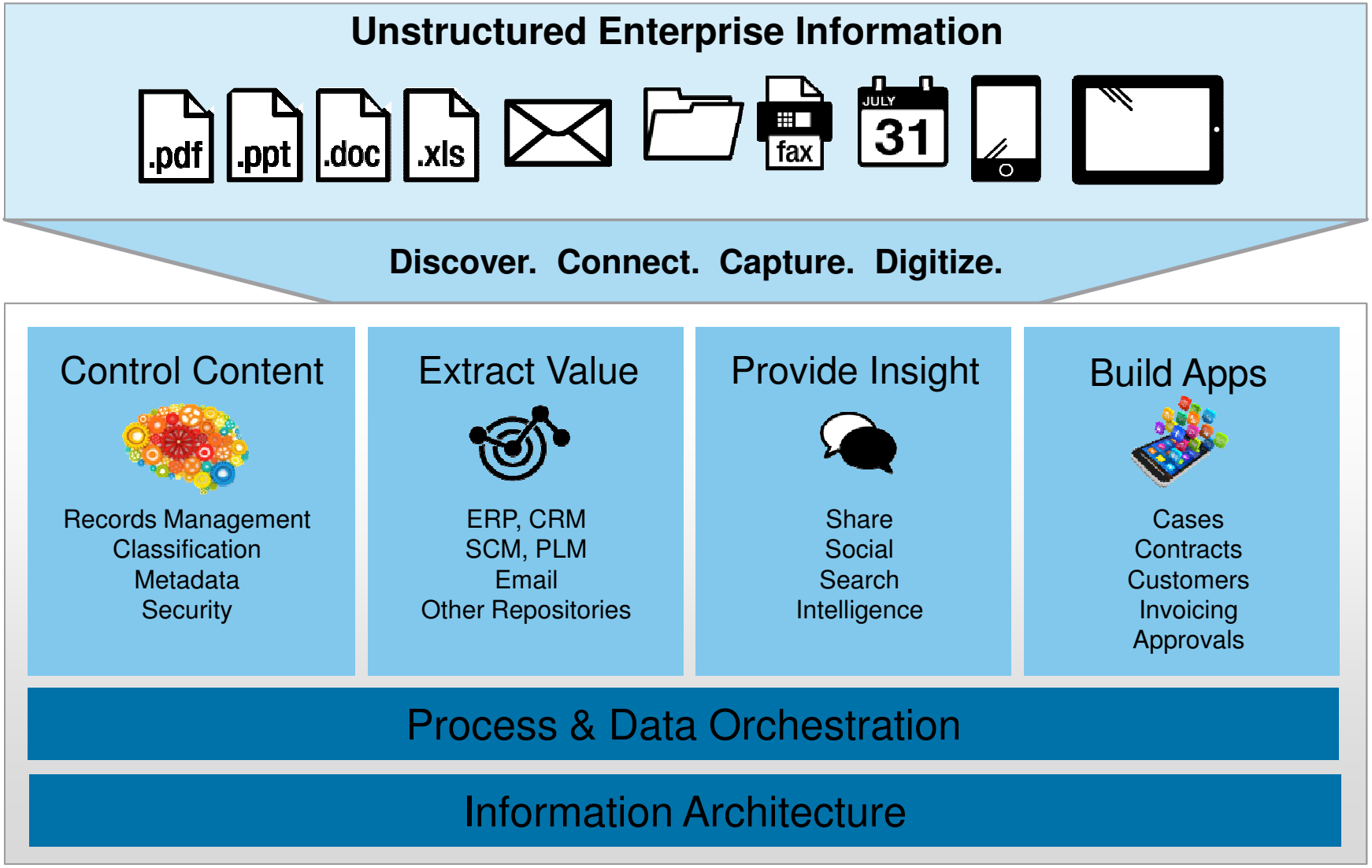
Speaker Agenda

- Mark J. Barrenechea, President and CEO
- Muhi Majzoub, SVP Engineering and Gary Weiss – SVP Portfolio Group
- Walter Köhler, SVP Worldwide Professional Services
- James McGourlay, SVP Global Customer Service
- Customer Guests
- Lunch and Casual Q/A

OpenText Enterprise World Update

- Strategy is working: EIM
- Business model is working
- Building Distribution
- CY13 product cycle
- Trusted, profitable, EIM professional services organization
- Global customer delivery

Information is Power



Follow the Information. Build Applications. Unlock Value.

Suppliers



- Orders
- Invoices
- Materials & Returns

Employees



- Recruiting
- Retention /Advancement
- Retirement

Customers



- Correspondence
- History/Transactions
- Install Base/Revenue

Assets



- Physical or Digital
- Acquisitions to Disposition
- Management to Revenue

FInancial



- Audit, Compliance
- Regulatory, Fraud
- Collections, CAPEX

Cases/Projects



- Approvals
- Claims, Loans
- Quality, Projects

Contracts



- Legal & templates
- Terms and Entitlement
- Renewals and Revenue

and more..



- email & ERP
- CAD
- Correspondence

Enterprise Information Management

Unleashing the Power of Information



CEM

- Web Content Management
- Customer Communication Management
- Media Management
- Social Communities
- Portal
- Mobile Web

ECM

- Content Management
- Archiving
- Records Management
- Email Management
- File Archiving
- Legacy De-commissioning
- Learning Management / Accreditation
- Content Centric Applications

InfoFusion

Information Exchange

- Fax and Document Distribution
- Cloud based File Sharing
- Capture and Recognition
- Managed File Transfer
- Data Integration

Discovery

- Search
- eDiscovery
- Content Analytics
- Semantic Navigation
- Auto-Classification

BPM

- Business Process Management
- Dynamic Case Management
- High Volume Imaging
- Strategic Business Planning and Modeling
- Process Centric Applications

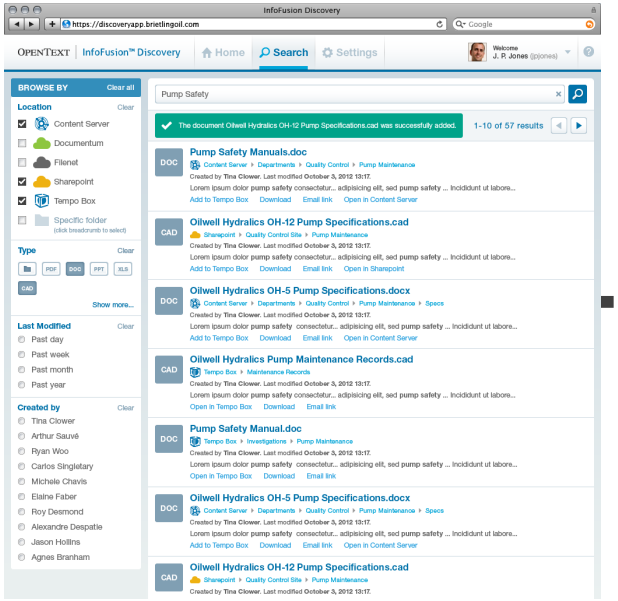
Enterprise Information Management

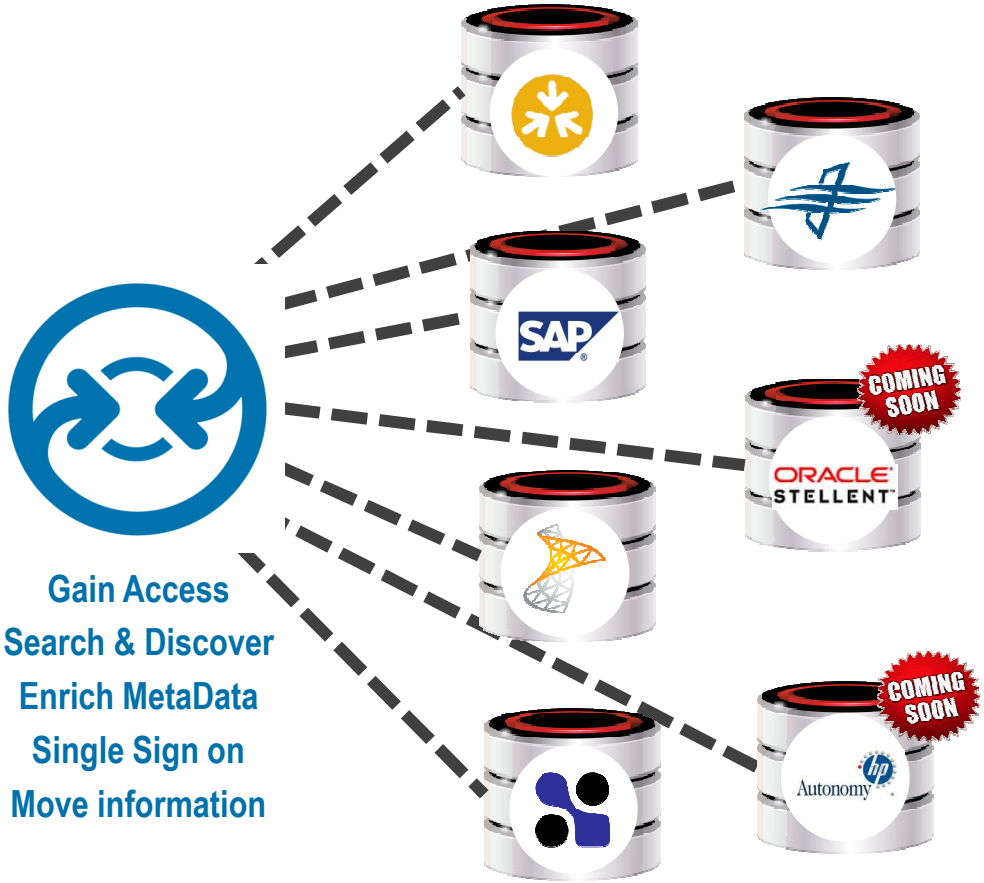
New Product Releases



ECM	BPM	CEM	IX	Discovery
CS SP2 Tempo Box Archive XX	Provision 9.1 Case360 11.3 BPM Mobile 1.0	Tempo Social 8.5 Media 7.2 WEM and Portal 8.5	SecureMessaging Capture Archive	InfoFusion

OPENTEXT InfoFusion™ An Information Access Platform





Gain Access
Search & Discover
Enrich MetaData
Single Sign on
Move information

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Development Platform and Tools

Oclipse

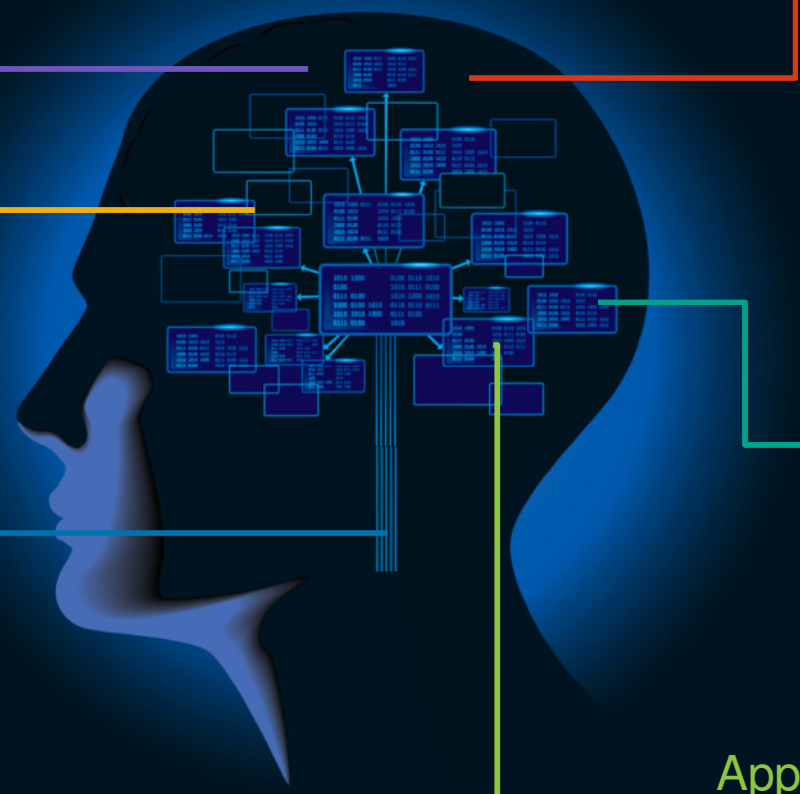
New Eclipse plugin for CS development

Provision

Develop Process and Architecture for your enterprise

InfoFusion

Develop interfaces to multiple Content Sources



HTML 5

Enable HTML5 applications to be developed on standard APIs

Wave

Single Development environment for Mobile Platforms

Application Gateway

Deploy EIM applications Mobile, Web and Desktop



Mobile . Social. Cloud.

Mobile


Exceed
Everywhere
Wave
BPM
Tempo
BlackBerry
QuickGo Division
Manufacturing Contacts
Help
Open
Search
Add to Favorites
Properties
Audit
Attributes
Send as Link
Pulse From Here
Copy
SAMSUNG
10:04 AM
sky
FIFA Futbol Mundial
Next: Live Test Cricket-ENG ...
International Football
Next: International Football
Premier League Years 20...
Next: Racing News
Teleshopping
Next: Teleshopping
Your Home Of Formula ...
Next: Your Home Of Formul...
First Fast Now
Next: First Fast Now
Carrier
1:06 PM
MBPM
OpenText BPM Mobile
To Do List (6)
Employee Requisition0004
Contacts0006
Employee
Tempo

Social

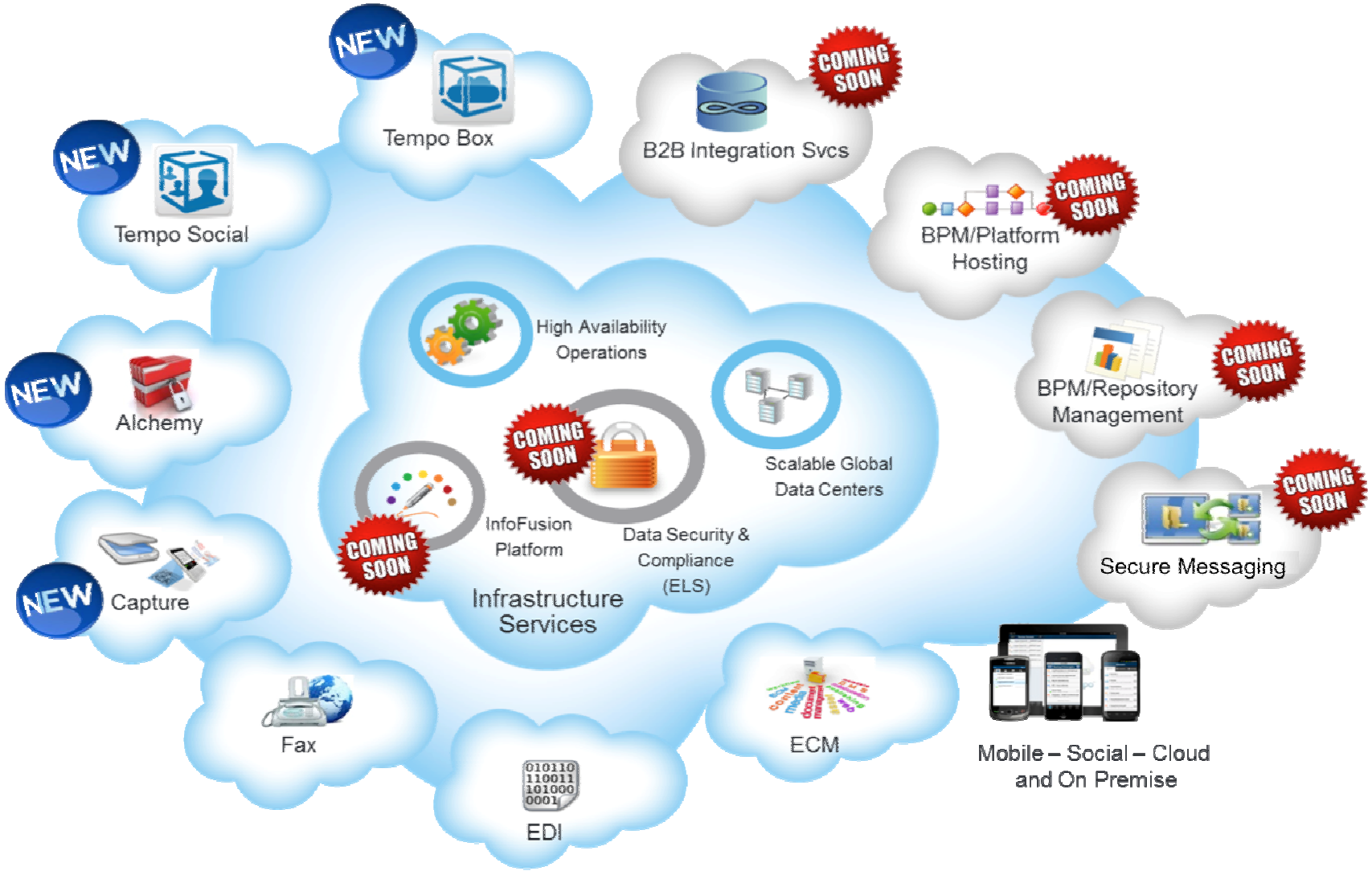


OpenText Tempo Box



OpenText Tempo Social

Cloud


NEW
Tempo Box
NEW
Tempo Social
COMING SOON
B2B Integration Svcs
COMING SOON
BPM/Platform Hosting
NEW
Alchemy
High Availability Operations
COMING SOON
Scalable Global Data Centers
BPM/Repository Management
COMING SOON
COMING SOON
InfoFusion Platform
Data Security & Compliance (ELS)
Infrastructure Services
COMING SOON
Secure Messaging
NEW
Capture
Fax
ECM
Mobile – Social – Cloud and On Premise
EDI

OpenText Enterprise World Update

- Strategy is working: EIM
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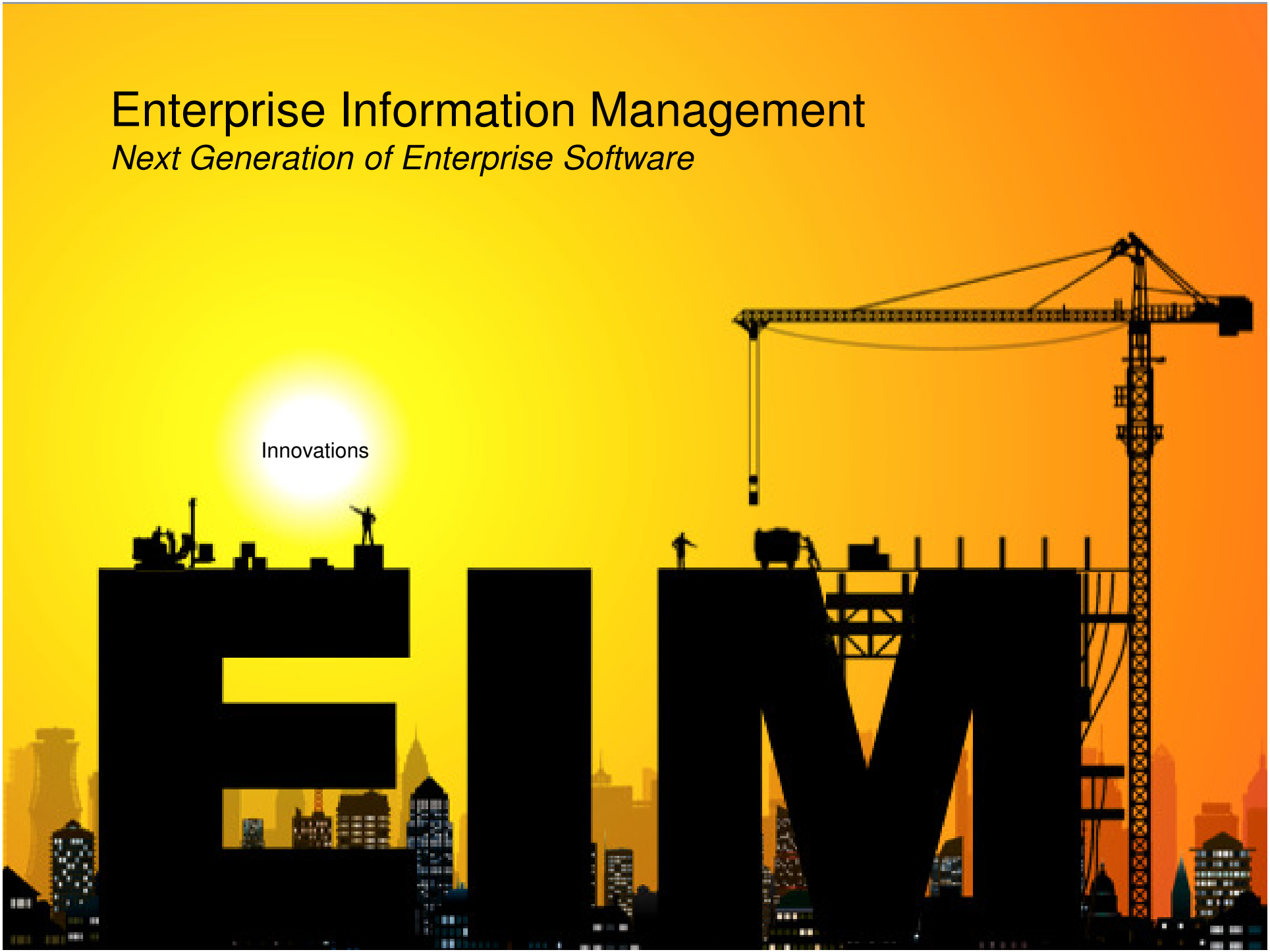
Enterprise Information Management

Next Generation of Enterprise Software



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OpenText Cloud Strategy

Muhi Majzoub, SVP Engineering
Gary Weiss, SVP Portfolio Group

November 14, 2012

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Market Trends

- Key Technology Trends
  - Infrastructure consolidation to save costs
  - New Applications being built driven by Big Data, Mobile and Social
  - EIM Applications being designed to unleash the power of information
- Cloud Requirements
  - Global Delivery
  - Easy of use
  - Speed of “feature” deployment
  - Services: Hosting, Information, Social, Hybrid
  - Security and Data Sovereignty

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OpenText Cloud: Mission

Provide OpenText's Enterprise Information Management (EIM) Software to any customer or partner, anywhere in the world, through the internet



21,000 Customers. 2 Million End Users. 2 Billion Transactions.

Global Delivery. Secure. Enterprise Grade. Social.

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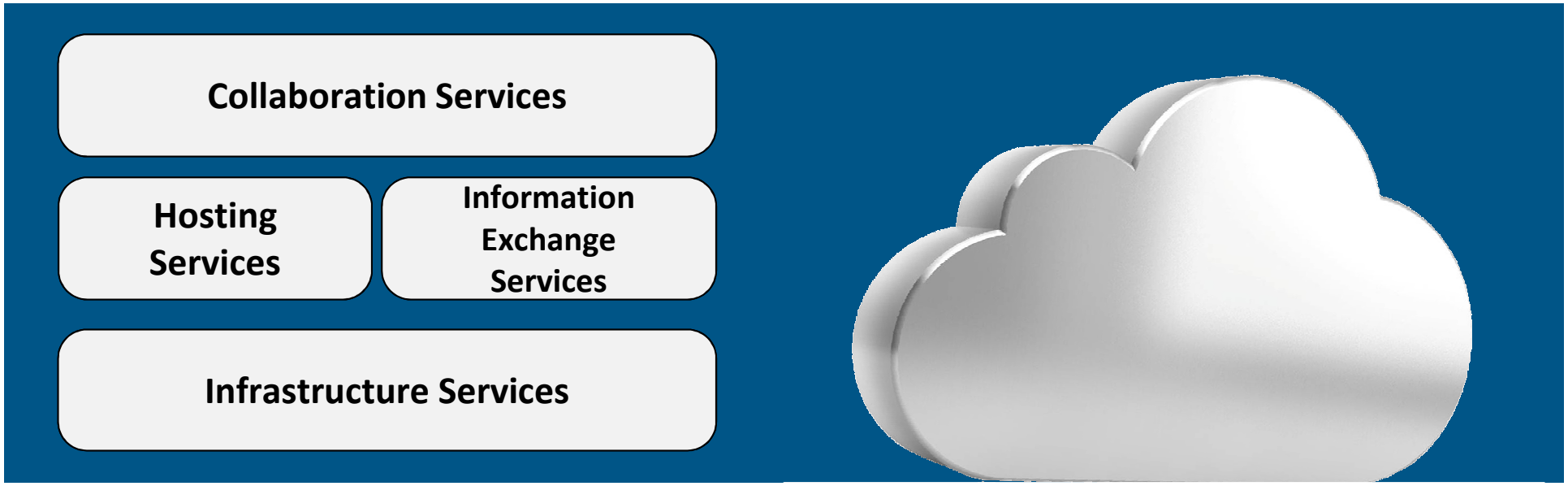
The OpenText Cloud



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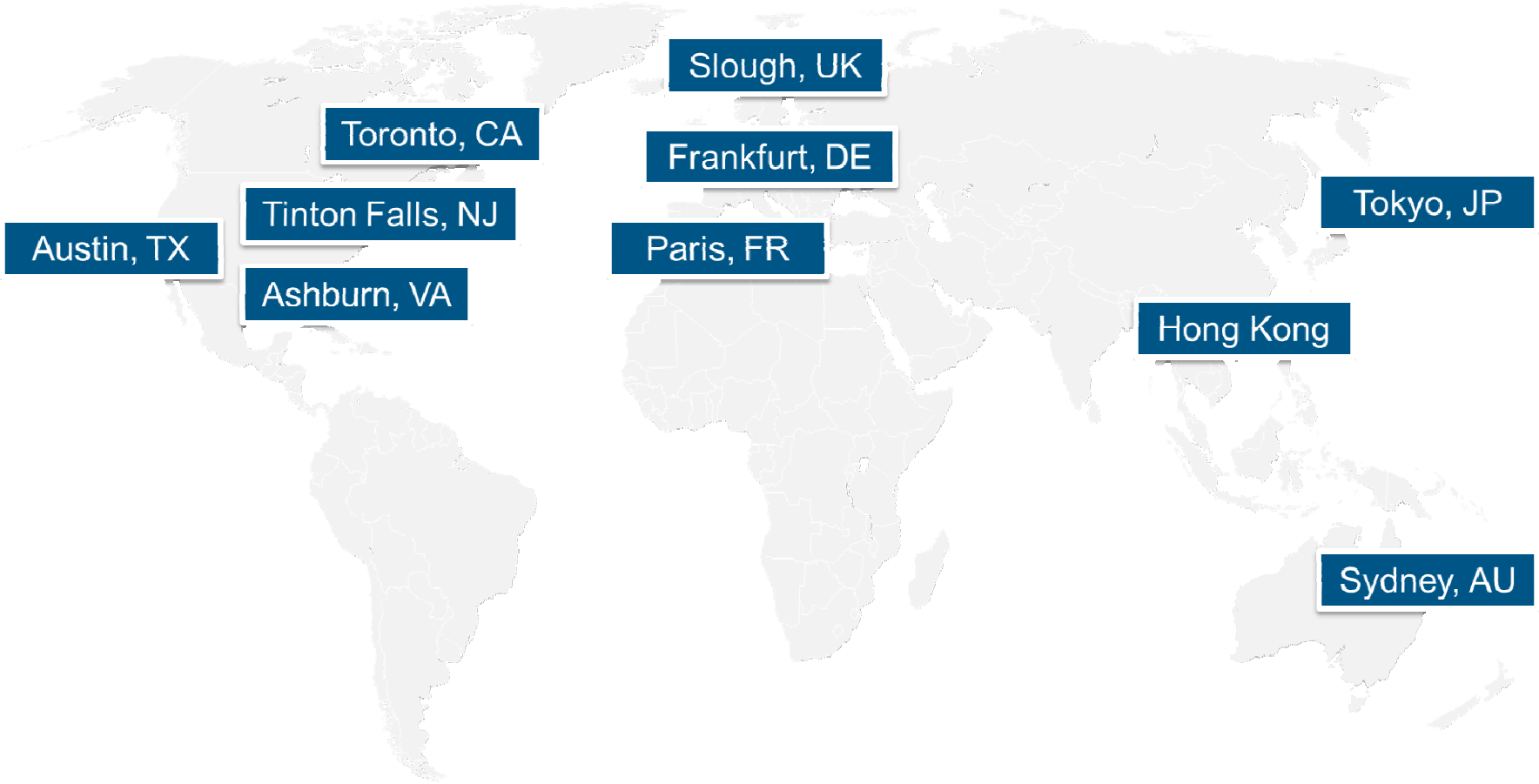
Infrastructure Services: Global Delivery Model



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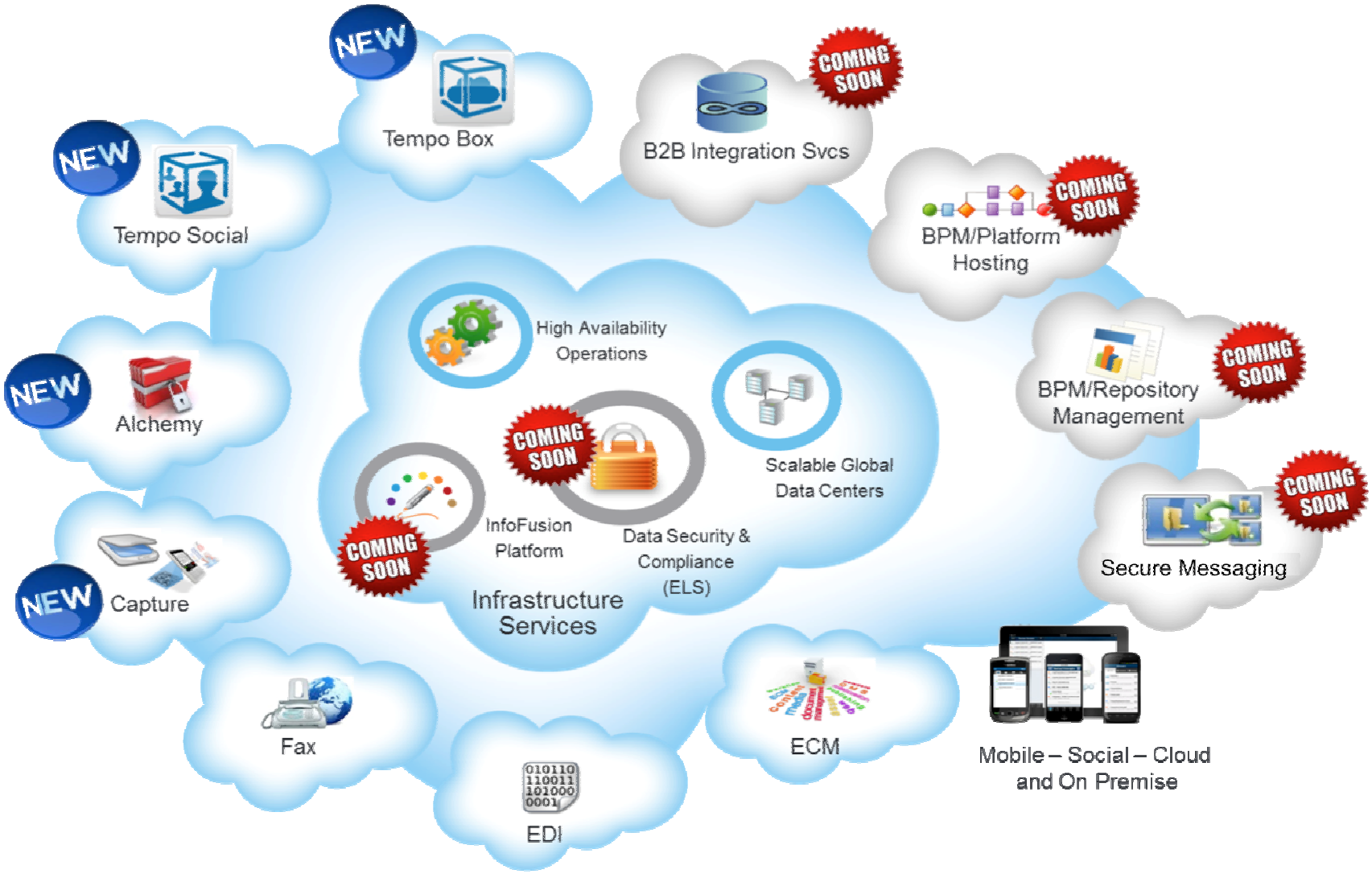
The OpenText Cloud



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Collaboration Services



Tempo Box

Tempo Social

Common Infrastructure Services

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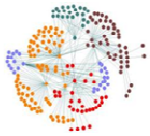
Collaboration Services

Social Network



- Connect
- Discover tacit knowledge
- Discover the Experts

Social Marketing



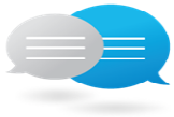
- Grow brand advocacy
- Publish social content
- Analyze and measure

Engagement



- One to many interactive
- Team Collaboration
- Purpose Driven

Chat and Blog



- Real Time connection
- Presence indication

Communities



- Share best practices
- Share ideas
- Innovate on a global scale

Document Sharing



- Single source of truth
- Secure
- Activity Streams for discovering new content

Synching



- Simplify data access
- Device agnostic
- Private and Secure

Mobile



- Connect anytime, anywhere
- Connect with communities
- Streamline processes

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Hosting Services



Common Infrastructure Services

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Hosting Services

ECM

- Content Server (DM, RM, Archiving)
- Content Server add- ons
- xECM for SAP
- Learning Management

BPM

- Business Process Management
- Provision Knowledge Management
- Assure Business Services
- Case Management

CEM

- Web Experience Management
- Media Manager
- Media on Demand
- Web Site Management Video Services

Archiving



COMING SOON

- Content Encryption
- Data De-duplication
- Storage Optimization
- Private and Secure

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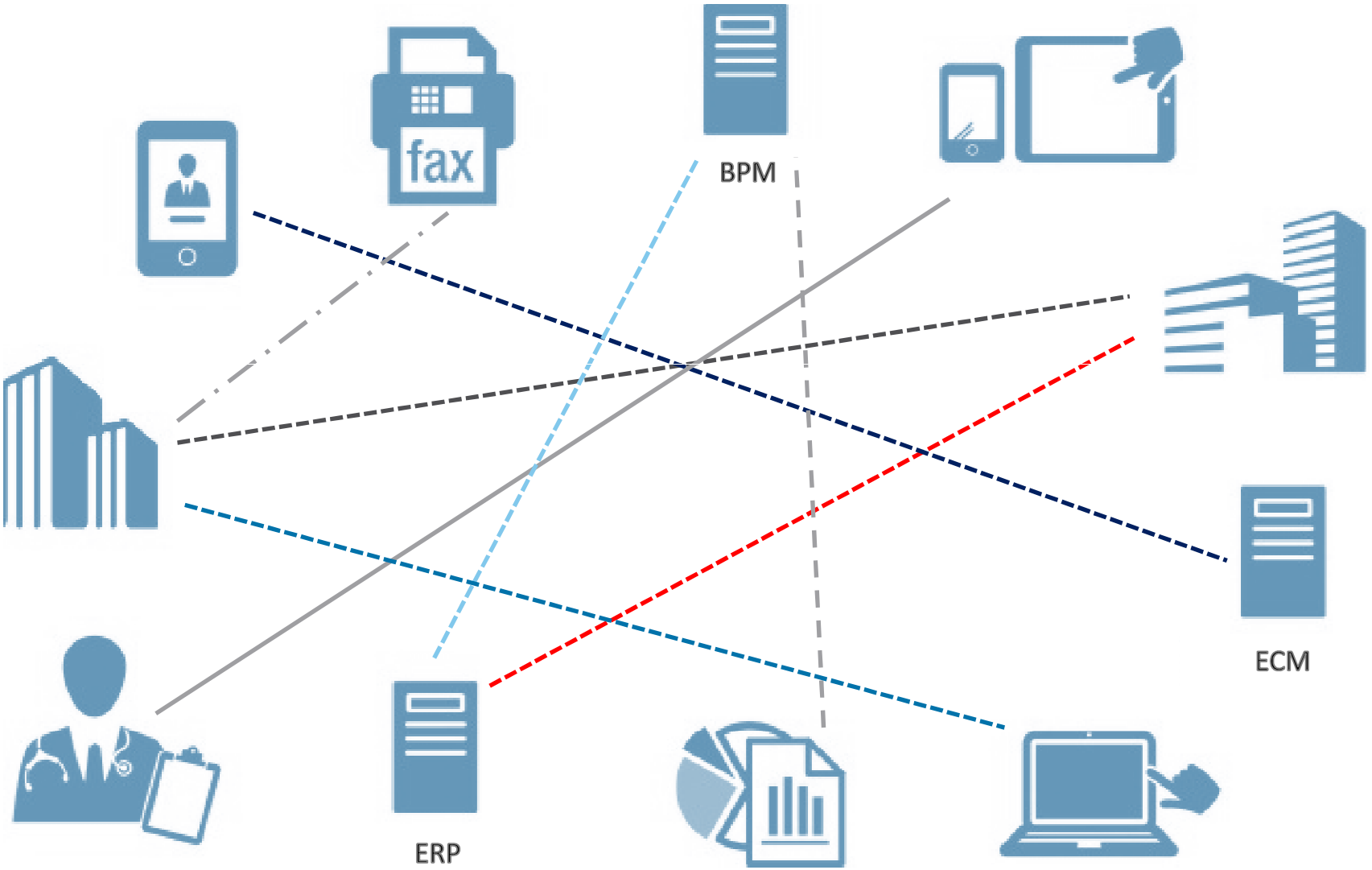
Current State



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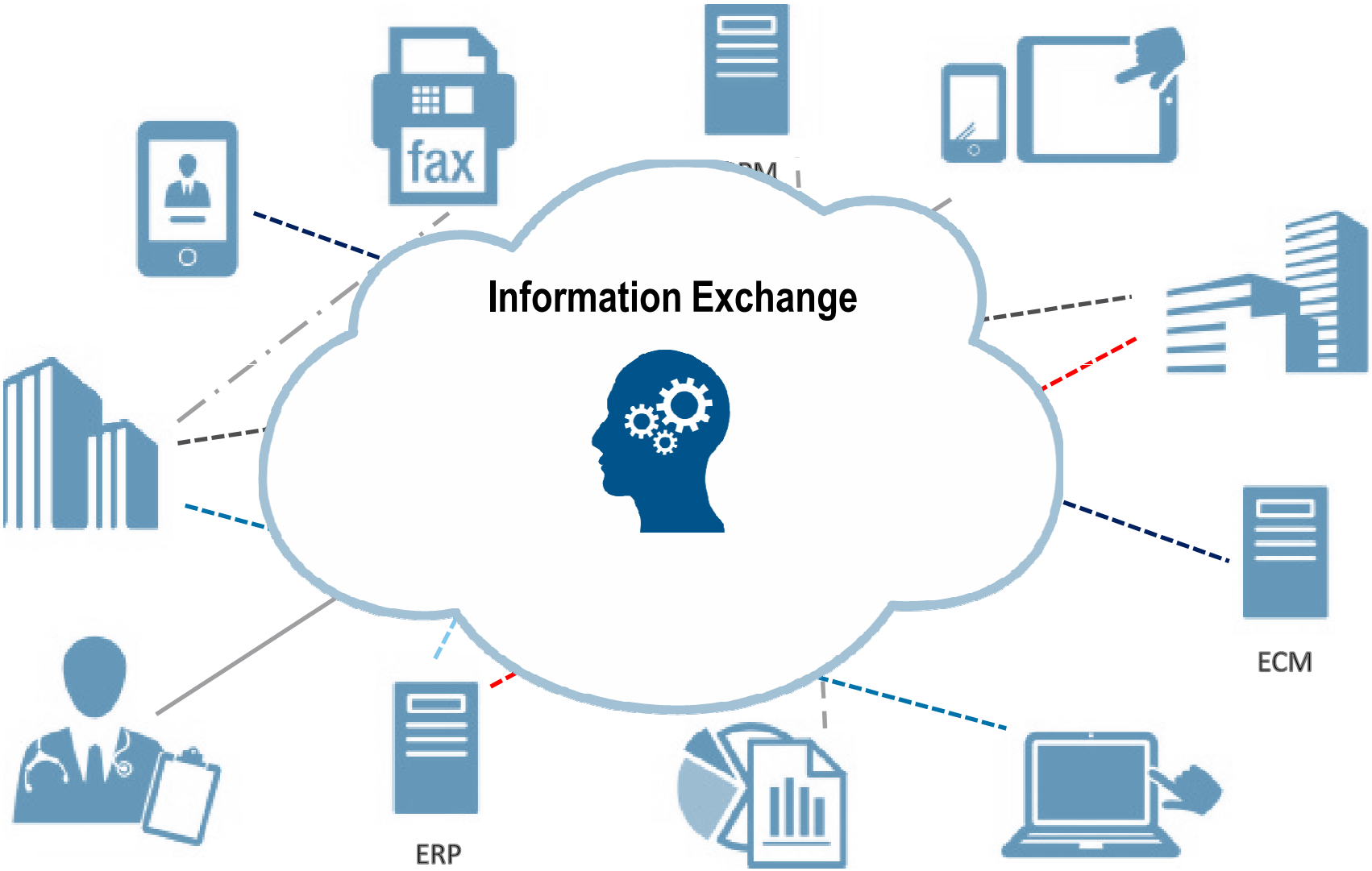
Our vision of Information Exchange



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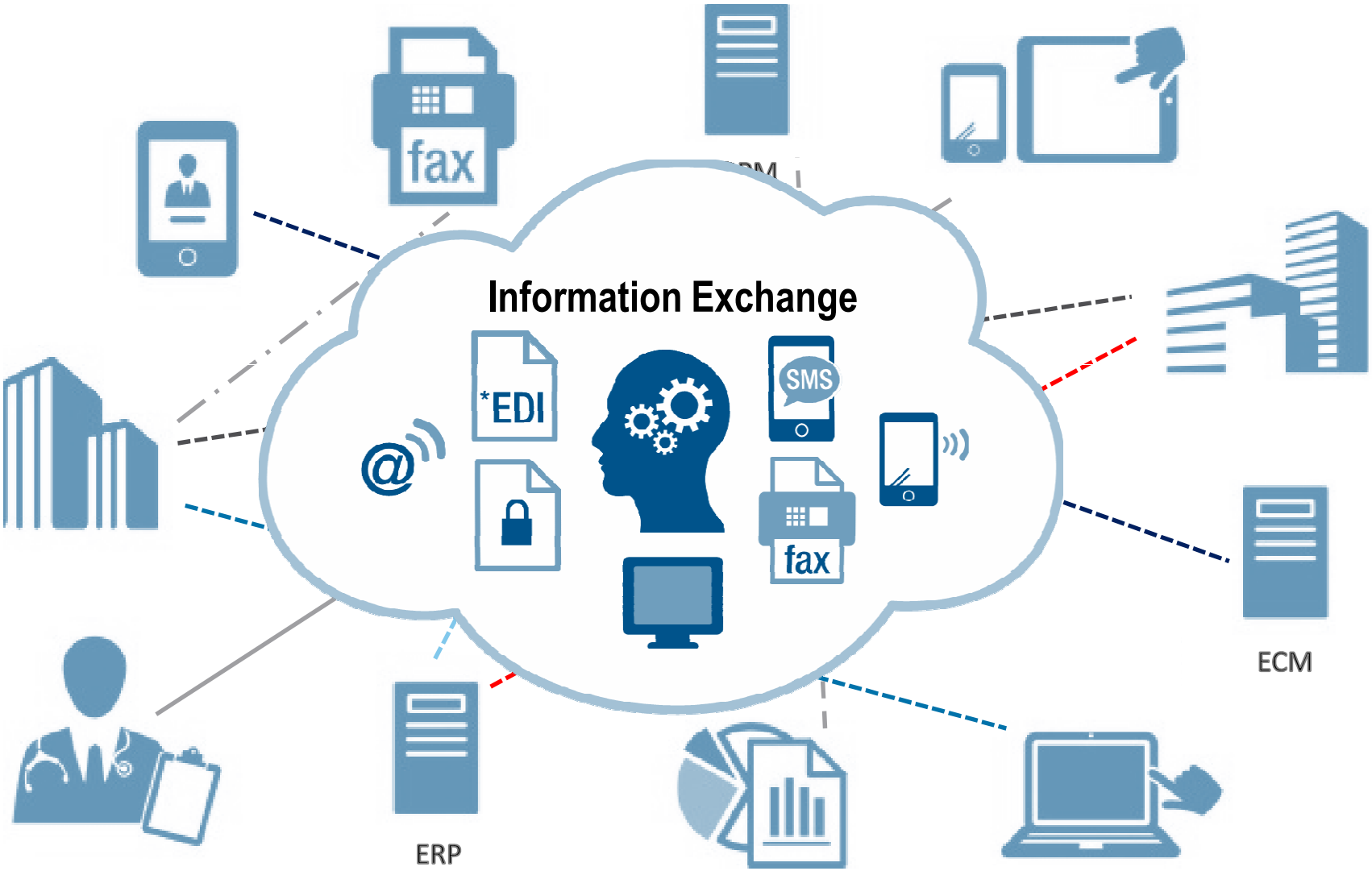

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Information Exchange Services

Message Archive — NEW



Secure Email — COMING SOON



Secure Managed File Transfer — COMING SOON



Web B2B — COMING SOON



EDI B2B



Notifications



FAX & Document Distribution — NEW



Capture and Recognition — NEW



Common Infrastructure Services

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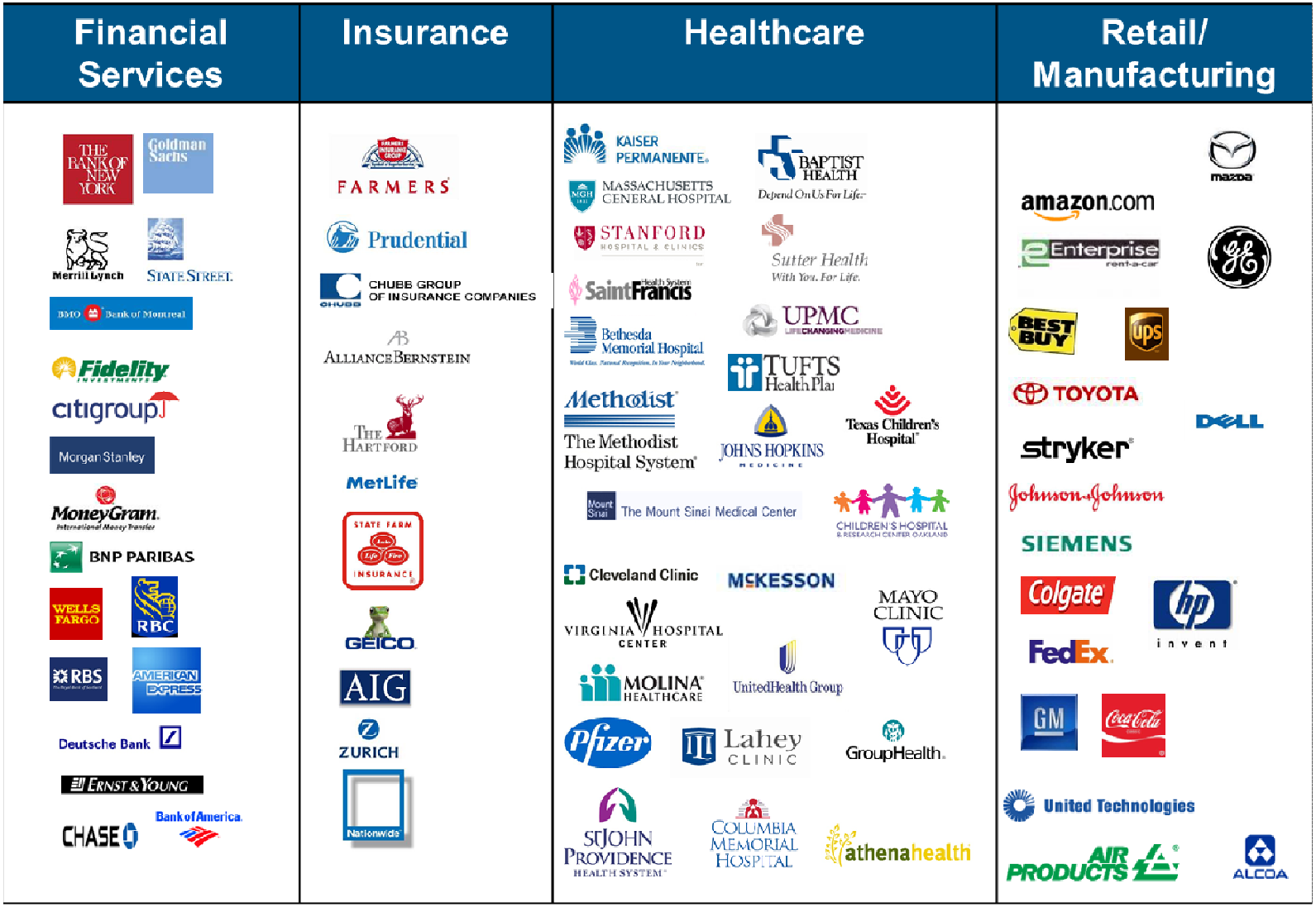
Some IX Services Cloud Customers



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The OpenText Cloud in Action

Demonstration

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WW Professional Services

Walter Köhler
SVP Professional Services

November 14, 2012

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Some Facts

	FY10	FY11	FY12
Revenue (thousand USD)	166,497	203,560	257,186
YoY Growth		18.2%	20.9%
GAAP based Gross Margin	18.7%	17.5%	20.3%

1.000 Staff

The Largest EIM Focused PS Organization Worldwide

A Complete Offering

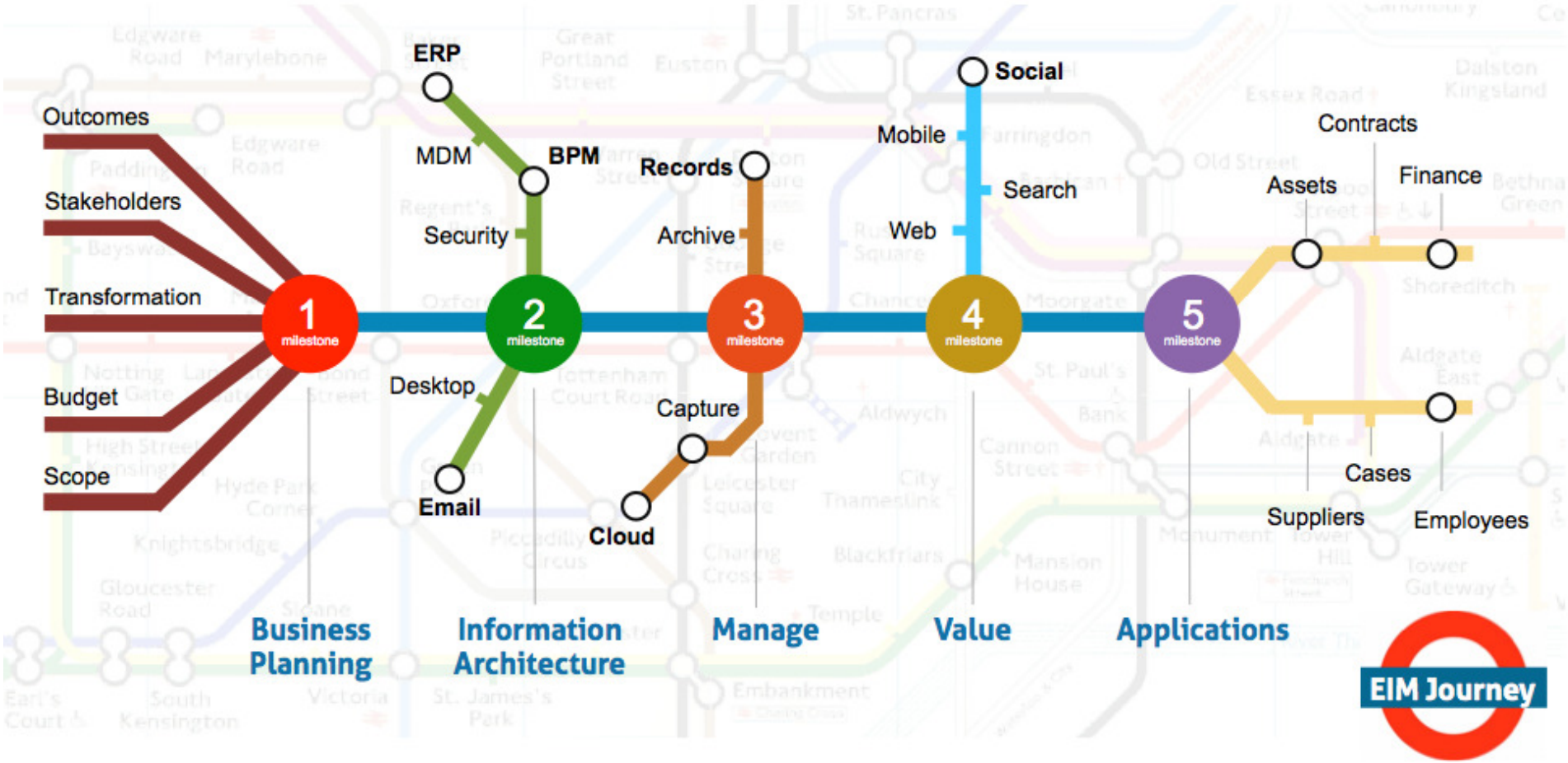
- Strategy Consulting
  - Based on OT EIM Methodology / Information Reference Model
- Design / Blueprinting
  - Based on Best Practices by Industry / Solution
- Implementation
  - Following Industry Standards (Prince, ITIL, …)
- Change Mgmt / Training
  - Organizational Change is a Key Success Factor for EIM Initiatives
- Managed Services / Operation
  - On Premises Operation of the Complete OT Environment

Our Mission

- OpenText Professional Services exists to help our customers derive **value** from their OpenText investment in a **fast, cost-effective and predictable** way.

- We provide a **holistic approach** to Enterprise Information Management based on a **global set of proven methodologies, tools, and offerings** to help our customers gain value while **meeting their business needs**.

Plan Your Information Journey. Mind the Gap



Customer Examples



- 5 years of continuous PS engagement
- Minimum 5 PS staff on-site at any time
- Solutions implemented
  - DM/RM
  - E-Mail Management
  - SAP Integration
  - Asset Management
- Customer buys additional Licenses every 12-18 month



- Customer has EIM vision and Strategy
- 3 years of continuous PS work
- Global Rollout across all continents
- Solutions implemented
  - Communities of Practice
  - Social
  - E-mail Management
  - Accounts Payable

Why OpenText Professional Services?

- Guidance and Leadership for Strategic EIM Initiatives
- Value and ROI driven Consulting Approach
- Thousands of Years Experience in Implementing OpenText Products and Solutions
- Direct Communication to R&D and Product Management Keeps Customers aligned with Roadmap
- Leveraging Existing Solutions / Best Practices
- Global Presence and Reach / Blended Delivery with Partners

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WW Customer Support

Global Customer Service

James McGourlay,
SVP Global Customer Service

November 2012

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Global Operations



~**800** dedicated Customer Service employees

Customer Service Performance

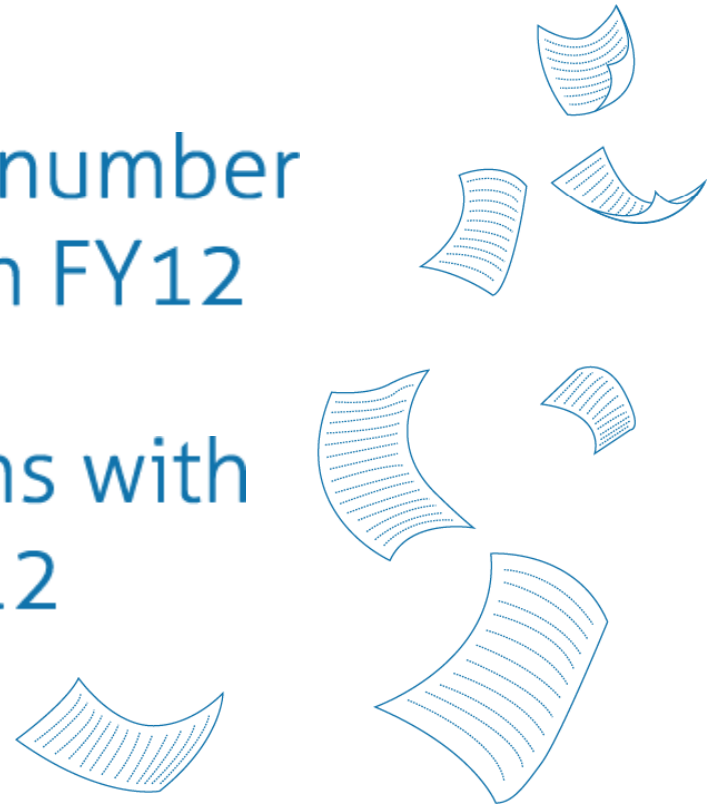
	FY10	FY11	FY12
Revenue:	507.4M	560.5M	656.6M
Growth:		10.5%	17.1%
Margin %:	83.5%	84.5%	83.2%

FY12: By the numbers

120,750 is the total number of Customers and Partners that we support

186,096 is the total number of tickets opened in FY12

2.4 million interactions with customers in FY12



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Support Programs



Software Maintenance and Support

24x7 Restore

Premier Follow the Sun

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HATCH™ OpenText Support Contributes to Successful ECM Deployment for Hatch

"Customer service is a key differentiator for almost any business and OpenText continues to demonstrate its commitment to that core value"

Simon Williams, Global Practice Director - IT Service Delivery at Hatch

Download the Hatch Success Story pdf here

Customer Success Stories

PORZIO
BROMBERG&NEWMAN P.C.
ATTORNEYS AT LAW

"We found them to be very open, found the support organization to be very good, and we've been very pleased with OT"

Paul Wittekind – Director of IT Services, Bromberg & Newman

Click to watch the video



Buchanan Ingersoll & Rooney PC
Attorneys & Government Relations Professionals

"Our representatives are committed; they're able to help us when we have problems, they're responsive"

Judy Arigo – Applications Integrations Manager, Buchanan Ingersoll & Rooney

Click to watch the video



Harper Grey LLP

"Support has really invested the time ensuring that we've had the right answer and that we've also understood the problem."

- Jonathan Steele, IT Manager at Harper Grey

Click to watch the video



Fox Rothschild LLP
ATTORNEYS AT LAW

"Working with support has been phenomenal. The fact that we can go to them and get our answers quickly – that means a lot. "

Gail Persichilli – Software Licensing and Project Integration Specialist, Fox Rothchild

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THE TIMES
New year, new you
Families to pay £600 more after rise in VAT
AIG
Munich RE
Government of Canada
Gouvernement du Canada
Cargill
OCDE
OECD
OPENTEXT
Unleashing the Power of Information
JPMorganChase
Bank of America
Cisco Systems
MetLife
CVS/pharmacy
BARRICK
WELLS FARGO
HM TREASURY
Deutsche Post
DHL
GENERAL DYNAMICS
Strength On Your Side
McCain
It's all good.