

PRODUCT OVERVIEW

OpenText AppWorks

Transform into a digital, data-driven organization through automation



Create digital experiences faster and at a lower cost



Automate and optimize complex, structured and ad-hoc processes



Digitize, connect and manage information as a strategic asset



Gain real-time insights through analytics, process monitoring and reporting

Today's customers demand dynamic digital experiences and seamless interactions. Unfortunately, introducing new products, services, channels and ways of working can typically take longer than the market is willing to wait. Infrastructure and systems can be difficult and costly to re-engineer, as IT struggles to keep pace with constantly changing operational strategies and tactics.

OpenText™ AppWorks™ provides a single platform for process automation, case management and low-code application development. With less IT involvement, AppWorks automates complex business processes, enables better decision-making and improves customer experiences. Organizations can re-engineer processes around customer needs, deliver seamless customer experiences and adapt to changing customer expectations while improving operational efficiency and managing risk.

Create digital experiences faster and at a lower cost with low-code development

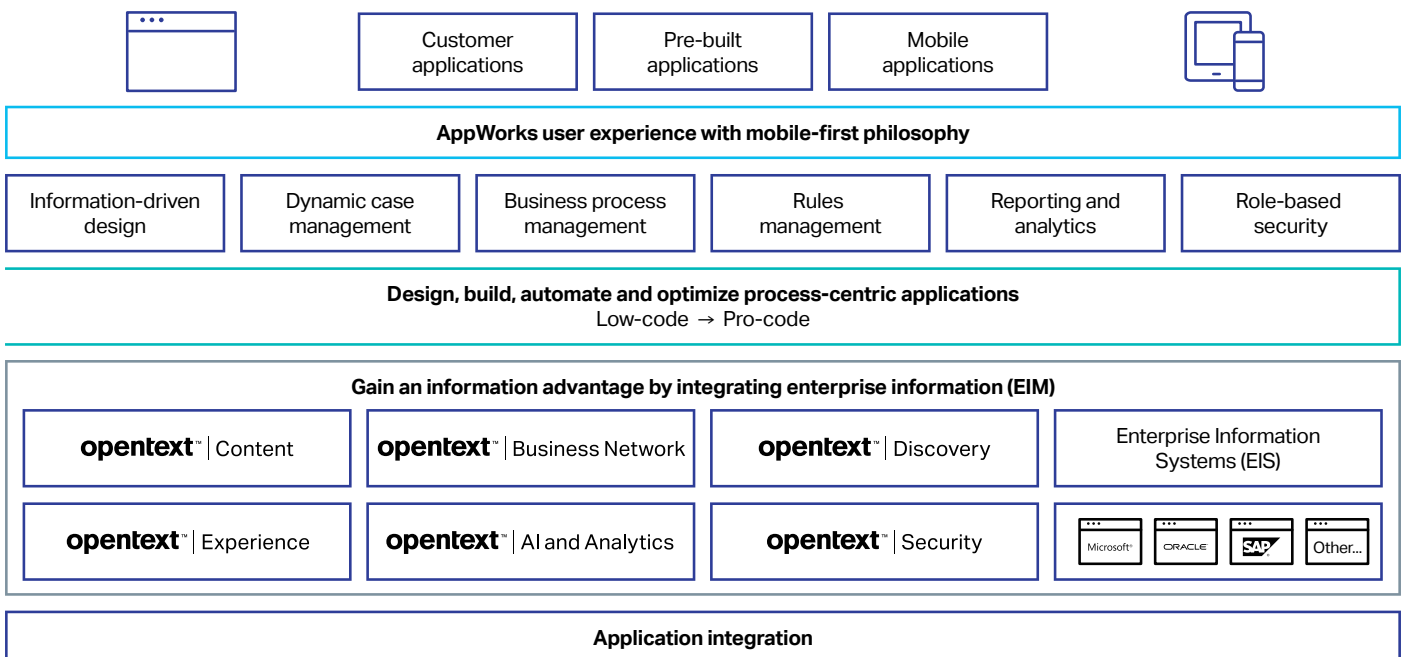
Delivering a dynamic, relevant customer experience begins with smart, content-rich applications designed for the way people really work. While business analysts may not know coding, they know their customers' needs better than IT.

AppWorks puts application design in the hands of the analysts who create, define, modify and understand business processes, making the enterprise more effective, efficient and agile. A mobile-first philosophy for application design ensures business users can manage information and tasks anywhere, anytime and on any device.

Applications can be prototyped and created quickly using visual, drag and drop modeling, pre-built building blocks and application accelerators. This ensures efficient process workflows and smart, relevant and engaging ways for users to view and use information. IT developers are freed to concentrate on more technical projects, such as custom integrations and security, resulting in faster application development at a lower cost.

The AppWorks platform offers extensibility with APIs and web services to meet more complex requirements. OpenText™ AppWorks™ Gateway simplifies provisioning large numbers of enterprise applications by helping to efficiently manage and deploy APIs, web services and AppWorks mobile applications. It provides single sign-on, centralized management and seamless updating capabilities, as well as access to all capabilities of the OpenText Enterprise Information Management (EIM) product portfolio.

opentext™ | AppWorks™



Digitize, connect and manage information as a strategic asset

AppWorks directs and orchestrates business processes that connect various systems as well as both structured and unstructured content. Workers are able to easily find and use information because it is accessible in a way that is aligned to business needs.

With a cloud-native architecture and simplified, automated deployment based on Docker and Kubernetes, AppWorks is fast, easy and cost effective to implement, maintain and update virtually anywhere. Direct, out-of-the-box integrations are included to content repositories such as OpenText™ Extended ECM, OpenText™ Documentum™ and OpenText™ AppEnhancer, public cloud applications such as OpenText™ Core Share and OpenText™ Core Signature, and Robotic Process Automation (RPA) tools including OpenText™ Operations Orchestration.

AppWorks includes pre-built integrations to business applications such as SAP®, Microsoft® and Salesforce®, as well as access to other EIM capabilities, including AI-augmented capture, intelligent document processing, records management and personalized communications. All this adds up to improved productivity and peace of mind by ensuring information is managed in line with governance and compliance mandates.

Automate and optimize complex, structured and ad-hoc processes

Digitize, automate and integrate information and processes across people, systems, devices and machines to provide multiple options for coordinating user and system activities. These processes can be structured, unstructured or a combination of both—providing ultimate control to optimize a business’s performance and expand its reach.

Standard BPMN functionality allows defining, optimizing and automating structured and repeatable business processes. Because interactions between people, process, data and content can be dynamic and unpredictable, AppWorks supports CMMN case modeling to enable user driven, ad-hoc processes through a single view of unified information.

OpenText AppWorks features		
Design	Information-driven design	Allow business managers to create applications and define, modify and use embedded processes.
Automate	Business process management	Define, optimize and automate well-defined, structured and repeatable business processes. Enable users to define and execute simple workflows—without assistance from IT.
	Dynamic case management	Trigger dynamic, ad-hoc processes when situations are unpredictable and knowledge workers must decide the next best action.
Manage	Business rules management	Integrate rules within business processes to standardize operational decisions and ensure consistent execution of business policies.
	Enterprise integrations	Create EIM solutions that leverage products such as Extended ECM, Documentum, AppEnhancer, Core Share, Core Signature, Operations Orchestration, OpenText™ Media Management and other products in the OpenText portfolio. Integrate with leading business applications, such as SAP, Microsoft, Salesforce, Oracle® and other third-party and homegrown systems. Efficiently manage and deploy APIs, web services and mobile applications built with AppWorks.
Optimize	Process intelligence	Gain visibility into real-time operations data to optimize activities to meet business objectives.

Learn more

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Business rules management allows consistent visibility and encourages greater re-use and application of rules across the organization. AppWorks seamlessly integrates rules within business processes to standardize operational decisions and ensure consistent execution of business policies. It also enables faster rule development and easier maintenance, allowing organizations to respond more rapidly to changing market conditions.

Gain real-time insights through analytics, process monitoring and reporting

With evolving expectations forcing organizations to accelerate operations and improve the customer experience, complete visibility and real-time operations data are necessary to optimize activities to meet business objectives. The Process Intelligence module within AppWorks provides pre-built reports that can be customized to an organization's specific needs, eliminating the complex task of building, deploying and using a business intelligence tool.

Workers can make faster business decisions with intuitive dashboards that display exactly the data they need without waiting for IT. Being able to quickly understand what processes are not meeting SLAs, why employees are falling behind and which customers need assistance highlights issues and allows them to focus on improving business results.

Associated service options

- [OpenText Consulting Services](#)
- [OpenText Managed Services](#)
- [OpenText Learning Services](#)

A single cloud-native platform for process automation, case management and low-code application development, AppWorks runs virtually anywhere and provides maximum flexibility to design, build, manage and optimize digital business processes.

Not all process automation platforms can deliver the information management capabilities necessary for digital, context-rich and compliant processes. Digitizing, connecting, managing and retaining information from people, devices, machines and systems is what AppWorks does best.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: [opentext.com](https://www.opentext.com).

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