

# **opentext™**

## **Overview of the OpenText Cloud**

OpenText Position Paper

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## Executive Summary

The path to innovation is indisputably through the cloud.

The last two years have forced companies and organizations of all sizes to reassess their processes and operational methods, and to change their mindset about how best to operate. For many, this has meant adopting technologies in the cloud that allow people to reimagine how and where they work, how goods are shipped, how data is secured and how commerce is conducted.

Cloud provides tools and services for continuous business innovation at scale. Moving to the cloud eliminates the heavy lifting required to continually upgrade to the latest version and access new capabilities. Modernizing existing business applications drives a more agile and innovation-focused business.

The OpenText Cloud delivers innovations across our entire portfolio of information management solutions, providing customers with the ability to increase security and reduce risk, optimize supply chains and partner/supply relationships, improve productivity and streamline work, and enable the delivery of personalized customer experiences at scale.

This white paper describes some of the incredible advantages that organizations can access when they shift to the cloud. It also provides an overview of the OpenText Cloud and its infrastructure, processes, platform and application services, with key information about service levels and operations. The paper explores how the OpenText Cloud helps our customers accelerate digital transformation, and leverage their information to empower every individual across their business.

## Introduction

The business landscape is changing at astounding speed. Today, we are more connected than ever before. We are developing new technology more rapidly than ever before. We are generating more information than ever before. We are moving faster than ever before.

But slower than we ever will again.

Digital transformation is not a vision for the future. It is here. It is now.

To adapt and thrive, organizations must optimize the tidal wave of information at their disposal, with information management (IM) technologies that organize, integrate and protect data and content as it flows through and outside the organization. It is not easy, but those who succeed will unlock new opportunities and develop the information advantage—using their information to its full potential to generate new insights and deliver new solutions.

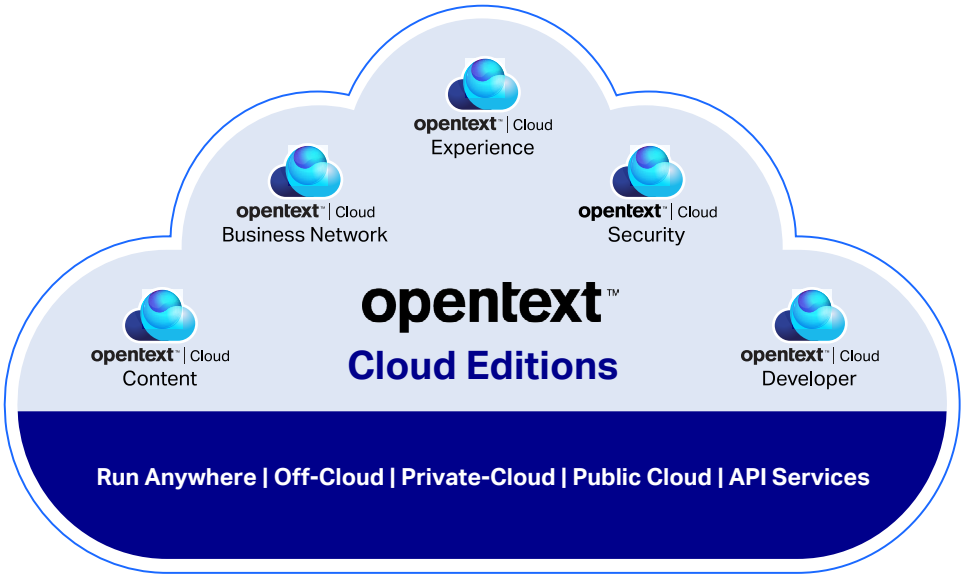
The cloud is a crucial technology that functions as an innovation accelerant, modernizing infrastructure so other technologies can operate at scale and bringing together information to fast-track business growth.

The cloud scales seamlessly, integrates easily with other systems and reduces time-to-market. It is the connective tissue of the enterprise. On top of this, cloud is secure and cost-effective.

This is why 94% of companies are already using cloud services.<sup>1</sup> With its near limitless resources, cloud facilitates ideas across the entire business ecosystem, enables information to flow end-to-end through enterprise systems and simplifies interactions between applications, businesses, people and things.

The **OpenText Cloud** offers all the benefits of the cloud, anywhere, so organizations can adopt new cost-effective capabilities, reinvent business processes, and seize emerging opportunities. OpenText's five key areas of focus—**Content Cloud, Business Network Cloud, Experience Cloud, Security Cloud and Developer Cloud**—each address a core business need. Together, they help organizations become more intelligent, secure and connected.

The cloud is not an end. It is the means by which organizations can achieve new heights of innovation. With the OpenText Cloud, brilliant ideas turn into new business models and digital transformations, faster than ever before.



**Figure 1:**  
OpenText Cloud Editions

## 1. Get the Cloud Advantage

The cloud has proven itself to be a business imperative. 96% of companies say cloud has helped their organization reduce costs, 61% say it has made their business more secure and 52% say it has improved business agility.<sup>2</sup> The leading benefits of cloud are consistent—cost savings, flexibility, efficiencies and availability.

But new benefits are emerging as the use of cloud becomes a standard business practice. Organizations are beginning to recognize that cloud benefits can extend beyond the information advantage, to also provide an innovation and competitive advantage.

**There are five key benefits of modernizing information management (IM) by shifting to cloud.**

### 1. Reduced operational costs, shift to OPEX

Cost savings continue to be the top cloud benefit. As organizations move to the cloud, the costs associated with the operation and management of traditional data centers is alleviated. Enterprises that have a large support and operational staff see savings of 30 to 40% with the cloud.<sup>3</sup> Key cost reduction areas include hardware infrastructure, software and staffing, as well as improved time to market for innovations. The shift from a capital expense (CAPEX) to an operating expense (OPEX) can also prove to be a significant benefit—freeing up capital for spending in other strategic areas of growth.

### 2. Improved business agility

Organizations looking to adopt a cloud-first mentality are shifting operating models to the cloud to help future-proof their business. This is not only to benefit IT, but to transform how they operate their business as a whole. Running in the cloud means companies can react and respond with greater agility to evolving needs and customer demands. According to McKinsey & Company, the benefits of agility include 90% faster time to market, 30% higher productivity, and 130% more time spent on activities such as innovation and customer interaction.<sup>4</sup>

As business leaders align their cloud journey with digital transformation, one of the ways to gain an information advantage is by leveraging software ecosystems. IM applications that are deployed in the cloud can be easily integrated with other applications, such as Microsoft® Office Suites, HR applications, CRM and ERP.

### **3. Upgrades and operational efficiency**

A major consideration with IM is the time and challenges of planning for and executing minor and major upgrades. IM in the cloud eliminates this aspect, freeing up IT staff to focus on other mission-critical business systems. **80% of companies report operational improvements within the first few months of adopting cloud technology.**<sup>5</sup>

When IM is in the cloud, patches and all forms of upgrades can be executed by the cloud provider as part of the service. This alone is a powerful reason to consider a migration to the cloud. Organizations can take advantage of new product features without having to be concerned about complexities of software upgrades.

Where customers have dedicated instances of IM solutions, they also enjoy the benefit of having customized solutions with integrations into other mission-critical systems. In these cases, the option to plan, test and upgrade at customer defined timelines is key to the ongoing provision of cloud services. In this scenario, upgrades are not automatically included or executed, but planned directly with the customer, so they control the schedule and frequency and can coordinate with other business and system imperatives.

### **4. Improved service and uptime with managed SLAs**

A defined application availability Service Level Agreement (SLA) informs the purchaser as to what the target availability is for the Cloud Service in question. This SLA is a core component of moving to the cloud. Ensuring a consistently high level of availability is a business advantage: without consistent availability, customers can expect to incur not only the initial cost of downtime, but also lost potential from missed opportunities.

### **5. Reduced risk**

Moving applications to the cloud can significantly reduce risk for organizations: 94% of companies reported impressive online security improvements after moving data to the cloud.<sup>6</sup>

Cloud providers pass rigorous certifications for the data center, the security of the data center and the operations within it. For the majority of cloud services, that is the limit of the scope for those certifications. However, leading technology providers have certifications such as SOC and ISO, which include the application level within the scope of the certification, thus ensuring compliance at all levels of the enterprise solution.

## **2. OpenText: The Ultimate Cloud**

OpenText Cloud is designed, purpose built and optimized to provide complete information management service and solutions. It supports more than 44,000 customers in a broad set of industries around the world. OpenText provides more than 50 operational regions globally to address the low latency and high availability requirements of our customers. Unlike other commercial cloud platforms, **the OpenText Cloud is managed by one organization**, a global OpenText team with expertise in B2B commerce, compliance, and information management.

OpenText is committed to protecting your business by combining a scalable, highly available and secure platform of technology services with packaged solutions that address real world business problems, supported by comprehensive Cloud Managed Services, and underpinned by a single vendor service level commitment.

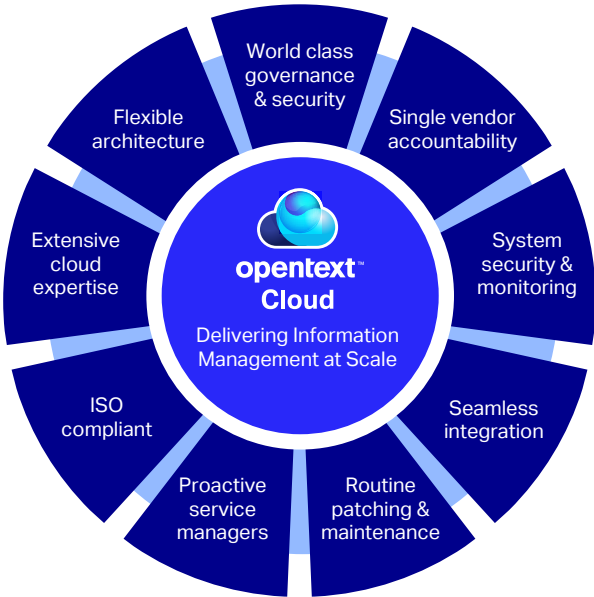
And every aspect of the OpenText Cloud service is designed with security in mind. Our software development practices employ continuous and rigorous security testing of each software release, and we undertake third-party penetration testing for all internet facing solutions.

Organizations that move to the cloud with OpenText can benefit from:

- **Expertise:** OpenText is focused on information management. We offer an extensive, experienced team of IM certified professionals, and clear access to support and engineering resources for all applications.
- **Managed Services:** From onboarding, through to application management, change management, monitoring and incident management, our experts are focused on providing excellent service to our cloud customers around the world.
- **Single Point of Accountability:** Shifting to IM in the cloud provides a single point of accountability. There is no need to determine if issues are caused by the customer’s environment, a third-party data center or the software itself—OpenText addresses the causes and addresses the issues, regardless of which components caused them.

OpenText experts are here to guide you along your cloud journey. Our 3,000-person Customer Solutions team has the experience to tackle the most complex transformation programs with confidence. Together with our partners, we are empowering organizations to deliver information management at scale.

No matter your point of departure, or your unique business goals, our tailored cloud-native solutions can provide the information advantage you need to help your business grow. Your journey to the [Ultimate Cloud](#) starts here.



**Figure 2:**  
The OpenText Cloud: Information Management at Scale

### 3. The Power of the Cloud, Your Way

With OpenText, you get all the benefits of cloud, regardless of where you deploy your solutions. OpenText believes in empowering customer choice and flexibility, and OpenText Cloud Editions are optimized to run anywhere—including the OpenText Cloud, Microsoft Azure, Google Cloud Platform and Amazon AWS. Extend existing IM investments and rapidly add new capabilities with OpenText Public Cloud solutions. And develop faster and smarter with OpenText Developer Cloud. You can manage our software yourself, or we can do it for you. **Ultimately, you get to choose.**

#### 3.1 Multiple Deployment Options

The solution deployment and management choices for organizations can be described as follows:

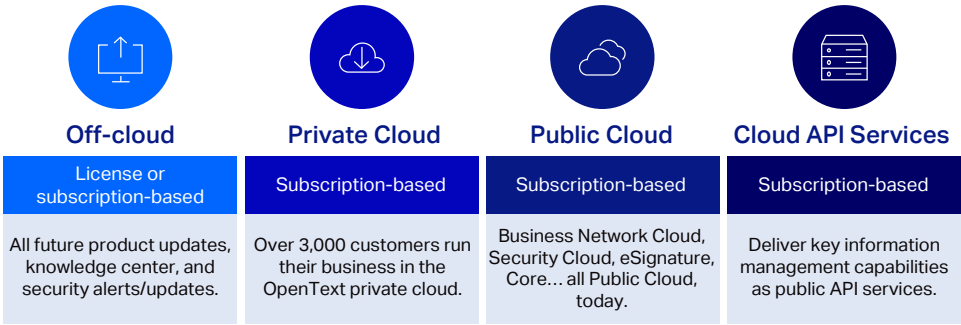
- **Off-Cloud**, or on-premises, allows organizations to run solutions in their own datacenters, giving them full management of everything from infrastructure to application configuration.
- **Public-Cloud** enables organizations to deploy and run solutions on one of the public cloud providers, often giving them additional scale and agility that off-cloud solutions can lack.
- **Private Managed Services** are bundled “full stack” infrastructure to application solutions which manage deployment, maintenance and applications.
- **Developer Clouds** are discrete APIs or Microservices that run in the cloud and perform specialized tasks to enhance other solutions. These are designed to serve specific capabilities at internet scale.
- **Software as a Service (SaaS)** solutions are internet scale, on-demand applications that are aligned to solving business problems.
- **Hybrid Deployments** are a combination of one or more of the above options, which allow organizations to tailor or diversify a cloud strategy without committing to one single cloud strategy.

#### 3.2 Choice & Flexibility

OpenText prides itself on being a state-of-the-art solution provider. We have invested in making sure that solutions can meet organizations' different deployment and management needs.

With cloud-native versions of products, organizations can deploy solutions as containers on off-cloud infrastructure or on a public cloud. Our cloud-native products allow for easier deployments and seamless updates, with the ability to scale to meet higher demands. It also becomes much easier to meet enhanced levels of service availability and the lower recovery times needed for mission-critical information management applications.





**Figure 3:**  
One Technology Platform. Multiple Deployment Options.

With **OpenText Managed Services**, our cloud-native software is the foundation for the hosting and management of solutions, carried out by information management experts, on infrastructure that has been designed based on best practices and an understanding of organizations’ usage requirements.

With **SaaS applications**, OpenText can offer on-demand applications that meet specific information management requirements at internet scale. These applications are built on the OpenText Developer Cloud, which allows organizations to be instantly creative, enhancing other solutions with critical information management capabilities.

#### 4. Five Clouds to Meet Key Business Needs

Across five key areas, the OpenText Cloud empowers businesses to address their most pressing business needs. Our solutions help companies master modern work, digitize supply chains, power modern experiences, strengthen cyber resilience and build the API economy. Our five clouds are: Content Cloud, Business Network Cloud, Experience Cloud, Security Cloud, and Developer Cloud.

##### 4.1 OpenText Content Cloud

OpenText Content Cloud is a suite of content services platforms and applications offering fully integrated, end-to end solutions, from capture to complete lifecycle management and archiving. It integrates with the systems that produce and consume information, extending enterprise-grade content management deeper into the organization and facilitating seamless access, distribution and use of both structured and unstructured data.

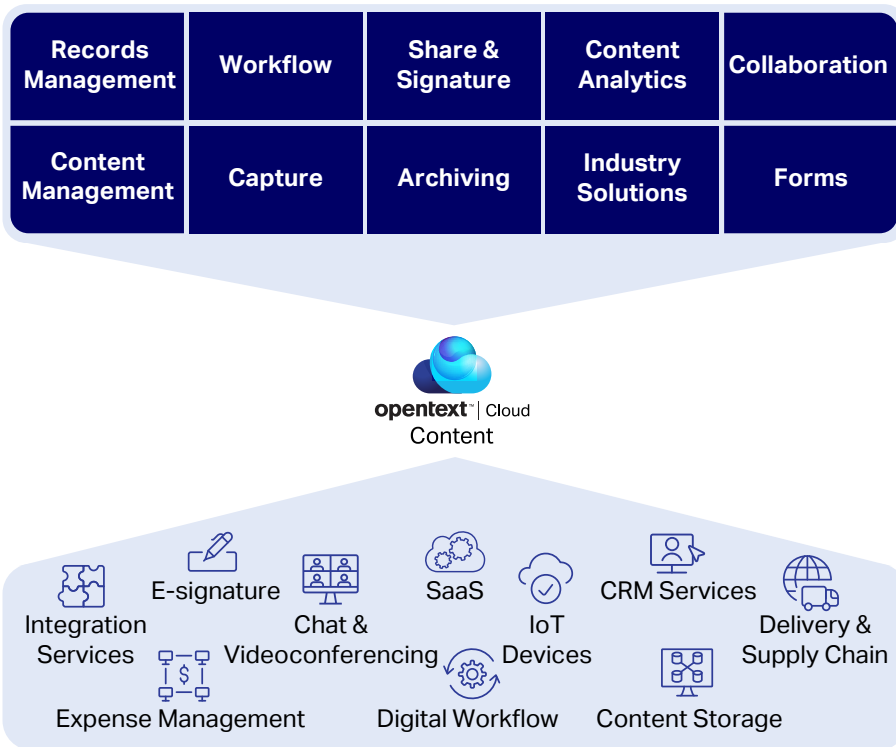
OpenText Content Cloud enables the following capabilities:

- **Information Capture** provides automated identification, classification and meta-tagging of information as it is ingested or created by organizational processes
- **Information Access** empowers large numbers of people in highly variable working environments with access to the systems and information needed to perform tasks
- **Process Continuity** keeps business processes—from customer service to product development—moving forward with dispersed workforces and information flows that can be extended in all-new directions
- **Collaboration and Teamwork** keeps remote teams connected and on target by ensuring everyone has the most current, accurate information
- **Information Governance** accomplishes all this while adhering to security, compliance and privacy best practices and regulations

Content Cloud provides highly automated, content-driven, cloud-based and AI-enabled work practices to improve employee experience and business agility, giving customers an information advantage. Key benefits include:

- **Automating the complex:** Improve productivity by automating tasks and processes such as information capture, distribution and governance
- **Faster time to value:** Harness the agility of the cloud and SaaS applications to address emerging needs and opportunities with easily customizable line-of-business and industry solutions
- **Business content integrated with processes:** Seamlessly integrate relevant content into workflows, letting users work faster and smarter
- **Share and collaborate:** Optimize collaboration by ensuring employees and contractors all have secure, simple access to up-to-date information, without having to think about it
- **Comprehensive, trusted governance for enterprise information:** Automated, defensible governance, from creation and capture to archiving and disposal

Each quarterly release of Content Cloud introduces a host of new innovations and solutions that stabilize and accelerate business processes, as well as facilitate better access, use and governance of information.



**Figure 4:**

OpenText Content Cloud: Integrate Information from Key Business Processes.

### 4.2 OpenText Business Network Cloud

OpenText Business Network Cloud provides Business to Anything (B2A) integration solutions that help organizations securely connect data to people, systems or things. OpenText Trading Grid™, our cloud-native unified integration platform, allows companies to establish a single digital backbone across an extended business ecosystem. Our integration platform can be delivered either by leveraging extensive self-service tools or as a fully managed service.

Over 950 companies leverage our fully managed services to digitize their supply chain operations. With more than 25 years' experience in managing complex integration environments around the world, Business Network Cloud provides the people, processes and technologies to manage your business integration requirements, while your IT teams focus on other critical projects.

With continued supply chain disruptions around the world, our Business Network Cloud helps to build resilience across business operations by offering frictionless information exchange and improved end-to-end visibility of all shipment flows, and fosters collaboration across all trading partners. Trading Grid has over 1.1 million pre-connected trading partners who exchange more than 33 billion transactions on an annual basis. **Collectively, this represents \$12 Trillion in network commerce.**

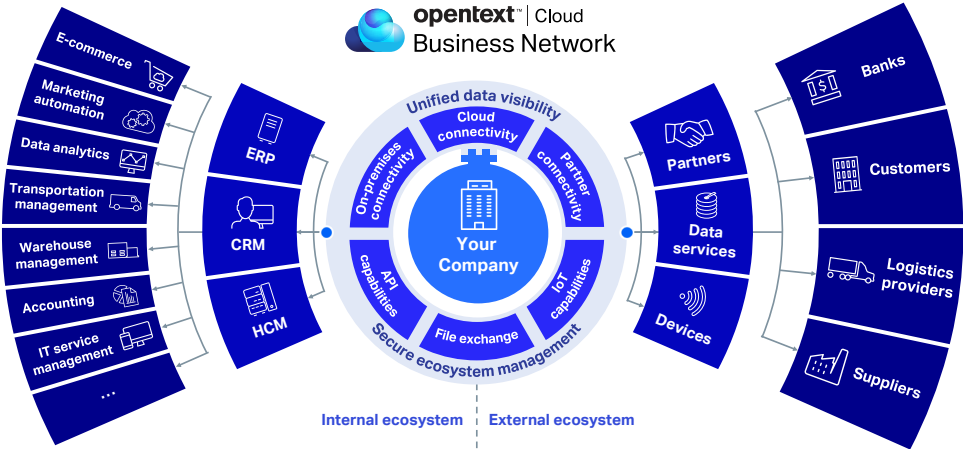


Figure 5: OpenText Business Network Cloud: Connect Once, Reach Anything

OpenText aims to help companies explore the power of our network, exploit the information being exchanged and realize the exponential opportunities to build end-to-end digital ecosystems that can adapt to today's and tomorrow's dynamic market. We achieve this by offering a number of key capabilities that bring greater flexibility and scalability to supply chain operations.

- Leverage a tiered approach to business integration that enables companies of any size to connect with people, systems and things across the business ecosystem
- Rapidly connect new partners into a digital ecosystem
- Empower users with self-service tools to manage their own integration projects
- Establish a single view of internal and external information flows
- Accelerate hybrid business integration with an extensive library of API connectors
- Aggregate B2B transaction and IoT data flows to improve shipment visibility

- Foster secure collaboration between internal and external users
- Improve ethical sourcing strategies with integration to EcoVadis supplier ratings
- Provide a scalable, compliant and cloud-first platform that adapts to market conditions

### 4.3 OpenText Experience Cloud

Customers’ expectations and buying habits have shifted dramatically across the past two years as numerous aspects of our lives moved to the digital realm. CX (Customer Experience) matters more than ever, and customer communications have never been so important. Products and services are not a long-term differentiator anymore. It is the experience provided that matters most.

In this new CX world, companies must solve for new business needs that will distinguish leaders from laggards, including:

- Customer **Intimacy** to understand customers, their priorities, behaviors and emotions for better CX and marketing decision-making
- Content **relevancy** to stand out in the cluttered digital content overload. Using first-party data for ultra-personalization at scale to increase conversion rates
- Journey **predictability** to eliminate friction and orchestrate customer journeys to make the customer’s life easier and better
- Experience and communication **consistency** throughout the journey, from new customer acquisition to retention, across all channels
- Operational **efficiency** to reduce cost and improve responsiveness

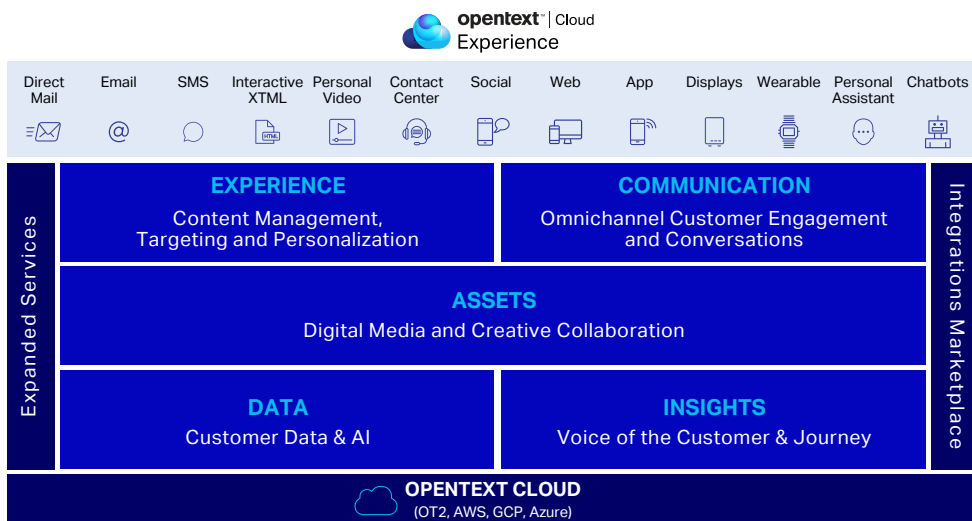


Figure 6:  
OpenText Experience Cloud

The OpenText Experience Cloud brings cloud-native components to help companies reach these goals, and augment or cover gaps in their CX tech stacks **in-the-cloud** or **off-cloud**. The OpenText Cloud integrates six powerful capabilities into the Experience Cloud platform, to deliver omni-channel and relevant experiences at scale:

- **Data and AI** for data-driven experiences at a scale only possible with artificial intelligence and machine learning
- **Customer insights** through Voice of the Customer and Customer Journey Analytics to listen to and understand customers' emotions and behaviors
- **Digital asset management and creative collaboration** capabilities, as the market demands rich experiences—with video, images and new digital asset types—that must be created and coordinated across internal and external teams efficiently and cost effectively
- **Personalization and orchestration** capabilities to create and manage audiences and journeys
- **Experience management** to control an ever-increasing amount of content that needs to be created, managed, delivered and personalized at scale
- **Omnichannel communications** to engage in relevant conversations with prospects and customers, from acquisition to retention, across all touchpoints, including email, SMS, personalized videos, web, mobile, contact center, personal assistants and chatbots

#### 4.4 OpenText Security Cloud

From threat intelligence to prevention, detection to response, data management to compliance, and investigations to managing evidence, OpenText Security Cloud protects critical information and business processes at scale across all IT vectors—endpoint, network, cloud, email, webserver, firewalls and logs.

Today's cybersecurity threat is twofold: an increase in the frequency, severity and sophistication of cyberattacks, coupled with inadequate cyber resiliency readiness to stop the spread and recover quickly. A multi-layered cyber resilience strategy embeds security, digital investigations, data management software and best practices across the organization. OpenText's comprehensive portfolio helps our customers:

- **Prevent, detect and respond to threats across their attack surfaces**
  - Enable multi-vector protection, detection and response against malicious files, scripts, exploits, URLs and even insider threats
  - Enforce tamperproof acceptable internet usage policies and identify high risk users
  - Guard against phishing, spam, threat and email compromise through robust M365 email security
  - Deliver real-time, 24x7x365 proactive threat prevention, detection and response
- **Recover from threats by minimizing risk of downtime**
  - Prevent data loss from threats
  - Secure the data in SaaS platforms
  - Remotely and securely wipe malicious files, kill malicious processes, reset affected registry keys and isolate affected endpoints from the network
  - Enable recovery time within minutes
- **Maintain privacy and security compliance**
  - Integrate with accurate and actionable threat intelligence to automate security decision-making based on contextual insights—enabled with advanced machine learning informed by hundreds of millions of real-world data sources

- Avoid compliance violations through a centralized system of record of an unlimited number of files and communications across email, SMS, Microsoft Teams and social media
- Provide complete audit trails of steps taken and actions issued, giving organizations the visibility and confidence that privacy is maintained
- **Investigate and manage evidence**
  - Provide a court-proven solution for finding, decrypting, collecting, and preserving forensic data from a wide variety of devices
  - Deliver digital evidence management (DEM) capabilities that provide the ability to ingest, search, store, analyze, share and report on evidence collected in a case
  - Equip enterprise and HR investigators with the tools to locate and collect sensitive and regulated information across the IT infrastructure with chain of custody
  - Empower security teams to conduct deep forensic investigations post-breach to locate patient zero and perform root cause analysis

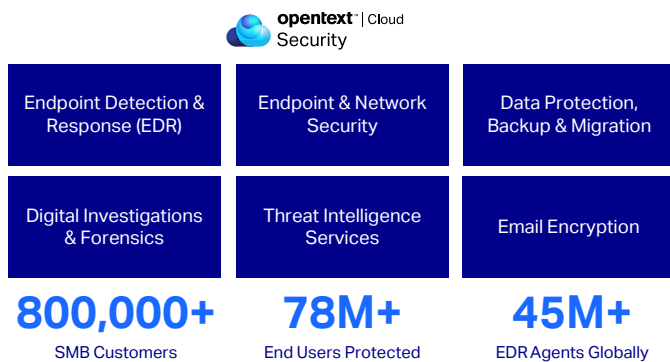


Figure 7:

OpenText Security Cloud

#### 4.5 OpenText Developer Cloud

Development teams are struggling to support new use-cases with fewer resources and less time, even as developers are spending more than a third of their time working with legacy code, retrofitting languages and dealing with technical debt.<sup>7</sup>

OpenText Developer Cloud provides information management-as-a-Service (IMaaS), making it faster and easier to build, extend and customize information management applications using a collection of cloud services, applications, APIs and SDKs. Developer Cloud minimizes the time and effort of adding new capabilities to any solution, so developers can focus resources on other priorities, like improving product differentiation or accelerating business transformation.

Core benefits of Developer Cloud include:

- **Get information management as an API service** to enable the next generation of information management applications
- **Extend your existing investment**, and innovate with the broadest and deepest set of IMaaS capabilities
- **Create IMaaS experiences with built-in security**, and focus on the user experience, with data security embedded into everything
- **Increase DevOps agility**, supporting agile development without infrastructure burden

The OpenText Developer Cloud provides developers of all kinds access to our powerful, secure services from all of our cloud capabilities. This gives them the most comprehensive set of services to manage information from any source, for any use case.

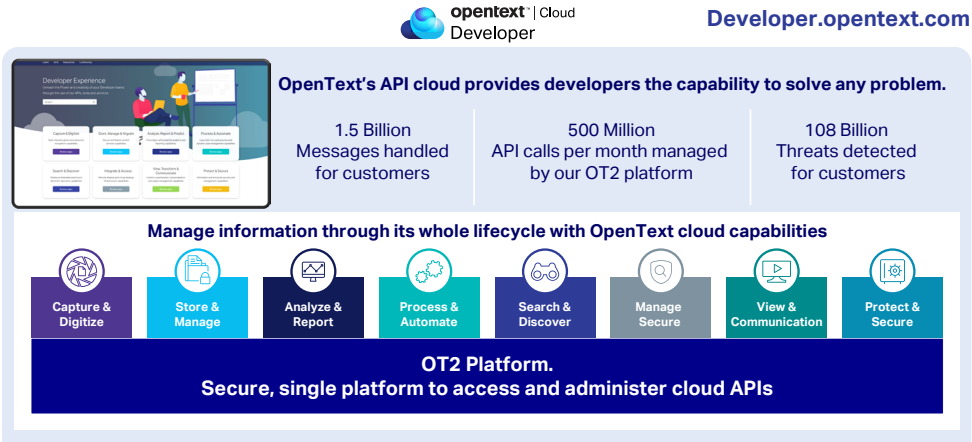


Figure 8: OpenText Developer Cloud: Information Management Capabilities

### 5. Unleash Creativity with Cloud APIs

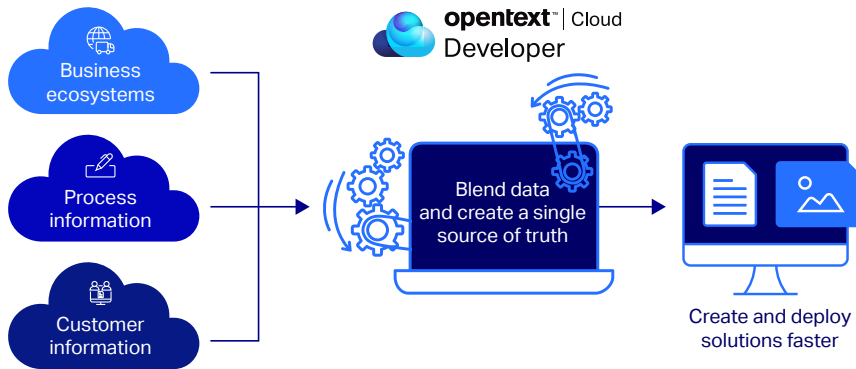
The demand for cloud-native integration tools is growing quickly. According to IDC, cloud integrations were 39.1% of the total integration market in 2020.<sup>8</sup> A critical aspect of the quick growth has been facilitated by Application Programming Interfaces (APIs). APIs are not simply technical tools. They facilitate creative solutions to business challenges by expanding the capabilities that developers have at their fingertips. Simply put, they allow developers of all types to work smarter, not harder.

The OpenText portfolio of Cloud APIs fosters this new generation of solutions by:

- 1. **Reducing infrastructure dependencies:** Developers can focus on code-based solutions without unnecessary infrastructure testing. Cloud native creates an infrastructure agnostic platform for creating solutions that are unique to your organization's needs—without the long project times. Simply set-up a new tenant and get started.
- 2. **Encouraging a creative mind-set and work environment:** Adopting efficiencies in technology frees development teams from tasks that distract them from focusing on creative and innovative projects that help keep the business relevant. It allows them to do what they do best—'create cool code to problem solve' for the organization.

The high demand of cloud-based integration is a clear sign that business resilience is achieved by integrating applications across your stack. Using an API ensures that critical information is accessible and embedded through applications within integrated systems. This new mode of working was accelerated by the pandemic with changes to how we socialize and do business.

This has created demand for a new way to provide information directly to users, wherever they are, as part of their business process. It is no longer acceptable to require users to switch between applications to complete simple tasks like invoice approvals. [OpenText's wide set of APIs](#) means that you can take any type of data and combine it into a **single source of information** which makes it available to any user, through any interface.



**Figure 9:**

OpenText Developer Cloud: Create a Single Source of Truth

At OpenText, we enable creative development through:

1. **One API for all services:** Providing an API option that supports *a la carte* use of specific services gives developers an endless set of capabilities—without the nuisance of endless authentication. APIs provide developers the option to pick and choose what they want, when they want it.
2. **Allowing developers flexibility to use our API for any project:** Having access to unlimited functionalities allows for the development of options that were once impossible into viable solutions. Through an agile and creative workstream, APIs easily remove many complexities from business requirements, which enables developers to build the best solution quickly and in a stress-free environment.
3. **Engaged community:** Developers want to “crowd source” for support, shared knowledge and best practices. An open and engaging community sparks opportunities to collaboratively solve and create new solutions. This, combined with freely available technical documentation, fosters new and robust enterprise-ready solutions

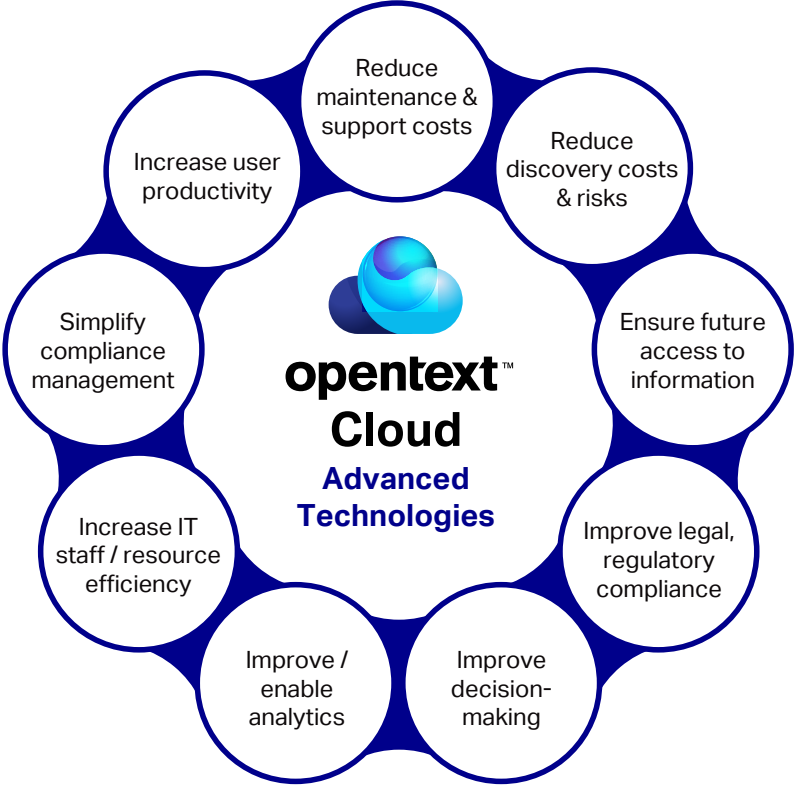
Change is inevitable—whether you are ready or not. Businesses must be agile and ready to continually innovate. IT leaders need to rely on their development teams, who are now a key center of excellence, and get the tools they need to support business resiliency through creative innovation.

## 6. Transform with Advanced Technologies

Information management Solutions are vital in helping organizations to make fast and informed decisions that affect a range of processes—from hiring the right candidate to approving a customer’s loan or releasing a new pharmaceutical. OpenText specializes in innovative solutions for unlocking and managing the information required to make these decisions and augment the related processes with automation and insight. Our AI and analytical tools enable organizations to make sense of vast amounts of data to drive better operational efficiencies and business decision-making, and increase revenue growth potential.

OpenText Advanced Technologies cater to a range of different user roles, democratizing the information advantage, while also offering advanced tooling aimed at data experts. Advanced Technologies are embedded in many OpenText products as standard to help organizations meet their automation goals, and improve user experience and productivity.





**Figure 10:**  
Advantages of OpenText Cloud  
Advanced Technologies

**6.1 AI, Analytics and Compliance**

To make effective decisions, the right information needs to be made available to the right people and processes, at the right time and in the right context. However, the information also needs to be properly controlled and managed. Many organizations operate in highly regulated industries or are subject to several compliance laws related to their and their customers' information.

OpenText has a proven history in managing such sensitive information and ensuring that organizations have the control and visibility they need, as well as providing insight into how augmented decisions are made.

OpenText Cloud solutions provide tools for analyzing governed information in a compliant environment to meet regulatory requirements. This is achieved by having a single source of truth, without unnecessary duplication that can result in information sprawl and spiraling costs. The OpenText Cloud also provides state of the art capabilities for creating machine learnt models from both highly organized structured information and data streams, as well as unstructured information in the form of images or documents.

OpenText provides solutions to automatically help organizations find data in their legacy systems and silos, identify any compliance risk and move it to a compliant solution powered by the OpenText Cloud.

We help businesses unlock the potential of their information, but in a controlled and visible way, so that organizations can meet all regulatory and governance requirements as easily as possible.

## 7. Support & Security on a Global Scale

### 7.1 Global Infrastructure

OpenText operates top tier data centers that provide a secure, highly reliable environment where OpenText specialists constantly monitor service levels to free our customers from the IT responsibilities associated with providing a best of breed operating environment. Existing data centers are continuously assessed and monitored for expansion and/or consolidation. As the needs of OpenText and our customers have evolved, cost and innovation at scale have allowed us to expand our data center strategy to include public cloud infrastructure providers, such as Amazon Web Services, Google Cloud Platform and Microsoft Azure. This strategy has allowed OpenText to better serve customers with expanded geographic reach, better economies of scale and full-stack compliance and certification.

#### 7.1.1 Under the covers

**OpenText operates more than 50 worldwide data centers and more than 20 satellite POPs with a global presence** in North America, South America, Europe, Africa, Asia Pacific and the Middle East. We select data centers that are aligned with the Tier 3+ industry standards, as outlined by the Uptime Institute, through the use of minimum N+1 redundancy of all critical infrastructure, including cooling, power and environmental systems. OpenText systems are housed in a secured cage and cabinet environment, with physical security provided by a 24-hour on-site guard force that monitors premises-wide CCTV and multi-tiered security systems, including biometric palm scan and individual access codes.

Oversight is provided by both a Global Network Operations Center (NOC) and a Global Security Operations Center (SOC), both of which are staffed 24x7x365 to provide continual global monitoring of service levels. NOC and SOC analysts use a robust monitoring and reporting infrastructure developed by OpenText to monitor both the infrastructure and the client experience via OpenText-developed Service Level Monitoring and other methods, including external monitoring systems. Dedicated incident managers are on staff and can rapidly gather all required SMEs and stakeholders to respond to, manage and resolve all incidents.

The OpenText Cloud's use of public cloud infrastructure providers, which operate in dozens of more data centers and regions, is entrusted to be equally secure, robust and compliant. Such providers are able to specialize, operate and monitor their data centers with the same industry standards.

Industry certifications include but are not limited to PCI, HIPPA, ISO 27001 and SSAE 16 SOC 1 / 2 Type 2 and include certification of the full environment, including infrastructure, applications and physical locations. (Not all of these industry certifications currently apply to every one of the solutions that OpenText offers. Your OpenText advisor can give you full details).

Infrastructure is standardized across all OpenText platforms, using a hyper-converged design that simplifies management, decreases costs, increases agility and deployment times and lends itself to more efficient diagnostics, leading to higher service availability and lower mean time to repair.

### 7.1.2 Infrastructure high availability and service resilience

Each physical data center infrastructure footprint that OpenText operates requires multiple levels of redundancy. The OpenText Cloud infrastructure is designed with service resilience in mind, even if the service does not require disaster recovery (DR).

- Every device must have dual power supplies
  - Each power supply on separate power circuits
- Compute is provided by N+1 clusters of servers
- Network is dual redundant pathway from every device
  - Each server has at least two physical NICs
  - Every network device has at least 1+1 cluster
- Storage infrastructure is enterprise-class with fully redundant componentry, including performance-based RAID configurations.
  - Multiple, highly available storage protocols are deployed

Application disaster recovery capability is designed into the infrastructure footprint.

- Replication models are enabled for storage between data centers
- IP mobility is enabled between data centers
- Out-of-band access is enabled from multiple data centers
- Applications must be architected to take advantage of the DR capabilities
- Some levels of virtualization replication enable application agnostic DR

These requirements apply to and are confirmed to comply with the OpenText Cloud's use of public cloud infrastructure providers.

### 7.1.3 Labs

In order to allow internal and external customers to deploy test and pre-production images of their applications prior to a full production run, OpenText offers a set of environments that are specifically designed for this use case. OpenText operates six primary innovation labs, strategically placed in Waterloo, Ontario; Grasbrunn, Germany; Hyderabad, India; Bangalore, India; Brook Park, Ohio; and Austin, Texas. The innovation labs service the research and development, professional services and customer services communities within OpenText for development, quality assurance and support functions.

OpenText continues to invest in its innovation labs' capabilities, to align with its commercial cloud offerings.

### 7.1.4 Future plans\*

At OpenText, we are seeing continued growth, and we are therefore focused on building an even stronger infrastructure. Our infrastructure roadmap includes:

- **Replacing “Disaster Recovery” with Modern “Availability and Recovery”.** Previously, when one of our physical sites was unavailable due to a natural disaster or other unforeseen event, we focused on replicated data backups over the network and apps available at an alternate site. Now, we focus on app deployments in availability zones, with recovery done through automation, self-healing infrastructures including storage, and in response to known and common failures
- **Standing up standard services and applications** (e.g. CDN, WAF, API Management, Bot Protection) at the edge of our Clouds and networks to better manage and protect ingress traffic
- **Using serverless models** as an approach to software design and delivery, allowing developers to build and run services without having to manage underlying infrastructure, and dynamically allocating resources on behalf of users and operators who can deploy code straight into products
- **Bringing Artificial Intelligence to service operations** to help create an optimized model to serve customers based on SLA commitments

*\* Future plans are subject to change, as with all roadmap items.*

## 7.2 Service & Support

The OpenText platform and our application services are the solutions customers use to meet their most pressing business needs. Customers can choose from standard private and public cloud applications and services, APIs (services) to build their own, or OpenText Professional Services to customize their deployment—or a combination of all three. Many cloud domains of services are provided at both the platform and application levels in the OpenText Cloud.

OpenText understands that application and service availability is critical for businesses, and we provide industry-level service level commitments that address the needs of enterprises in the cloud today. We provide SLA terms for application availability, response and restoration.

The key pillars of OpenText’s quality commitment are:

- **Service Architecture:** OpenText Cloud Services are architected to meet key non-functional requirements relating to service availability, stability and performance.  
  
Where enabled, our services take advantage of capabilities such as multi-region deployments, replication of content, load balancing and flexible scaling to support fluctuating workloads and remove single points of failure.
- **Service Operations:** A global team of cloud service managers, customer success, customer support, cloud operations and managed services professionals work tirelessly to deliver an exceptional customer experience.
- **Monitoring and Event Management:** Cloud services are actively observed through a series of monitors designed to cover the full solution stack, i.e., networks, infrastructure, middleware and application processes. Synthetic transactions are executed to exercise relevant application functions to ensure the user experience is monitored, including key function response times.

### 7.2.1 Service level agreements

OpenText makes a commitment not simply to respond to a service request promptly and to regularly report on its status, but also to aim to restore service to affected users within a specific period of time. Service restoration time objectives are linked to incident severity. Restoration may take the form of problem management as root cause resolution, or it may involve a workaround that enables users to access the system, while troubleshooting and implementation of a permanent solution continues.

OpenText Cloud operations are designed to maximum system and data availability, and with service level objectives of 7 days a week, 24 hours per day. The SLA protects customers against unscheduled outages and downtime, guaranteeing a **minimum application availability of 99%**. Any set of circumstances that prohibit OpenText from meeting this guarantee involves issuance of service credits against the application availability SLA with the calculation formula outlined in the Cloud Support Program Handbook.

Specific SLAs may vary by type of cloud service being provided. However, in general, the following is standard guidance for application SLAs:<sup>1</sup>

- 99.9% High availability with redundancy of major solution components
- 99.5% Enterprise availability
- 99.0% Base availability

Unresolved service requests are escalated to OpenText management within a prescribed and consistently measured escalation protocol, as defined in the Cloud Support Program Handbook.

### 7.2.2 High availability and disaster recovery

High availability and disaster recovery (HA/DR) involves a set of policies and procedures to enable the recovery or continuation of technology infrastructure and systems following a natural or human-induced disaster. This is a critical service entitlement, as it protects against data loss. Standard backup service stores data locally within the OpenText primary data center. With HA/DR, customer solutions and data are automatically replicated between the members of twin data center pairs for disaster recovery, using network connections dedicated to the task.

With OpenText Cloud's use of public cloud as predominant infrastructure providers—such as Amazon Web Services, Google Cloud Platform and Microsoft Azure—the model makes use of regionalized availability zones. (An availability zone refers to an isolated data center within a single region). Each of these zones includes multiple data centers, and no single data center is shared between multiple availability zones.

OpenText also offers pre-defined and best-in-class RTO and RPO guidelines for customers to ensure that they are aware of how much time it will take to retrieve data in case of a disaster and how much of it can be retrieved. For more information, please refer to our SLA documentation.

<sup>1</sup> Availability is measured monthly and excludes scheduled downtime.

### 7.2.3 Incident management

OpenText maintains an ITIL-based incident management policy and process administered through its **24x7x365 staffed global network operations centers** (NOCs). The service operations staff include major incident managers and a problem management team.

The objectives of the incident management response process are to:

- Ensure that required incident responders have been identified for critical business areas
- Confirm the occurrence of a security incident and communicate as needed
- Mitigate the impact of a security incident
- Ensure required notice and response is completed where applicable
- Ensure a root cause analysis, identifying actions to prevent recurrence
- Complete timely resolution of the security incident

### 7.3 Security & Compliance

**Security is at the heart of the OpenText Cloud.** Customers have long used OpenText solutions to store business-critical data, without which their businesses could not operate. Moving content and applications to the cloud places a high level of responsibility and trust on OpenText, its operational staff and facilities.

Every aspect of OpenText Cloud solutions, from OpenText's policies in relation to staff background checks and security training, to physical infrastructure, network configuration and application architecture, is designed with security in mind.

OpenText has completed Cloud Security Alliance (CSA) Consensus Assessments Initiative Questionnaires (CAIQ) for specific services. This is to assist customer information security teams in assessing the security controls for the specific service that is being considered. OpenText also has a Global Information Security team that can respond to information security customer questionnaires and security audit requests.

The OpenText Global Information Security Policy (GISP) provides a single, consistent policy that is based on the ISO 27001 standard. A foundational element of the OpenText Integrated Security Management System, this policy covers all relevant security and compliance controls in support of our products, solutions, cloud operations and the needs of our global customer base.<sup>ii</sup>

<sup>ii</sup> Please note that the GISP cannot be shared publicly, but OpenText Security representatives can walk customer Information Security reps through the GISP over a virtual online meeting, under a mutually signed NDA. Please contact your OpenText Account Manager or point of contact if this is required.

Security focus areas under the GISP include:

- Information security policies
- Organization of information security
- Human Resource security (including prior to employment, during employment, and termination or change of employment)
- Asset management
- Access control
- Cryptography
- Physical and environmental security
- Operations security
- Communications security
- System acquisition, development and maintenance
- Supplier relationships
- Information security incident management
- Information security aspects of business continuity management
- Compliance

### **7.3.1 List of certifications, accreditations and attestations for infrastructure**

OpenText has certified all levels to assure our customers of the security controls, processes, procedures and policies that we have in place (data center, infrastructure, platform, application and service certifications may vary). Further certifications will be gained over time either to extend coverage or to add certifications as required by the industry and our customers. Our IM products and services help our customers with certifications in many industry and regional standards (e.g. HIPAA, FDA 21 CFR Part 11, FINRA). Here are some of OpenText's current cloud certifications:<sup>iii</sup>

#### **Enterprise Cloud**

- ISO 27001:2013
- SOC 1 Type II
- SOC 2 Type II
- SOC 3

#### **Business Network**

- ISO 27001:2013
- SOC 1 Type II
- SOC 2 Type II
- SOC 3
- HIPAA

<sup>iii</sup> Which certifications are applicable will depend upon the particular cloud services in question.

#### Experience Cloud (EasyLink)<sup>iv</sup>

- SOC 1
- SOC 2 Type II
- SOC 3
- HIPAA
- HITRUST

#### Documentum (DaaS) Cloud

- SOC 2 Type I
- SOC 2 Type II

OpenText also ensures that the data centers in use are compliant with a minimum of TIA-942 Level 3.

#### 7.3.2 Data sovereignty

Data sovereignty is key for certain types of customers, data and regions. OpenText has options available to meet a variety of Data Residency and processing requirements.

Transactions across the OpenText Trading Grid, which automates some of the world's largest supply chains, are by their nature international and remain managed on a global basis. Our policies and procedures are based on the industry standard ITIL/COBIT methodologies to provide guaranteed levels of operation and confidence in your cloud-based business solution, in addition to the overarching certifications mentioned above.

#### 7.3.3 Data Privacy and General Data Protection Regulation (GDPR)

**As the leader in information management, OpenText takes information security and data privacy very seriously.** We have long maintained industry best practices to ensure data protection and privacy. This includes having in place our Product Security Assurance Program (PSAP), which helps ensure that our products, solutions, and services are designed, developed and maintained with security in mind. We also deliver mandatory Corporate Information Security training for all staff. Our Privacy by Design framework is an integral part of our product development lifecycle, as well as various corporate and other functions where personal data is processed, and includes mandatory Data Privacy training for all staff.

OpenText continues to inform and update our Data Privacy and Compliance strategy—our practices, frameworks, policies and procedures, etc.—based on continued evolution of data protection and privacy legislations worldwide. Post GDPR, this includes Schrems II, California CCPA and others that are relevant to us as both a data controller and data processor. OpenText's compliance strategy is focused on enabling our customers to be certain of compliance where OpenText is a data processor, handling our end users' data in a secure manner, and ensuring Data Subject Rights where we are a data controller. You can read about our current Data Privacy practices in our [Privacy Policy](#) on our website.

<sup>iv</sup> These certifications apply to what were formerly EasyLink services and data centers, and now fall under Experience Cloud.



## 8. Why Choose the OpenText Cloud?

OpenText is a leader and innovator in information management. We see our excellence as evident across each of our five clouds.

 <p><b>Master Modern Work</b></p>	<p><b>A Leader</b>  <b>Forrester Wave™:</b>                  Content Platforms, Q2 2021<sup>9</sup></p>
 <p><b>Digitize the Supply Chain</b></p>	<p><b>A Leader</b>  <b>IDC MarketScape:</b>                  IDC MarketScape: Worldwide Multi-Enterprise Supply Chain Commerce Networks, 2021<sup>10</sup></p>
 <p><b>Power Modern Experiences</b></p>	<p><b>A Leader</b>  <b>IDC MarketScape:</b>                  Worldwide Customer Communications Management, 2020<sup>11</sup></p>
 <p><b>Be Cyber Resilient</b></p>	<p><b>Market Leader</b>  <b>PC Editors' Choice PCMag:</b>                  The Best Antivirus Protection for 2022<sup>12</sup></p>
	<p><b>Market Innovator</b>                  Zero to 25 APIs over last two years</p>

Figure 11:

OpenText: Partner with a Leader

Our solutions empower digital businesses to be more intelligent, secure and connected, so they can accelerate growth and thrive through disruption. We deliver best-in-class solutions at scale across public cloud and private cloud, and offer deep integrations with core business applications.

Our vision for the future is clear. Customers who choose to partner with OpenText will benefit from remarkable new capabilities and an ongoing cycle of innovations throughout our five clouds, as well as incredible experiences and resources in the OpenText Digital Zone, and across our vast Digital Ecosystem.

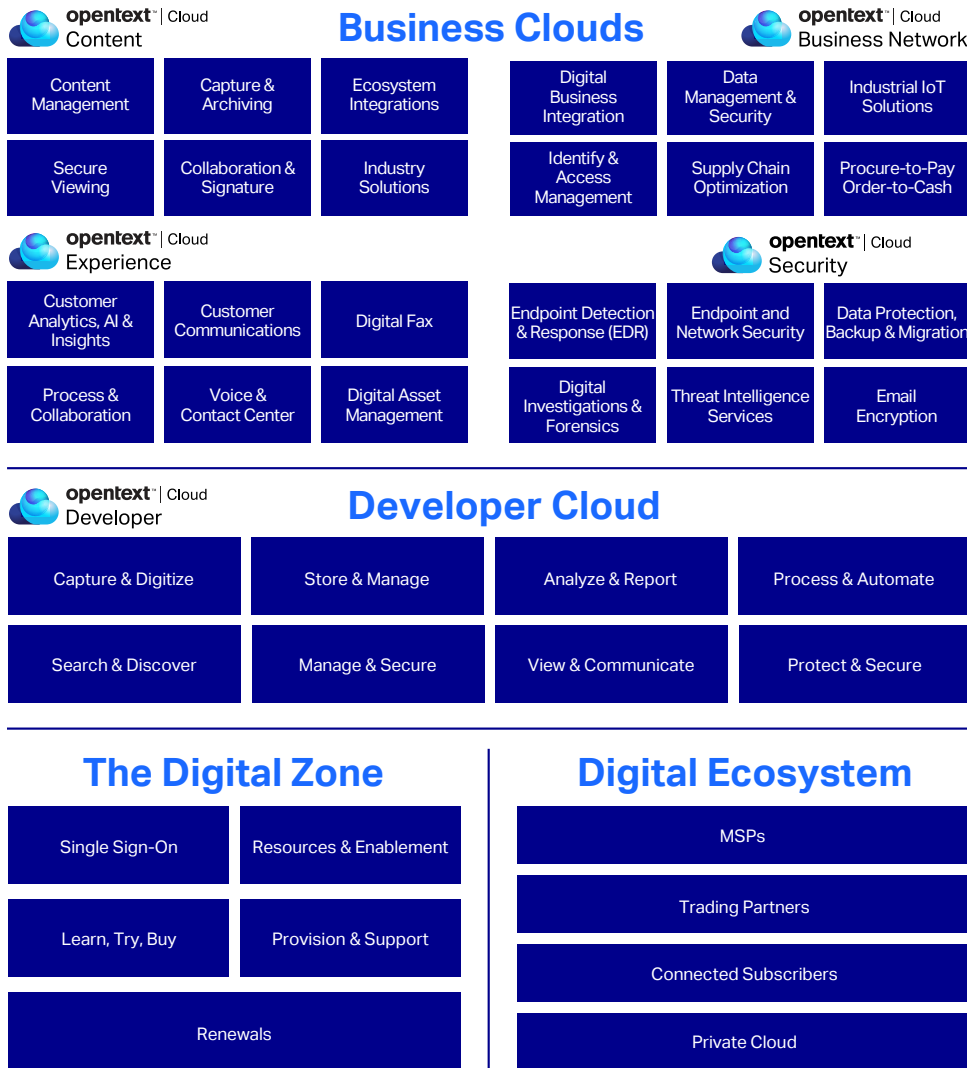


Figure 12:

Our Information Management Vision & The OpenText Cloud

### 8.1 Our Innovation Roadmap\*

Cloud innovation is foundational to the future success of OpenText and our customers. With a clear focus and commitment, OpenText is shifting to a cloud-first model. For us, this means providing customers with choice in how they want to consume our solutions, including private cloud, public cloud and via APIs. It also means supporting their transition to the cloud through hybrid deployments.

To bring complex environments into the modern era and inspire accelerated cloud transformation, OpenText is focused on delivering simplicity for customers, partners and end-users via a single, holistic information management platform. To do this, we plan to:

- Integrate our cloud capabilities on the new OpenText Cloud Platform (OCP) to unify the user experience and streamline purchase and implementations for our customers
- Develop a single destination for customers and partners to access applications, services, billing, administration and support

- Integrate with hyperscalers for greater agility and to support key features like enhanced Disaster Recovery, new certifications and more supported geographies
- Continue to invest in Private Cloud platforms and cloud-native capabilities such as improving hyperscaler compatibility, automation and scaling
- Invest in tools and processes that will continuously simplify migration and upgrades for our customers on legacy applications
- Rapidly invest in the development and support of OpenText capabilities as cloud API services

We are creating a single destination for managing, securing and engaging with an organization’s critical data irrespective of format, structure or location, and providing a clear path to the cloud for businesses of all sizes where we can address the most complex requirements and business challenges with ease.

Innovation within our products and services support the broader vision while delivering incremental business value for our customers.

CE 22.2		CE 23.2		
Co-innovation and deeper integration with Microsoft, Google, SAP, Salesforce, Oracle, Amazon, and more.	Extended B2A integration services, capabilities, adapters, trading partner kits and APIs for both enterprise and mid-market customers.	Public Cloud Content Services platform with extended capture, document generation and signature capabilities.	Communications Platform as a Service (CPaaS) and CCM as a service.	Headless digital asset management (DAM) and experience content management (CMS) as a service.
More powerful anti-ransomware feature and protection from SMB to Enterprise.	Enhanced EDR, NDR, MDR and XDR capabilities and integrations.	Simplified user experience for MSPs with more visibility and easier deployment across environments.	Common authentication, billing and access across all APIs.	New Marketplace to showcase commercial developer solutions.

Figure 13: Our Technology Roadmap—Key Initiatives

The best-run organizations are defined by their ability to drive information-led transformations. The focus of our innovation over the next couple of years will enable our customers to grow faster, be more efficient, embrace creativity and thrive in a world of accelerating change.

*\*Roadmaps are subject to change.*

### 9. Partner with an Expert

Organizations expect their information management solutions to help them solve challenges and achieve business results. They require an exceptional user experience, with systems that are always available at optimal performance, while effectively securing information.

Implementing a successful IM solution has many challenges and points of risk. Not all organizations want to maintain the necessary in-house skills and expertise to plan, deliver and adopt a successful IM solution. OpenText Professional Services enable successful digital transformation by providing comprehensive services across all phases of the IM solutions lifecycle. These range from strategy and planning to implementation and customization, through to adoption, operations and continuous improvement.

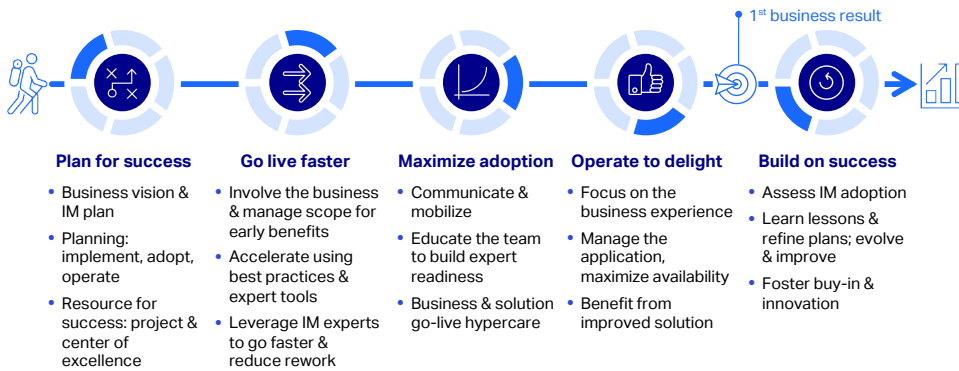


Figure 14:

OpenText Professional Services: Plan Strategically, Execute Tactically

OpenText Professional Services offers the largest pool of OpenText IM product and solution certified experts in the world. They bring **market-leading knowledge, creativity and field experience spanning more than 25 years and 40,000 engagements**. The delivery teams are global and organized into Centers of Excellence, allowing for capability and flexibility in aligning with customer requirements and preferences.

With over 2,000 Managed Services customers, OpenText Professional Services also securely operates, monitors, and optimizes IM solutions for organizations, providing customers flexibility and security with guaranteed service levels, as well as predictable operating costs.

As the product vendor, OpenText delivers as one team. We deliver unparalleled access to Customer Support and Product Engineering experts, all of them coordinated and dedicated to a customer’s success and satisfaction with OpenText products and deployed solutions. Customers benefit from this one-team accountability and governance with our commitment to innovative problem-solving and ongoing value realization.

**Conclusion**

Think about how quickly the world moves. Then, consider that in a year from now, it will be moving even faster.

Technology is constantly changing. Information volumes are expanding exponentially. Businesses are competing on a vast, planetary scale. Customer expectations are rising, always looking for more convenience, more speed, more customization. Markets are shifting at lightspeed. Cyberthreats are mounting. Disruption is upon us.

To survive and thrive, businesses must evolve. This is true in every industry. Organizations must harness technology, ramp up growth and increase speed to market, all with a relentless drive toward innovation.

**Now is the time to digitally transform.**

At OpenText, we understand the complexity of that transformation, and we have built the technologies and the roadmap to get companies there, no matter where they are starting from.

Today, we have 90,000 enterprise customers, 8.7 million SMB customers, 78 million end users protected, and we support \$12 trillion in network commerce. Tomorrow, it will be more.

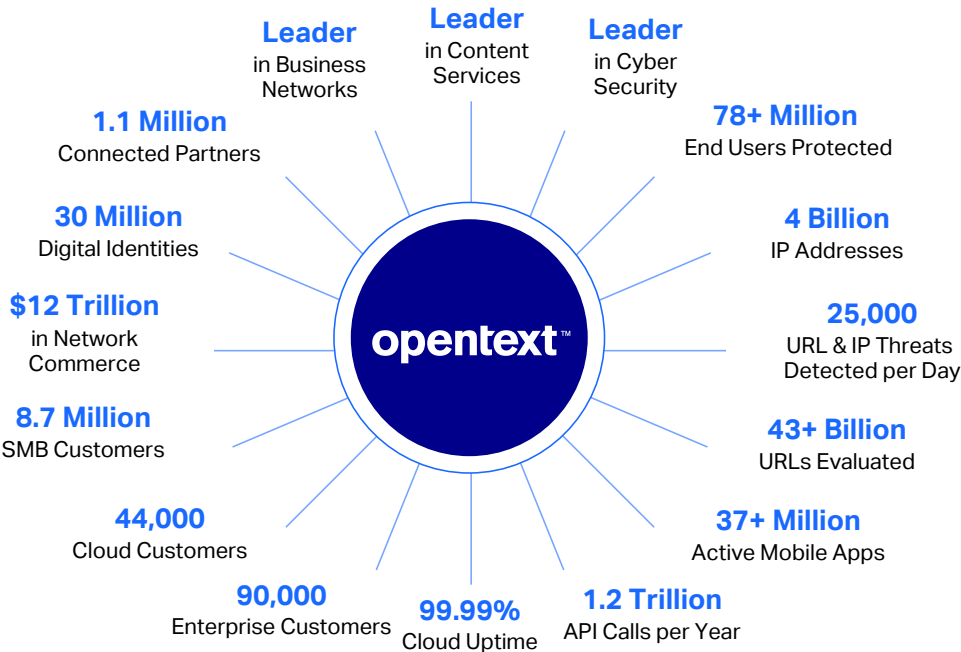


Figure 15:  
OpenText at Scale

Partner with OpenText for your cloud journey, and accelerate your organization’s digital transformation.

Read [more](#) about the OpenText Cloud, or connect with one of our [experts](#) today.

## Endnotes

<sup>1</sup>"The Transformational Impact of Cloud," Cloud Industry Forum, 2022, <https://www.cloudindustryforum.org/content/transformational-impact-cloud-0> (accessed April 2022).

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<sup>3</sup>"Seeing patterns in the cloud: Charting a digital strategy with Life Sciences solutions," OpenText, 2021, [https://www.opentext.com/file\\_source/OpenText/en\\_US/PDF/opentext-wp-seeing-patterns-in-the-cloud.pdf](https://www.opentext.com/file_source/OpenText/en_US/PDF/opentext-wp-seeing-patterns-in-the-cloud.pdf) (accessed April 2022).

<sup>4</sup>Jan Henrich, Ed Little et al, "Agility@Scale: Solving the growth challenge in consumer packaged goods," McKinsey & Company, July 27, 2018, <https://www.mckinsey.com/industries/consumer-packaged-goods/our-insights/agility-at-scale-solving-the-growth-challenge-in-consumer-packaged-goods> (accessed April 2022).

<sup>5</sup>"10 Amazing Facts about Cloud Computing!" Multisoft, June 2018, [http://www.multisoftvirtualacademy.com/blog/wp-content/uploads/2018/06/Cloud-Computing\\_10-Amazing-Facts.png](http://www.multisoftvirtualacademy.com/blog/wp-content/uploads/2018/06/Cloud-Computing_10-Amazing-Facts.png) (accessed April 2022).

<sup>6</sup>"12 Benefits of Cloud Computing," Salesforce, n.d., <https://www.salesforce.com/products/platform/best-practices/benefits-of-cloud-computing/> (accessed April 2022).

<sup>7</sup>Kevin Shuler, "25 Shocking Facts About Low Code You Should Consider," Quandary Consulting Group, January 13, 2021, <https://quandarycg.com/25-shocking-facts-about-low-code/> (accessed April 2022).

<sup>8</sup>Shari Lava, "Worldwide Integration and API Management Software Forecast, 2021-2025," IDC, December 2021, <https://www.idc.com/getdoc.jsp?containerId=US45412520> (accessed April 2022).

<sup>9</sup>"OpenText named a Leader in The Forrester Wave™: Content Platforms, Q2 2021," OpenText, June 2021, <https://www.opentext.com/info/ecm/forrester-wave> (accessed April 2022).

<sup>10</sup>"OpenText Named a Leader in IDC MarketScape for Multi-Enterprise Supply Chain Commerce Network for Second Consecutive Report," OpenText, October 20, 2021, <https://www.opentext.com/about/press-releases?id=7060223ABCD549B4BEDFC41C6D7A85C2> (accessed April 2022).

<sup>11</sup>"OpenText named a Leader in IDC MarketScape for Customer Communications Management," OpenText May 7, 2020, <https://www.opentext.com/about/press-releases?id=1A6D2173CF3B49A999F711981A6A6076> (accessed April 2022).

<sup>12</sup>"The Best Antivirus Protection for 2022," PCMag, April 7, 2022, [https://www.pcmag.com/picks/the-best-antivirus-protection?test\\_uid=06r4MYCu5PZzCkufjQSV3po&test\\_variant=a](https://www.pcmag.com/picks/the-best-antivirus-protection?test_uid=06r4MYCu5PZzCkufjQSV3po&test_variant=a) (accessed April 2022).

## Cautionary Note Regarding Forward-Looking Statements

Certain statements in this presentation, including statements about the focus of Open Text Corporation (“OpenText” or “the Company”) on growth, initiatives, the impact of COVID-19, anticipated benefits of our partnerships and next generation product lines, the strength of our operating framework and balance sheet flexibility, continued investments in innovation, go-to-market and strategic acquisitions, our capital allocation strategy, creating value through investments in broader information management (IM) capabilities, the Company’s presence in the cloud and in growth markets, expected growth in our revenue lines, total growth from acquisitions, innovation and organic initiatives, improving operational efficiency, its financial condition, scaling OpenText to new levels, and other matters, which may contain words such as “anticipates”, “expects”, “intends”, “plans”, “believes”, “seeks”, “estimates”, “may”, “could”, “would”, “might”, “will” and variations of these words or similar expressions are considered forward-looking statements or information under applicable securities laws. In addition, any information or statements that refer to expectations, beliefs, plans, projections, objectives, performance or other characterizations of future events or circumstances, including any underlying assumptions, are forward-looking, and based on our current expectations, forecasts and projections about the operating environment, economies and markets in which we operate. Forward-looking statements reflect our current estimates, beliefs and assumptions, which are based on management’s perception of historic trends, current conditions and expected future developments, as well as other factors it believes are appropriate in the circumstances, such as certain assumptions about the economy, as well as market, financial and operational assumptions. Management’s estimates, beliefs and assumptions are inherently subject to significant business, economic, competitive and other uncertainties and contingencies regarding future events and, as such, are subject to change. We can give no assurance that such estimates, beliefs and assumptions will prove to be correct. Such forward-looking statements involve known and unknown risks, uncertainties and other factors and assumptions that may cause the actual results, performance or achievements to differ materially. For additional information with respect to risks and other factors which could occur, see the Company’s Annual Report on Form 10-K, Quarterly Reports on Form 10-Q and other securities filings with the Securities and Exchange Commission (SEC) and other securities regulators. Readers are cautioned not to place undue reliance upon any such forward-looking statements, which speak only as of the date made. Unless otherwise required by applicable securities laws, the Company disclaims any intention or obligation to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise.

## 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 [www.opentext.com](http://www.opentext.com).

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