

Enabling the Enterprise

For many organizations the decision-making process typically varies from one department to another — some departments use maps to make decisions that relate to assets, properties, pipelines, or other similar map features while other departments use document and record-based information such as drawings, memos, policies, faxes, and e-mails. “With this ESRI based solution, city managers can simply circle an area on a map that they are interested in and then click off the associated documents they need. They are instantly able to find what they are looking for,” said Greg Anderson, IT director with the City and County of Broomfield, Colorado.

Livelink ECM – eDOCS for ESRI brings together both methods, merging ArcIMS with a 360° view of the organization’s knowledge assets. Additionally, Open Text’s industry-leading automated e-mail archive, portal, connectivity, records management, knowledge management, business intelligence, and collaborative tools are seamlessly integrated. Livelink ECM – eDOCS enables organizations to manage the complete lifecycle of their business content.

Combining Livelink ECM – eDOCS with ESRI’s ArcIMS strengthens organizational short-term and long-term decision-making capabilities. This allows multiple map features to be linked with enterprise knowledge so users can respond to a larger set of information faster, easier, and more accurately. Additionally the Open Text solution opens up the ability to connect with business processes deeper within an organization using imaging, workflow, collaboration, and reporting, adding greater value and savings.

Summary

With Livelink ECM – eDOCS for ESRI, spatial features can be linked not only to geographic data but also to various content types such as photographs, engineering drawings, field notes, word processing documents, spreadsheets, databases, and multimedia. Linking diverse types of content to GIS data provides organizations with a Web-based interface to all business-critical content. Using an intuitive mapping interface to access intellectual capital and drive business processes provides organizations with significant competitive and cost benefits.



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Livelink ECM – eDOCS™
for ESRI



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Open Text is a publicly traded company on the NASDAQ (OTEX) and the TSX (OTC).

Bridging the Gap Between Content Management Systems and GIS

Livelink ECM – eDOCS for ESRI simplifies access to information by leveraging the language of geography. Linking geographic information system (GIS) data with all of the information an organization needs to run its business extends the value of its assets and information. The Open Text GIS solution helps an organization to become more cost efficient, responsive, and compliant to ever growing business pressures.

Deregulation of industries like telecommunications, utilities, and energy has created a new age of competition requiring greater operational efficiencies and better customer relationship management to stay competitive. Precise and timely access to all business and customer information are key underpinnings for success. GIS is evolving from a database approach to a knowledge approach, and Open Text is aligned with that vision.

To provide the best service rather than the lowest rate, telecommunications, utilities, and energy companies implement GIS systems to better understand the impact on current infrastructures and future growth on their business. GIS systems provide a geographical view of physical assets including utility poles, sub-stations, and pipelines. With Livelink ECM – eDOCS for ESRI, all information about any selected facility is available online.

For example, field crews can retrieve all documents related to parcels or pipelines. With a single click on the map, crews can access legal documents, leases, drawings, or contact information. The solution provides ubiquitous access to all business-critical information through one Web interface.

Governments are challenged to provide better service to constituents, business partners, and other agencies. Although GIS technologies are an effective tool for managing spatial data, they are rapidly being adopted to manage content too. Livelink ECM – eDOCS for ESRI bridges the gap between information management and GIS to provide a Web interface to all relevant content related to any asset managed through spatial data systems.

Integrated Document Management for GIS Technology

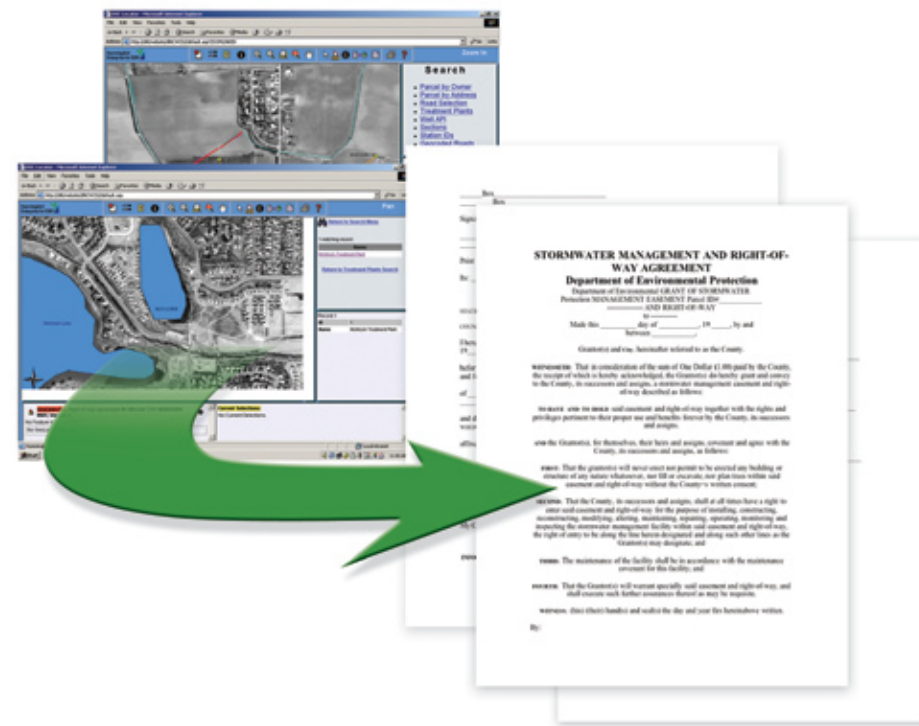
Livelink ECM – eDOCS for ESRI is an integrated solution that combines Open Text document and records management with ESRI's ArcIMS software. The solution transcends a broad range of industries including government, utilities, education, oil and gas, military, and telecommunications. Through a convenient Web interface, business-critical spatially-referenced features can be immediately linked to projects, data, and a wide range of documents, such as photographs, engineering drawings, field notes, e-mail, and multimedia.

For ArcIMS users, Livelink ECM – eDOCS™ DM delivers a solution that facilitates the capture and manipulation of and access to documents linked to GIS features, empowering users with rapid access to the information they need. In today's business environment this is important since workers can leverage not just their own experiences but the collective expertise of the entire organization. Document management and GIS technology work together to provide a cohesive view of the organization's information.

The powerful searching tools of Livelink ECM – eDOCS ensure enterprise-wide easy access to information. Document integrity is maintained via customizable versioning and security profiles. Livelink ECM – eDOCS for ESRI also allows organizations to manage the complete information lifecycle from capture and creation to retention and disposition. Paper documents and files, faxes, and e-mail are captured into the information repository alongside electronic documents generated by the organization and made available to the user.

Combining GIS and Livelink ECM – eDOCS improves employee decision-making capabilities and response times. The result is enhanced responsiveness evident through better asset awareness, improved project planning, and better information sharing. Companies can easily access the most up-to-date information within their secure repositories by simply clicking on a map feature.

Newly added documents are easily linked to related map features. This association enables users to navigate from a document to the map feature or map directly from the document. The links are created on a manual or fully automated basis.



The intuitive GIS interface links associated information and makes responding to business-critical content as easy as point and click.



Benefits

Enhances an organization's GIS investment by linking documents to geographic information

Increases productivity through unified access to enterprise content and GIS data

Simplifies and accelerates access to information sources by clicking on a map location as well as text-based searches

Associates departments and processes together in a common mapping interface

Simplifies asset management by linking related features and documents

Key Attributes

Provides seamless integration for geospatial information and enterprise content

Allows the automated linkage of procedures, work instructions, correspondence management, images, video, and e-mail to map features

