

SERVICE OVERVIEW

# Extended ECM for Salesforce FasTrak

Your fast track to productivity



**Receive best**  
practice expertise



**Accelerate**  
the speed of  
implementation



**Increase return**  
on investment



**Reduce risk**

**OpenText™ Extended ECM for Salesforce® connects cloud services to the OpenText Extended ECM Platform and surfaces ECM capabilities and content inside the Salesforce user interface. OpenText Professional Services offers a quick-start service package called Extended ECM for Salesforce FasTrak. This service package helps to improve customer insight by surfacing the correct, relevant unstructured content in the context of Salesforce structured data and also helps to streamline sales processes.**

The Extended ECM for Salesforce FasTrak package provides the OpenText best practice approach to quickly implement a pre-defined solution in the OpenText Cloud, integrated with Salesforce to address the challenges of surfacing relevant content. This helps Salesforce customers connect their CRM application to other systems and improve user adoption. OpenText Professional Services is uniquely positioned to implement this solution in the OpenText Cloud. FasTrak lays the foundational platform for a successful rollout of the cloud-based solution for an entire Salesforce community, helping transform the user experience for employees and managers while simplifying user adoption.

## Best practice advice

OpenText consultants ensure the optimal use of OpenText solutions to address business requirements following best practices learned from delivering more than 1,000 implementations.

## Accelerate the speed of implementation

The FasTrak Services Package can help organizations to start receiving a return on their solution investment faster. Accelerating the initial deployment mitigates risks associated with longer and more costly projects.

## Rapid return on investment

OpenText consultants share the goal of making OpenText customers successful in their mission-critical projects and will help customers get the most from their investments.

## Risk reduction

OpenText consultants reduce implementation and deployment risks. They provide their expert knowledge and experience alongside their proficiency in OpenText products to help produce an optimal project plan.

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OpenText Professional Services has the world's largest pool of EIM experts who are certified on OpenText products and solutions. This brings flexibility to the resourcing process, offering organizations a mix of in-region and off-shore expertise. OpenText teams are aligned to the preferred engagement model which can include up to 100% remote delivery.

The Professional Services organization has over 3,000 people with unparalleled access to our Customer Support and Product Engineering teams who have mutual accountability to customer success and satisfaction. Organizations benefit from this one-team accountability and innovative problem-solving commitment.

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As part of the FasTrak services package, a design phase workshop is conducted to confirm the anticipated project timeline and to select in-scope Extended ECM Connected Workspaces to be configured:

- Display OpenText™ Connected Workspaces to surface relevant content easily and within the context of the Salesforce data
- Provide content governance abilities in one integrated EIM platform
- Automatically generate and sync Connected Workspaces for common Salesforce objects

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- Connected Workspaces allows browsing of related content across different Salesforce business objects
- Integrate with authentication and security system

While the FasTrak package is designed on best practices and will fit most customers' foundational requirements, there are situations when additional services may be required. The OpenText Professional Services team is ready to assist with expanded requirements, such as to:

- Configure OpenText™ Records Management functionality
- Migrate existing content into Extended ECM Connected Workspaces
- Create and configure additional Connected Workspaces (custom Salesforce business objects)
- Provide support for multiple go-live events
- Integrate with systems other than Salesforce and Extended ECM
- Assist with on-premises implementations if a cloud implementation is not desired

## 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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