Extended Enterprise Content Management Solution

Grow your business with greater productivity and control through Extended Enterprise Content Management
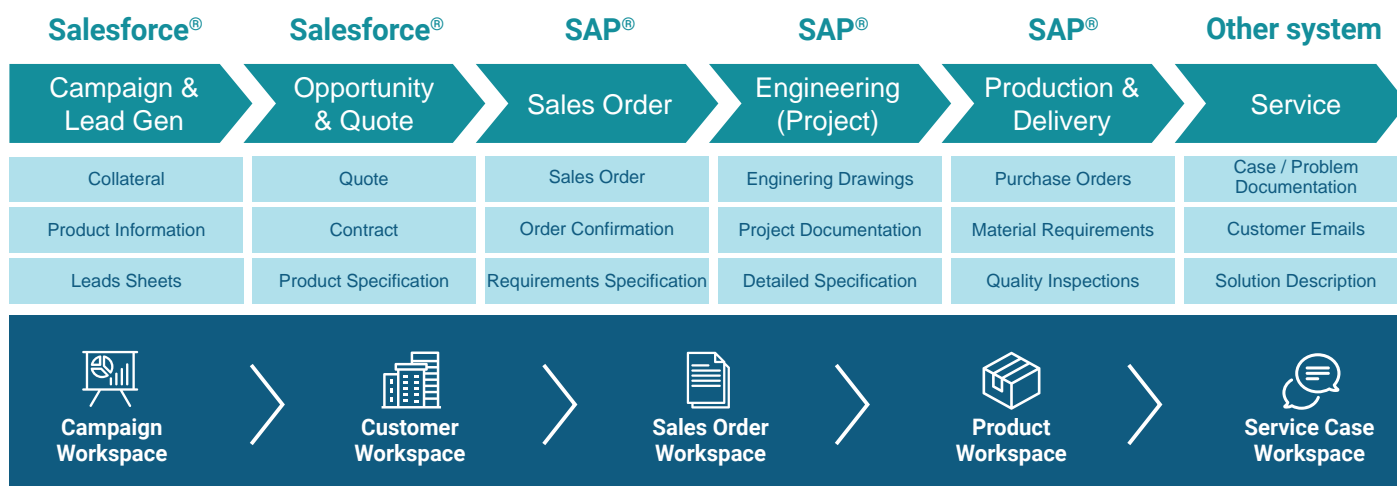
Managing files, documents and content with appropriate cross-functional accesses is becoming increasingly critical. For businesses with multi-locations, third-party team members and stakeholders working on various stages of the same project, effective collaboration and content management processes are vital to ensuring maximum productivity and profitability. Without these, employees and partners can struggle to find the right information they need, when they need it – resulting in avoidable frustration and costly delays.

Finding documents is far from the only problem. When documents are updated, can you be sure that colleagues will access the most recent version of the file, or will their system house an older version that leads to a lack of trust in company data? Is your team being asked to use three or four different applications to complete a single workflow? And are different areas of your organization working to different content governance practices?

TerraLink's extended enterprise content management (ECM) solution, which is based on the OpenText™ Extended ECM platform, provides a ross-application, single-source-of-truth content repository. It integrates with SAP® Business Suite software such as SAP ERP, SRM and CRM. It also integrates with SAP S/4HANA®, SAP® SuccessFactors®, Salesforce®, Microsoft Office 365®, or any other enterprise software, bridging the gap between structured information and related unstructured content and giving you unprecedented levels of data control and transparency.

Actual customer results

- Document duplication reduced by a factor of 20
- Increased productivity with documents found three times quicker
- 20,000 hours saved each year through enhanced record finding abilities
- 360° view of all business process related documents

Salesforce®	Salesforce®	SAP®	SAP®	SAP®	Other system
Campaign & Lead Gen	Opportunity & Quote	Sales Order	Engineering (Project)	Production & Delivery	Service
Collateral	Quote	Sales Order	Enginering Drawings	Purchase Orders	Case / Problem Documentation
Product Information	Contract	Order Confirmation	Project Documentation	Material Requirements	Customer Emails
Leads Sheets	Product Specification	Requirements Specification	Detailed Specification	Quality Inspections	Solution Description

Campaign Workspace	Customer Workspace	Sales Order Workspace	Product Workspace	Service Case Workspace

End-to-end Opportunity to Revenue Process with Extended ECM

A TerraLink extended enterprise content management installation helps you to avoid duplicate content and disparate business processes. It quickens your working processes, enables permission settings that can promote stronger compliance procedures, and can be accessed across all devices – including mobile devices and the SAP Mobile Portal.

Selected solution highlights

- Enjoy a single point of access to all documents, reducing search time, missed documents and errors while simultaneously enabling the provision of the right document exactly when it's needed.

- Apply metadata and classifications, and assign roles and permissions, automatically.

- Minimize training costs through the ability to stay in applications such as SuccessFactors®, Salesforce®, Oracle® and MS Office 365®.

- Utilize a centralized repository approach or keep critical data in the native application.

- Connected or shared business workspaces facilitates the availability of critical data and documents.

How can TerraLink help your business?

- Improve productivity with unified, 360° access to structured and unstructured information via SAP®, MS Office 365® and Salesforce® interfaces, including web, smartphone and tablet platforms.

- Enhance collaboration through workspaces, forums, workflows, tasks, follow-ups and secure extranet environments, enabling all stakeholders – both inside and outside the organization – to work together seamlessly.

- Enjoy greater consistency, transparency and control by enabling users to search and navigate content structures based on the business logic defined in your SAP®, MS Office 365® or Salesforce® system.

- Reduce legal risk by more effectively managing corporate records, controlling where your content is and who has access to it from creation through to archival and destruction.

When you work with TerraLink, you enjoy the support of an experienced team with an international perspective. We've completed more than 150 major ECM projects in seven countries across three continents. We are capable of quickly determining the optimal solution to fit your circumstances and have both cloud and on-premise implementations in our portfolio

Experts trusted around the world

More than 200,000 global users benefit from TerraLink ECM solutions

A team of 200+ skilled professionals are ready to implement your solution

The average TerraLink team member has 11.4 years' experience

TerraLink has been an OpenText Platinum partner since 2009

Guaranteed stability, scalability and innovation

opentext™ | Partner
Reseller Platinum

SAP Gold Partner

Our solutions

DIGITAL TRANSFORMATION IN EIM

Extended Enterprise Content Management
Contract & Legal Case Management
Document Capture Solutions
Accounts Receivable
Accounts Payable
Employee Document Management
Engineering Document Management
Content Management for Regulated Industries
Archiving & Records Management
Correspondence Management
Intelligent Process Management
Digital Workforce & Automation