

Delivering FedRAMP® authorized information management for government

A quick guide to the partnership
between OpenText and AWS

Content

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A partnership of cloud leaders

The cloud offers public sector organizations innovative ways to cut costs and deliver services, quickly pivot to new business models, create engaging customer experiences, enable remote work and learning, and automate business processes.

The cloud also enables application and infrastructure modernization, building resilience and agility through greater management efficiency, faster application upgrades, and data center consolidation. Most importantly, the cloud frees agency resources from the burden of

data center management to focus on delivering citizen services and innovation.

A recent Accenture survey found that 70 percent of public sector executives see migration to the cloud as key to the transformation of core models and systems¹.

OpenText, the global leader in information management, and AWS, the leading provider of public cloud infrastructure, have partnered to bring Federal Risk and Authorization Management Program (FedRAMP®) authorized information management cloud solutions to the US public sector.

“Organizations are advancing their timelines on digital business initiatives and moving rapidly to the cloud in an effort to modernize environments, improve system reliability, support hybrid work models and address other new realities compelled by the pandemic.”²

Gartner



Why choose FedRAMP authorized information management?

Many public sector organizations now seek to lower infrastructure costs, bolster security, and increase flexibility with cloud technology. Securely accessing, using, and sharing information in the cloud is one of the key drivers behind FedRAMP.

FedRAMP authorization ensures confidence in the security of cloud solutions available to government agencies by providing consistency and transparency between the US government and the cloud providers. OpenText and AWS have partnered to bring FedRAMP authorized information management solutions to the AWS public cloud infrastructure.

Recent research from the Center of Digital Government (CDG) identified improved access to content and services as a major benefit of cloud migration.³ This means providing the right information to the right people on any device for public sector organizations. To meet this need, OpenText launched Cloud for Government from OpenText™, including FedRAMP authorized cloud solutions on AWS.

The FedRAMP authorized cloud solutions are OpenText™ Extended ECM and OpenText™ AppWorks™. They deliver enterprise-wide content services that automate workflows and manage all forms of content throughout the entire content lifecycle—digitizing record files, creating a content ecosystem, and providing a complete view of the customer across all channels.

3 CDG: Cloud Migration Survey, 2021

4 Ibid

5 FedRAMP, FedRAMP Announces the Passing of the FedRAMP Authorization Act!, 2023

6 Ibid

- 70 percent of government organizations plan to migrate some workloads to the cloud in next 12-18 months⁴
- 4,500 instances of re-use on FedRAMP cloud service providers, 60 percent year-over-year growth⁵
- 204 agencies participating in FedRAMP⁶

The benefits of OpenText + AWS

With FedRAMP authorized information management from OpenText and AWS, government agencies benefit from:

Improved case management with connected customer data

Capture and connect information through its lifecycle, from leading applications to relevant business processes, to help increase the speed and accuracy of crucial decisions. Plus, visibility into assigned tasks, case progress, and roadblocks speeds remediation.

Automated and optimized ad-hoc processes

With a centrally managed content repository, agencies can securely store and access any type of content, streamlining document management, records management, archiving, and collaboration. By integrating information and processes across people, systems, and devices, agencies can optimize and automate to drive predictability and control.

Increased information governance, compliance, and collaboration

Mitigate risk with comprehensive information management that includes secure and compliant long-term storage, role-based access, and automatic application of metadata and classifications. Eliminate paper and media duplications to

support compliant digitization and storage requirements backed by retention policies directly linked to specific documents.

Personalized digital experiences

Deliver dynamic, relevant customer experiences with smart, content-rich applications that support new and efficient ways of working. Create applications with reusable building blocks and accelerators at a lower cost, providing a quick start for countless processes.

7 CSIS, Accelerating federal cloud adoption for modernization and security, 2022

“Faster cloud adoption is essential for modernization. No agency uses cars from the 1960s or even the 1990s; the same should apply to computing and data.”⁷

Center for Strategic and International Studies

OpenText Extended ECM for Government: Advanced cloud content services

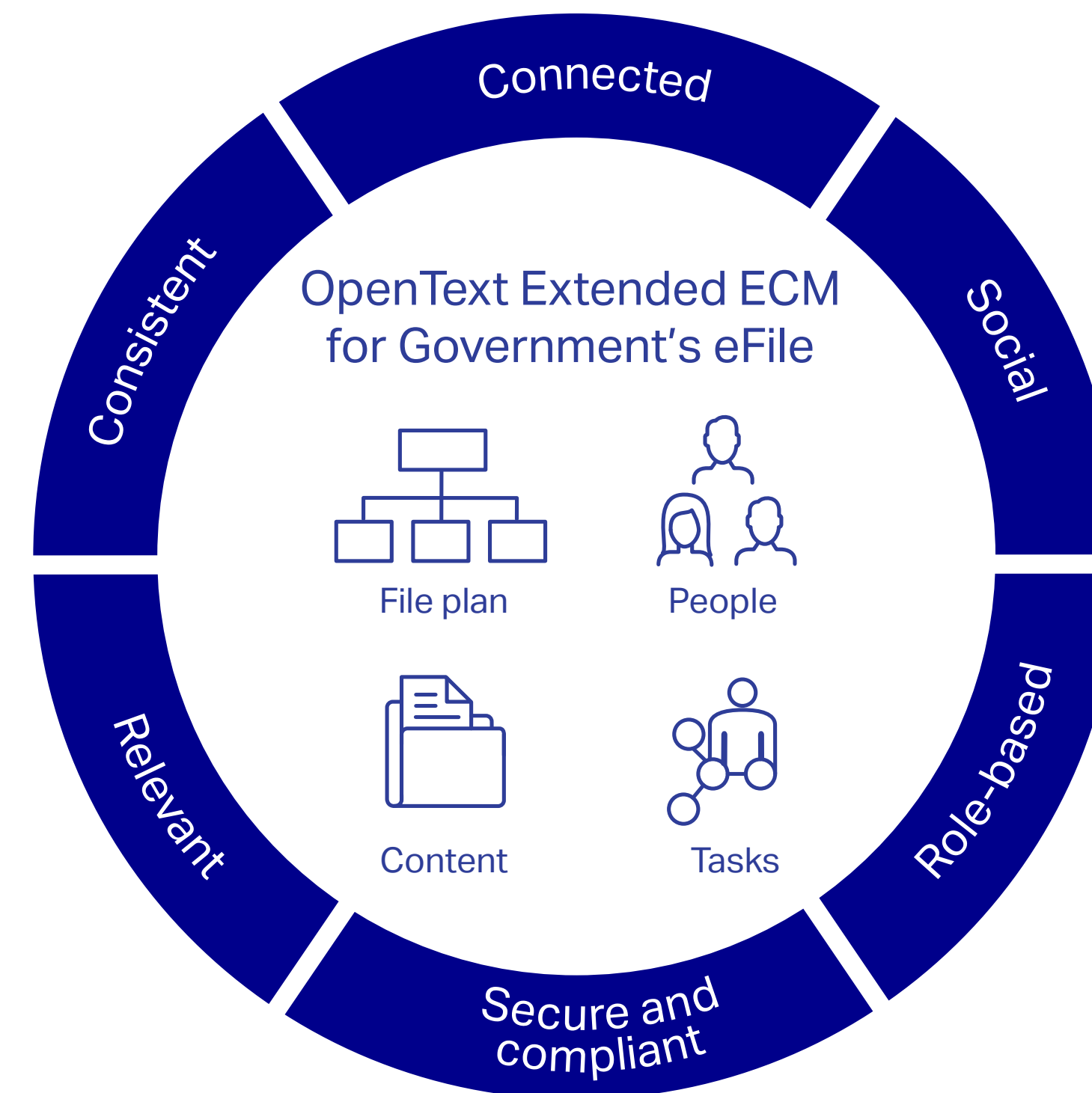
Global initiatives for digital government call for a new era in the public sector. However, the reality is very often a vast administrative paper trail, slowing down processes and affecting responsiveness in citizen services.

OpenText Extended ECM for Government securely manages the content lifecycle, including digital file management, case management, archiving, and disposal. This solution brings government agencies out of legacy paper-only processes, while helping them adhere to strict government compliance regulations.

The key benefits of this new generation of content services for government include:

- Elimination of paper and media duplications and waste
- Legally compliant digitization and storage
- Efficient, content-enriched business processes
- Multi-site and parallel collaborative access
- Simple, user-friendly UI spanning mobile, browser, and client applications
- Scalable to support large organizations and high content volumes
- Compliant with domestic and international regulations and standards, such as DoD, MoReq2, and CMIS

In addition, OpenText Extended ECM easily integrates into existing enterprise applications, such as SAP® and Oracle, and scales to support high content volumes, allowing agencies to expand the solution as they grow.



OpenText AppWorks: Low-code development platform

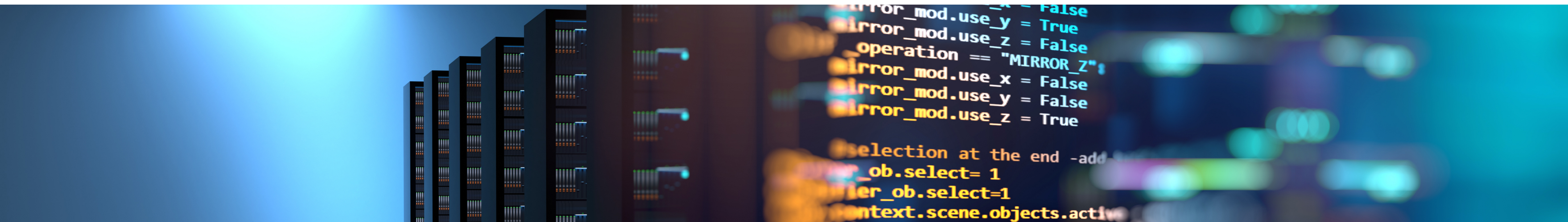
Now more than ever, governments are under pressure to provide new services to citizens and more productive environments for public sector employees. In response, they are using low-code development platforms.

These platforms allow the agency to concentrate on business requirements and shortens the development process for simpler applications. Research shows organizations using low- or no-code methods are almost 50 percent less likely to report application delivery times that take more than 12 months. In fact, 15 percent of low-code users say they are delivering systems in four months or less.⁸

The cloud delivers the ideal infrastructure for low-code development. With budget constraints, highly skilled technical staff are in short supply, and large IT programs have a history of costly failure. The partnership between OpenText and AWS brings the AppWorks low-code development platform to the cloud.

AppWorks enables government agencies to build engaging, smart, and easy-to-deploy process automation applications. Integrating this solution within a government agency increases operational efficiency and innovation on demand while ensuring compliance with strict governance requirements.

8 OutSystems, *The State of Application Development 2019/2020*, 2019



Why partner with OpenText and AWS?

For government organizations looking to optimize their information management solutions in the cloud, the partnership between OpenText and AWS provides many benefits. It enables government agencies to accelerate digital transformation and empower distributed workforces to drive innovation, collaboration, service delivery, and citizen experience.

Choosing OpenText and AWS for cloud-based information management provides benefits from each partner.

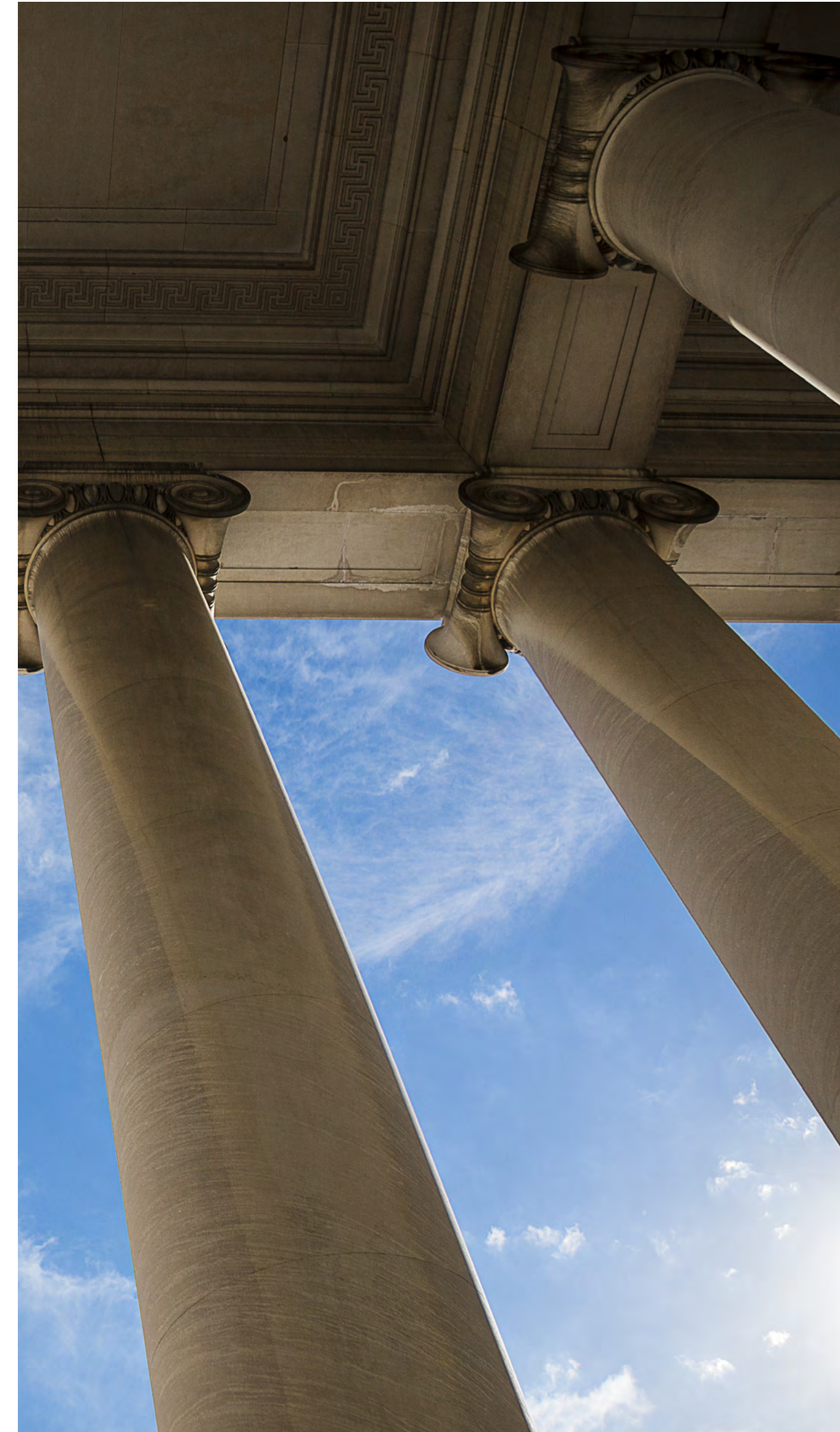
From OpenText	From AWS
<ul style="list-style-type: none">• 30 years of experience helping the world’s largest organizations extract value from information• Largest provider of information management solutions to the US government• More than 3,700 public sector customers, including 20 of the 20 largest national governments based on GDP• 68,000 cloud customers worldwide• 3,000 Cloud Managed Services customers• Most comprehensive portfolio of integrated content and experience information management solutions available, including content services, digital experience, Government-to-Government (G2G) integration, AI and analytics, and information security• Deep cloud, application, governance, security, and compliance expertise	<ul style="list-style-type: none">• More than 1,000 FedRAMP authorized cloud solutions, more than the next two public clouds combined, with 7,500 U.S. Government agency customers• Extensive global cloud footprint spanning 84 availability zones within 26 geographic regions around the world, serving 245 countries and territories and growing• Deep set of cloud security tools, with 230 security, compliance, and governance features and 98 security and compliance certifications• More than 200 global cloud-based services, from infrastructure technologies like compute and storage, to emerging technologies like data lakes and Internet of Things, for optimized cost and performance• A reputation for driving down the cost of IaaS• Named world leader in cloud infrastructure as a service

Why partner with OpenText and AWS? (cont'd)

AWS and OpenText are helping governments worldwide extract maximum value from information to drive improved business operations and citizen experience and reduce the IT burden to enable organizations to focus on mission and innovation.

OpenText and AWS deliver:

- Deploy OpenText information management workloads quickly and securely to the AWS cloud environment with near-zero downtime.
- Save up to 40 percent Total Cost of Ownership (TCO) by freeing up IT staff and letting OpenText manage the application and the IaaS.
- Keep systems running and data accessible through expanded support for high availability, technical integration, data sovereignty, and compliance requirements.
- Protect business and customer data with a deep set of cloud security tools at the application and infrastructure level.
- Ensure future proofing through regular solution updates and with access to more than 200 global cloud-based services optimized for cost and performance.
- Benefit from faster time to value for new systems, with up to 80 percent of regulatory and compliance requirements taken care of.



Selecting your deployment model

Whether they are looking to migrate existing on-premises information management workloads to the cloud, extend into another department, share capabilities with other agencies, or adopt new information management solutions, OpenText and AWS enable government agencies to reduce IT expenditure and optimize the workforce. The IT department can shift its focus from data center management to business requirements.

Moving to the cloud is still a significant undertaking, and any workload migration project can be a daunting prospect. OpenText has developed two flexible approaches to make a seamless transition to the cloud:

Cloud native information management Cloud Managed Services (CMS)

Organizations leveraging information management require flexible options on their journey to cloud adoption. OpenText's investments in the development of cloud native applications enable organizations to accelerate their cloud journey and realize the benefits of cloud computing.

Cloud native cloud hosted solutions enable organizations to leverage their investments and reduce the TCO in OpenText software and skills attainment. Agencies are freed from the data center business and can focus resources on the business.

Cloud managed services provide all the expertise and resource to handle the day-to-day running of an agency's information management capabilities. It delivers SLA-backed performance, scalability, and security.

This approach ensures upgrades and updates are part of the service, giving users instant access to the latest version of their information management solutions to increase employee productivity and shift valuable resources to higher value business activities and innovation. This is ideal for government organizations at every level.



Get started today

Estimates suggest the Government Cloud Market is expected to reach \$99.74 billion by 2030 and grow at a CAGR of 17.75 percent.⁹

Delivering FedRAMP authorized information management solutions allows governments at all levels to maximize the value of their information assets and make them available securely when and where required. FedRAMP delivers more than security assurance; it forms a foundation for cloud-based business agility and innovation.

The partnership between OpenText and AWS empowers agencies to fully leverage the cloud while reducing IT costs and complexity to achieve modernization and transformation.

With flexible deployment models, an agency can select the approach and timing that meets its operational and citizen requirements.

9 LinkedIn, *The global government cloud market is expected to reach USD 99 billion by 2030, with a CAGR of 17.75*-Straits Research, 2024

To learn more about FedRAMP authorized information management solutions, [read this position paper](#).



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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