
OPENTEXT CLOUD EDITION 23.4

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CONTEXT

OpenText [announced](#) its OpenText Cloud Edition 23.4, which brings new generative AI capabilities to its OpenText Content Aviator and new features targeting supply chain efficiency, improved business intelligence, security and governance, and even DevOps. There's a lot in this release; let's take a look.

BACKGROUND: WHAT IS OPENTEXT CLOUD EDITION?

OpenText Cloud Editions, often called CE, is a suite of cloud-based products and services offered by OpenText, a company specializing in Enterprise Information Management (EIM) solutions.

The Cloud Editions represent OpenText's commitment to providing flexible, scalable, and cloud-native solutions that enable organizations to manage and utilize their information assets more effectively.

Here are some key aspects of OpenText Cloud Editions:

1. **Comprehensive Suite of Solutions:** OpenText Cloud Editions encompass a wide range of products and services, including content services, business network solutions, customer experience management, and security solutions. This comprehensive suite addresses various aspects of EIM, from data capture and content management to customer engagement and data security.
2. **Cloud-Native Design:** The products in OpenText Cloud Editions are designed to leverage the advantages of cloud computing. They offer the scalability, flexibility, and accessibility associated with cloud environments, allowing businesses to adapt quickly to changing needs and scale their operations efficiently.
3. **Regular Updates:** OpenText Cloud Editions are updated regularly, ensuring that customers have access to the latest features, enhancements, and security updates. This approach aligns with the evolving technological landscape and the dynamic needs of modern enterprises.

4. **Integration and Customization:** The solutions within OpenText Cloud Editions can be integrated with various third-party applications and systems, providing a cohesive and streamlined experience. They also offer customization options to meet the specific needs of different businesses.
5. **Deployment Flexibility:** While focused on cloud capabilities, OpenText Cloud Editions also offer flexibility in deployment options. Businesses can choose cloud, on-premises, or hybrid deployment models based on their requirements and constraints.
6. **Enhanced User Experience:** The solutions in OpenText Cloud Editions are designed with a user-centric approach, ensuring ease of use, intuitive interfaces, and efficient navigation, which enhance the overall user experience.

OpenText Cloud Editions embody a modern, cloud-first approach to enterprise information management, offering a broad array of solutions that cater to businesses' diverse needs for managing and leveraging their information assets securely, efficiently, and with scale.

BACKGROUND: WHAT IS OPENTEXT AVIATOR?

Aviator is part of OpenText's suite of solutions, specifically designed to leverage the power of artificial intelligence (AI) in information management. It represents OpenText's commitment to integrating advanced AI technologies into its products, enhancing its capabilities, and offering innovative solutions to its customers.

Here's a brief overview of Aviator:

1. **AI-Driven Information Management:** Aviator utilizes generative AI to transform how organizations manage and process information. It is built to maximize the synergy between AI and information management, reimagining traditional workflows with AI integration.
2. **Enhanced Productivity and Efficiency:** Aviator aims to improve productivity and efficiency in various business processes using AI. It leverages AI to automate and streamline tasks such as document analysis, summarization, and translation, enabling teams to focus on higher-value activities.
3. **Integration with OpenText Products:** Aviator is integrated with other OpenText offerings, such as OpenText Extended ECM (Enterprise Content Management), to provide advanced AI capabilities within these existing platforms. This integration ensures that users can access AI-driven functionalities seamlessly within their familiar OpenText environment.
4. **Customizable AI Solutions:** Aviator is designed to provide AI solutions that can be fine-tuned or augmented based on an organization's specific data and intellectual property. This customization allows for outputs that are highly relevant and tailored to the unique needs of each business.
5. **Focus on Collaborative Intelligence:** Aviator emphasizes the concept of collaborative intelligence, where AI complements human intelligence. This

approach aims to harness the best of both worlds, enhancing decision-making and creative processes within enterprises.

Aviator is a strategic initiative by OpenText to embed AI into the core of its information management solutions. By offering its customers a cutting-edge platform to harness AI's benefits in everyday business operations, OpenText enables them to take advantage of AI's potential.

NEW: EXPANDED AI AVIATOR CAPABILITIES

OpenText Aviator, part of OpenText's innovative digital transformation offerings, has seen significant enhancements in its latest updates.

Here's what's new in OpenText Aviator:

1. **Integration with Extended ECM:** In OpenText Content Aviator, generative AI-powered intelligent assistant capabilities are now integrated with OpenText™ Extended ECM. This integration aims to speed up and automate finding relevant information, enhancing user productivity and efficiency.
2. **Advanced Document Analysis and Summarization:** OpenText Content Aviator, through its interactive, chat-based conversational interface, simplifies the tasks of document and business workspace analysis, summarization, and translation. This allows teams to focus on higher-value tasks by leveraging generative AI against the information management foundation of OpenText Extended ECM.
3. **Personalized and Contextual Information Retrieval:** The integration ensures users get the most relevant content based on their tasks, roles, and permissions. This is a crucial feature to combat information overload and keep users focused, thereby improving productivity.
4. **Enhancements in IT Operations:** OpenText IT Operations Aviator in CE 24.1 continues to bring generative AI capabilities to all customers, both on-cloud and off-cloud. This includes improvements in OpenText™ Service Management Automation X (SMAX), enabling businesses to elevate their IT service management with a generative AI chatbot.
5. **Data Privacy and Ethical Response Controls:** With the integration of IT Operations Aviator, businesses can now maintain data privacy and control ethical responses in their IT service management systems.
6. **Developer Support with Thrust Studio:** OpenText has also introduced Aviator Thrust Studio to support the developer community. This solution includes tools to aid in creating artifacts for deploying and running applications efficiently, including features for low-code modelers and automated deployment in CI/CD pipelines.
7. **Aviator Thrust for Partners Program:** This program provides partners access to a robust portfolio of APIs for creating applications tailored to industry needs, backed by OpenText's support.

These updates to OpenText Aviator highlight OpenText's commitment to leveraging AI in information management, enhancing the synergy between these two domains to transform and reimagine work processes in the digital age.

NEW: AVIATOR THRUST

As part of OpenText's suite of solutions, Aviator Thrust represents a significant step forward in supporting and empowering the developer community. It is a critical component of OpenText's strategy to facilitate the development of information management applications.

Here are the main features of Aviator Thrust:

1. **Aviator Thrust Studio:** This is a central element of Aviator Thrust, released as an early access offering. It is essentially a toolset integrated with Visual Studio Code (VS Code) that aids developers in creating various artifacts necessary for deploying and running applications. These artifacts include objects, permissions settings, workflows, and decision models.
2. **Low-Code Modelers:** Aviator Thrust Studio includes low-code modelers designed to automate deployment actions within a Continuous Integration/Continuous Deployment (CI/CD) pipeline. This feature is particularly significant as it simplifies the deployment process, making it quick, simple, and efficient. Developers can deploy these artifacts into the OpenText Cloud Platform without needing direct REST calls.
3. **Aviator Thrust for Partners Program:** This is another crucial aspect of Aviator Thrust. The program provides partners access to a broader portfolio of APIs that can be used to create custom applications. These APIs address real-life solutions to industry-specific needs.
4. **Support and Resources:** OpenText offers developers and partners comprehensive support through this program. This support includes access to the multi-service APIs and the necessary assistance to ensure success in developing and deploying applications.
5. **Community Engagement:** Aviator Thrust shows OpenText's commitment to its developer community, reinforcing the company's promise to provide innovative solutions that enable the development of advanced information management applications.

Aviator Thrust, with its studio and partner program, is designed to streamline the application development process, making it more accessible and efficient for developers. This initiative highlights OpenText's dedication to fostering innovation and providing its developer community the necessary tools and support.

NEW: OTHER ENHANCEMENTS IN CE 24.1

Beyond Aviator, OpenText Cloud Editions (CE) 24.1 introduced several other significant innovations across its product suite, reflecting its ongoing commitment to enhancing its digital transformation offerings.

Key developments in CE 24.1 include:

1. **OpenText Analytics and AI Cloud:** This update integrates the OpenText Vertica analytical database with OpenText Magellan™ BI and Reporting – Public Cloud. This integration delivers enhanced analytical performance at an unlimited scale for cloud-based enterprise business intelligence. It enables organizations to swiftly unlock insights from large data volumes, providing data-driven organizations with the tools to make intelligent decisions and deliver real-time solutions.
2. **OpenText Business Network Cloud:** CE 24.1 has optimized supply chain operations to accelerate time-to-revenue. A notable addition is a pre-built and configurable Microsoft Dynamics 365 electronic data interchange (EDI) integration adapter. This adapter enhances the OpenText Business Network Cloud's connectivity, expediting transaction flows between internal systems and external trading partners and revolutionizing B2B EDI requirements.
3. **OpenText Cybersecurity Cloud:** To address the increasing challenges of data privacy and governance, OpenText has elevated OpenText™ Voltage™ Fusion and integrated it with its Content Cloud solution, OpenText Extended ECM. Voltage Fusion seamlessly combines data discovery, classification, and insights with data security and usage monitoring, effectively managing sensitive data. This integration helps cybersecurity leaders better protect sensitive data.
4. **OpenText DevOps Cloud:** This update elevates application delivery management, allowing organizations to create and deploy software efficiently in the cloud. Notably, OpenText™ ALM/Quality Center now features a modern web-based user interface, enhancing productivity for quality assurance teams. This UI allows for seamless task execution on any browser and device, reducing client deployment costs.
5. **OpenText Experience Cloud:** CE 24.1 continues to transform contact centers with advanced solutions, extending capabilities from OpenText™ Qfiniti Explore to CCaaS solution providers like Sinch. This integration offers valuable customer insights, enriching customer interactions and streamlining operations aligned with strategic goals.

Each of these enhancements in CE 24.1 demonstrates OpenText's dedication to providing robust, comprehensive solutions that address the dynamic needs of today's business landscape, ensuring their clients are equipped with cutting-edge tools for efficient and effective digital transformation.

ANALYSIS

The updates in OpenText Cloud Editions 24.1 signify a substantial progression in the company's digital transformation strategy, showcasing a broadened scope of innovation across its product suite.

Aviator is the highlight of the release, with its new capabilities marking a significant advancement in harnessing artificial intelligence for information management. Aviator's integration into OpenText's Extended ECM platform is a strategic move, bringing generative AI to the forefront of document and workspace management. This integration demonstrates a clear understanding of the need for speed and automation in today's fast-paced business environments.

The introduction of OpenText Content Aviator, with its chat-based interface, not only simplifies document analysis and translation but also represents a shift towards more interactive and intuitive user experiences in enterprise software. This expansion is particularly noteworthy as it brings AI-driven enhancements to IT service management, a critical area for operational efficiency.

While the AI-driven Aviator attracts the most attention, this release includes a lot of goodness, including updates that address supply-chain efficiency, enhanced BI capabilities, new DevOps tools, and even privacy and governance.

OpenText competes against technology companies such as Microsoft, IBM, Oracle, Salesforce, and Adobe in an aggressive and crowded market. The company's ability to deliver rapid innovation to the market keeps OpenText in a leadership position; the new release is continuing evidence of that momentum.

The updates in CE 24.1 reinforce OpenText's position as a leader in digital transformation solutions and reflect a keen insight into businesses' evolving technological demands. OpenText is well-positioned as a pivotal partner for organizations navigating the complexities of the digital era. Helping organizations quickly derive value from data is a complex problem, one that OpenText seems to be handily solving.



RESEARCH NOTE

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