

OpenText Core Collaboration Access

Optimize and future-proof your trading partner ecosystem



Benefits

- Securely collaborate at a global scale
- Eliminate onboarding and compliance pain
- Tailor the platform to your needs
- Leverage one portal technology for all processes, applications and users

Managing trading partner and customer ecosystems continues to be a challenge for organizations across the globe, as current methods are not meeting expectations. Lengthy onboarding processes hinder time-to-value, stalling growth and resilience initiatives. The threat of partner-induced disruptions looms large, requiring continuous monitoring and visibility that periodic surveys simply cannot provide. Complicating matters, platform-specific portals lead to information silos, duplicating administration costs and stifling cross-functional collaboration.

OpenText™ Core Collaboration Access, manage and connect business ecosystems to deliver streamlined enterprise services and collaborative business processes, irrespective of industry or geography.

Organizations can securely connect ecosystems across complex, uncertain environments with a cloud-native platform encompassing a modern, auto-scaling microservices architecture with API-first design.

Collaborate at a global scale—securely

Increase the value of every trading partner relationship while reducing cost and risk.

- **Maximize productivity and satisfaction**
Convenient single sign-on and a single point of entry give users one access point to any authorized application within the ecosystem.
- **Leverage scalability**
Minimize the cost to manage thousands of trading partners and millions of users. Delegated administration transfers day-to-day user administration to trading partners' local administrators.
- **Keep trading partners engaged**
Quickly route bulletins, notifications, RFxs and other critical communications to the right people across all devices. Quickly locate authorized assets via facilitated search capabilities.
- **Personalize security and experience**
Identity-driven journeys dynamically expose capabilities, choices and information based on the user's authorizations, profile, preferences and relationships.
- **Know the aggregate risk of every login—human and non-human**
Every person, system and thing connecting to an enterprise has a single digital identity that reflects all known accounts, authorizations, relationships, profile data and other information. This enables risk-based authentication (RBA) to calculate risk based on all identities in the transaction. Having a broader base of attributes and contextual signals for evaluation improves risk score accuracy and scales trust factors appropriately.

End onboarding and compliance pain

OpenText Core Collaboration Access enables organizations to accelerate trading partner time-to-value and regain thousands of hours spent on inefficient onboarding and monitoring activities. Self-paced, workflow-driven processes combined with comprehensive self-service capabilities minimize cost and delays and limit staff involvement until knowledge workers are truly needed.

- **Self-service registration**
Kick off onboarding processes without consuming staff resources. Invitation based registration enables authorized stakeholders to invite key partners directly.
- **Automate data collection**
Empower trading partners to securely create their profile, complete self-assessments and upload required documentation without assistance. Monitor onboarding progress and be notified when it's time to engage.
- **Digitize**
Leverage native capabilities that digitize high-touch and high-risk activities. Create electronic forms to collect information digitally. Verify submitted data against authoritative sources via external API calls, messaging or other provided integration.
- **Choose the enrollment process that delivers the greatest value**
Select the enrollment process that best enables each situation: self-service, bulk operation, first federation (Just in Time), direct integration and others.
- **Demonstrate and simplify compliance**
Establish repeatable, automated processes for creating identities and provisioning access in accordance with security policies.

Tailor the platform to your needs

OpenText Core Collaboration Access easily adapts and extends to manage access to information and create the value you need without reinvestment.

- **Enable cross-functional collaboration**
Aggregate, analyze and present cross-functional data to create insights that improve decision quality and speed.
- **Create new digital processes across disjointed applications**
Create cross-application workflows, dashboards, approvals, custom web interfaces and more to speed and simplify operations.
- **Introduce new digital services at your own pace**
Deploy OpenText Core Collaboration Access benefits incrementally to enable short, medium or long-term strategies.
- **Future-proof**
Take advantage of PaaS, API-first architecture and A2A integrations, which provide the flexibility to create new integrations and secure services with low-code development.

Leverage one portal technology for all users, processes and applications

Leverage the economies of scale afforded by a single solution that securely connects any trading partner to any functional or cross-functional business process—and their underlying applications.

- **Standardize digital processes to manage partner lifecycles**
Increase efficiency and predictable outcomes with consistent processes for partner onboarding, offboarding, access request and approvals, authorization management, authentication management, access certification and more.
- **Maintain a common set of services and tools open to the entire ecosystem**
Avoid redundant administration and inconsistent processes introduced by platform-specific portals.
- **Know that identity data is correct—everywhere**
Monitor and audit all trading partner access and synchronize changes across all affected internal and external systems.
- **Create public and private sites**
Create secure portals and custom websites for any business process or user community: work-in-process, quality, distribution channels.

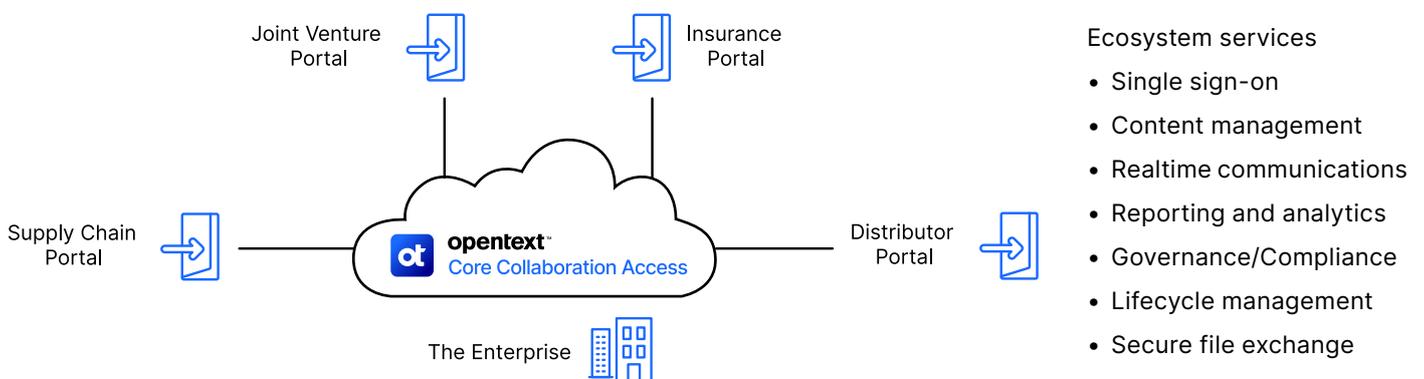


Figure 1. Secure and streamline digital business across ecosystems

Innovations to secure and scale collaborative ecosystems

Reduce the cost and risk of every trading partner with delegated administration

The solution's identity and access management component includes a comprehensive delegated administration model that creates visibility into third-party organizations and enables trading partner administrators to manage their own users' access to authorized enterprise resources. This provides a continuous monitoring function for third-party access that operates at effectively zero cost.

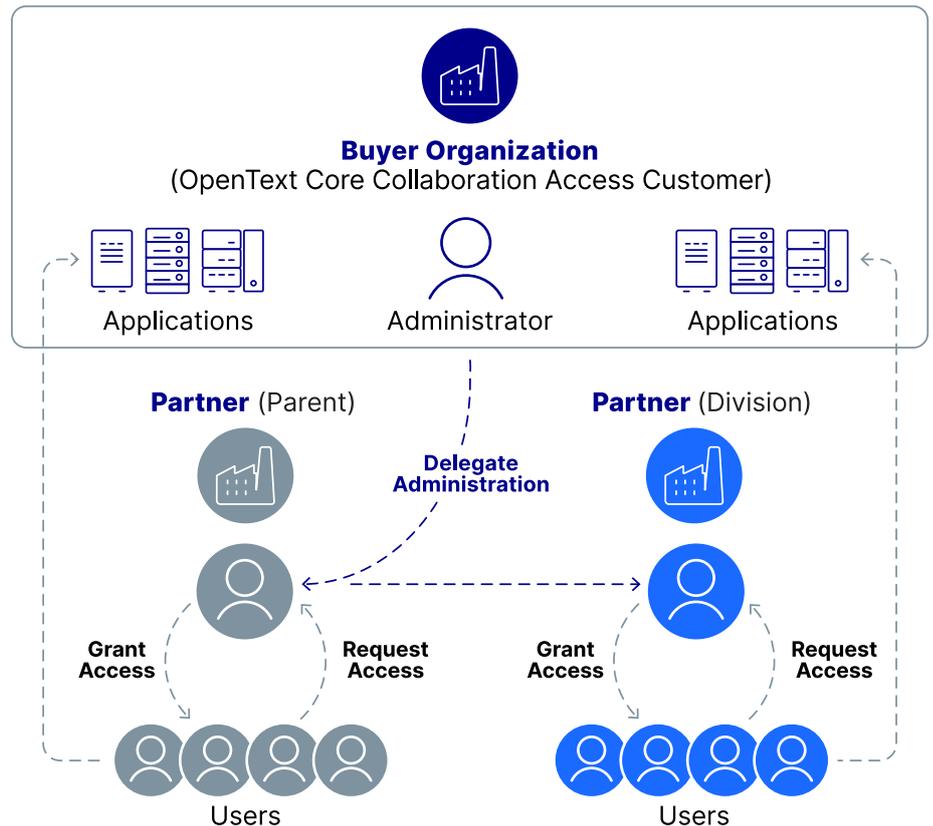


Figure 2. Delegated administration model

Detect and absorb change with hierarchy management and synchronization

Trading partner organizations constantly change: new shipping locations, labor disputes, organizational restructuring, sell-offs, acquisitions, personnel changes and other events. Such changes can result in operations disruptions, security incidents and other unwanted outcomes caused by out-of-sync partner or supplier data.

Automatically monitor master vendor data to detect discrepancies and take the appropriate action. Access can be automatically modified by reapplying access policies using the new master data. Alternatively, the appropriate staff can be notified of the discrepancy and the predetermined workflows used to make necessary user moves, code grant changes or other authorized operations.

Resources

[Learn more >](#)

[OpenText Core Collaboration Access video >](#)

[White paper: Automating third-party access to enterprise information at scale >](#)

[White paper: Another portal? >](#)

[What's in it for me? eBook: Three supply chain problems you didn't think could be fixed >](#)

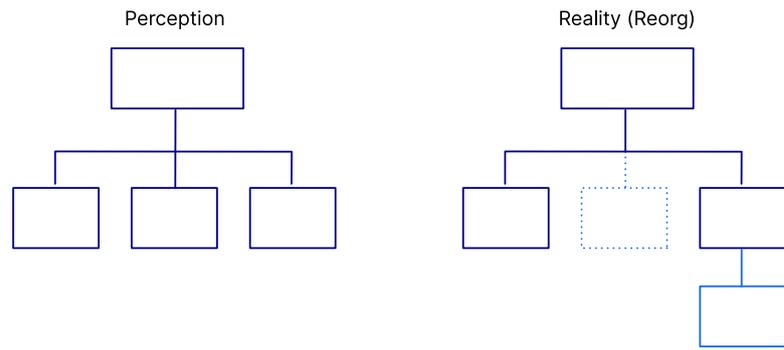


Figure 3. Hierarchy management and synchronization

Remove downtime from realtime business with flexible engagement

Collaborative work in production environments requires tools and capabilities that facilitate speed and efficiency when performing complex tasks. Changes to operations and production schedules need to be communicated quickly, but only to affected suppliers. Too often, portals are underpinned by standard office collaboration products that undermine the success of the entire value chain.

OpenText Core Collaboration Access keeps trading partners engaged, informed and productive. Use advanced collaboration capabilities to connect people with the right information without delay.

- **Extreme personalization**
Automatically tailor the presentation of portal content based on user profile information and context. Make every interaction relevant and productive.
- **Fine-grain asset search**
Quickly locate content across the ecosystem using granular search capabilities.
- **Targeted communications and alerting**
Publish bulletins and other communications quickly to highly-targeted recipients. Identify contacts based on granular information and eliminate the time and error to manually curate contact lists.
- **Distribute static content**
Publish static content and notify the right parties when content is created or updated: “How to do business with you” guides, policies and standards, training material, specifications, procedure guides and other content.
- **Collaborative content**
Securely exchange files and content for work-in-process activities: engineering, legal, cross-functional teams and other contexts. Create micro-sites for special communities and expose analytics and dashboards.
- **Notifications**
Alert trading partners to new or updated content, published bulletins, exceptions, community messaging and other critical information. Make sure that your suppliers are all on the same page.
- **Localization**
OpenText Core Collaboration Access is supported in nine standard languages for a truly global experience.

Function	Capability	Description
Experience	Portal experience	Create and maintain portals with an easy-to-use, modern web content management (WCM) platform to create personal, visually rich, two-way digital experiences.
	Personalized journeys	Identity-driven experiences dynamically control what each user can view, select and request based on their authorizations, profile, preferences and relationships.
	Omnichannel experience	Present a consistent experience across devices to engage trading partners wherever they are.
	Customized branding	Add branding and themes to provide a consistent image and tone to prospective partners.
	Internationalization	Portal landing pages are supported in nine standard languages.
Identity and access management	Single sign-on	Connect once and enjoy frictionless access to any authorized resource. A single identity and credential are all that's needed to access resources throughout a global ecosystem.
	Lifecycle management	Use a comprehensive, drop-in security framework to control and audit access for every person, system and "thing" connecting to your enterprise— from initial onboarding through ongoing change and offboarding.
	Advanced authentication	Establish needed levels of trust using the most appropriate method(s): risk-based authentication (RBA), adaptive, multi-factor (MFA), strong authentication (FIDO U2F), token verification, third party and others.
	Advanced authorizations	A flexible authorization and approval framework centralizes policy administration and control while decentralizing authorization request and validation to trading partner local administrators.
	Directory services	Cloud-based directory with comprehensive capabilities to synchronize identity and access management data across on-premises and cloud directories and user stores in multi-enterprise environments.
	Identity broker	Secure complex cross-domain authentication scenarios, connect IdPs and SPs in a many-to-many relationship model, verify authenticity, enrich and remap tokens to required protocol.
	Web access management	Secure access to internal and cross-border web apps without heavy protocols or replicating ID stores.
	Access governance attestation	Automates access certification recertification campaigns to verify the efficacy of identity and access management program and comply with applicable regulations.
	Single point of entry	Maintain a single connection to the OpenText Core Collaboration Access cloud, no matter how many trading partners connect. Reduce the number of endpoints connecting to your enterprise to reduce your attack surface and cost.

Function	Capability	Description
Collaboration and engagement	Realtime communications	Create, publish and distribute bulletins, notifications and alerts to targeted trading partners.
	Content management	Securely share and store information assets in the cloud while maintaining the integrity of their content.
	Asset search	Use one search to access authorized content, including ASNs, instructions, etc.
	Secure file exchange	Securely exchange files within the trading partner community.
	Internationalization	Portal landing pages are supported in nine standard languages.
Integration and Interoperability	Platform as a Service	An API-first, auto-scaling microservices architecture enables customers to rapidly develop applications and custom solutions in a DevSecOps environment.
	Messaging and orchestration	Secure and streamline data transport and integration across devices, applications and machines.
	Identity streaming	Use a reliable, production-class approach to synchronize directories and identity data across the ecosystem by streaming identity events using a pub/sub model.
	Cross-domain synchronization	Synchronize identity data across on-premises and cloud applications and systems.
Intelligence and analytics	Reporting and dashboards	Provide actionable insights to internal and partner stakeholders via highly visual dashboards and ad hoc and API-driven reports.
	SIEM adapters	Stream threat indicator-related identity events to security information and event management (SIEM) systems to support threat detection and response.
	Hierarchy management and synchronization	Quickly detect and respond to out-of-sync trading partner master data. Use supplied workflows to make any necessary user moves, code grant changes or other authorized operations to avoid disruption.
Customer community and support:	Developer community	Build and run applications on a highly scalable, low-code infrastructure. Access a comprehensive suite of APIs covering identity, portal and messaging to rapidly develop and deliver custom solutions.
	Global customer support	Support includes 24x7x365 service, nine supported languages, online tutorials and ticket generation, online chat support with agents and a user-accessible knowledgebase.
	Trading partner support	Help Desk role is provided to enable trading partner support staff to handle routine incidents without customer intervention. OpenText is also available to provide Tier-1, Tier-2 and Tier 3 support.