



Credentials

Global Cents provides premium value-added Enterprise Content Management (ECM) products and professional services. We have the most per capita experience providing OpenText Content Server (OTCS) extensions, custom modules, and consulting for OScript, WebLingo, Content Server database, LAPI, DAPI, WAPI, and UAPI. Our extensions to Content Server modules are used by Fortune 1000 companies to reduce cost, expand user adoption and meet regulatory requirements in areas that include OpenText workflow, document management, and collaboration.

GLOBAL CENTS

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Global Cents (GCI Live, LLC) is a value-added products and services company specializing in OpenText Content Server (OTCS). The Global Cents solutions fill customer needs not addressed by standard OTCS functionality. Current areas of focus include business process management application extensions and tool sets to facilitate platform lifecycle support. Founded in 2005, Global Cents is deeply credentialed in OpenText technology. Our team of expert consultants – all of whom played leading roles in the development of the OpenText ECM Suite for many years – has an unparalleled collective knowledge of the system's design and architecture. Our expertise in OScript, WebLingo, Content Server databases (schema, performance and optimization), LAPI, DAPI, WAPI and UAPI is unsurpassed. We also have a high level of expertise in Java, C++/ # and XML. At the application level, our senior consultants are the leading experts in OpenText Workflow, document control and migration. Conservatively run and managed, the company's products and services have reached over 60 satisfied customers.

GCI's team of OpenText experts is intimately aware of the challenges facing organizations using the OTCS. We are in a unique position to help you maximize your return on investment and achieve your specific goals. Our team can provide you with solutions directly or work with you to mentor, guide, and transfer our knowledge to your team. We can also work with you to define and implement integration and migration strategies. Whether you're an executive, an IT manager, an SI or a VAR, we will help you mitigate risk and create a clear set of deliverables.

GCI's development methodology leverages the extensibility and tailorability of the OTCS technologies to make them do what *you* want them to do. GCI solutions are developed with the same principles of maintainability and extensibility that drive the OTCS, and they provide immediate benefits in performance and stability. Over time, our adherence to these principles increases your return on investment through lower maintenance costs, decreased additional development costs, decreased risk, and greater adaptability. GCI also emphasizes proper documentation of all of its solutions, increasing their reusability, capacity for knowledge transfer and ability to avoid vendor lock in. At GCI, our goal is complete client satisfaction through disciplined needs analyses, rigorous development methodologies, realistic timelines, and knowledge transfer for self-sufficiency.

Global Cents is an OpenText Global Technology Partner.





Professional Services

The OpenText Content Server (OTCS) is a robust, scalable, extensible platform upon which global organizations rely to accomplish their objectives in business process management, document management, collaboration, compliance, and much more. The OTCS was the first product to seamlessly provide a collection of services that delivered this functionality, and continues to be the market leader in delivering enterprise content management globally. As a requirement to fulfill this vision, the underlying technology was developed out of a need for toolsets that did not exist at the time of its creation and development. This technology originated before .Net and J2EE, before ASP and JSP, even before CGI and dynamic web pages. It is an intricate and nuanced development environment, from which it is difficult to extract the maximum ROI from without the proper experience and expertise.

Thus, when deploying or customizing the OTCS, organizations are faced with the following challenges:

- OTCS's proprietary development environment limits the available skilled resources, and increases the development learning curve
- OTCS modifications can become difficult to organize and manage without the proper knowledge and training, adding time and cost to developing, deploying and maintaining these modifications – thereby increasing organizational risk and decreasing ROI
- Third-party and in-house consultants have historically created, at best, less than optimal solutions

Having participated directly in the development of the OTCS technologies, our consultants have a complete understanding of the best practices necessary to harness this special collection of technologies to fit your specific needs. We will help you leverage existing OpenText products and extensions – combining them with custom extensions and modules if necessary – to solve your organization's needs in the most efficient and cost effective manner possible.

Engaging only the most highly experienced and qualified staff of senior software architects, we produce the highest long term return on investment. GCI delivers value through experts who do it better and faster than anyone else – value that comes in the form of:

- A thorough understanding and expert analysis of your organization's problems and how they relate to the underlying architecture: GCI helps you understand your problem so you can select an appropriate and cost effective solution
- Effective requirements gathering: These requirements define the problem and the solution, so you know *what* you are deploying and *why* you are deploying it

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Professional Services

- The highest quality, fully tested code: Our solutions are designed to be the most extensible, maintainable, and reusable solutions possible
- Rapid development timelines, designed to realistically solve your problems: GCI solves your problems faster and better than anyone else
- A 'high touch' response philosophy to ensure your satisfaction

Areas of Expertise

GCI's OTCS practice is focused in the following areas:

- Deployment, workflow, UI, reporting and performance issues
- Knowledge transfer, guidance and technical leadership for in-house development efforts, with the goal of building in-house OTCS expertise to increase control over your OTCS deployment
- OTCS module consulting and customization, including extensions to specific modules
- Support, including maintenance, QA and documentation, for specific functional areas such as Workflow and Document Management
- Development of new modules for OTCS that fulfill vertical and/or organizational requirements
- Subject matter expertise in the deployment and customization of the OTCS in regulated industries such as life sciences and energy

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