



## Credentials

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

### GLOBAL CENTS

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Global Cents (GCI Live, LLC) is a value-added products & services company specializing in the Open Text ECM Suite. The Global Cents solutions fill customer needs not addressed by standard Open Text ECM Suite 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 Open Text technology. Our team of expert consultants – all of whom played leading roles in the development of the Open Text ECM Suite for many years – has an unparalleled collective knowledge of the system's design and architecture. Our expertise in OScript, WebLingo, Open Text 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 Open Text workflow, document control and migration. Conservatively run and managed, the company's products and services have reached 50+ satisfied customers.

GCI's team of Open Text experts is intimately aware of the challenges facing organizations using the Open Text ECM Suite. 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 Open Text ECM Suite 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 Open Text ECM Suite, 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 Open Text Global Partner.





# Professional Services

The Open Text ECM Suite 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 Open Text ECM Suite 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 Open Text ECM Suite, organizations are faced with the following challenges:

- The Open Text ECM Suite's proprietary development environment limits the available skilled resources, and increases the development learning curve
- Open Text ECM Suite 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 Open Text ECM Suite 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 Open Text 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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- 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' philosophy to ensure your satisfaction

## Areas of Expertise

GCI's Open Text ECM Suite practice is focused in the following areas:

- Deployment, workflow and performance issues
- Knowledge transfer, guidance and technical leadership for in-house development efforts, with the goal of building in-house Open Text ECM Suite expertise to increase control over your Open Text deployment
- Open Text 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 Open Text modules that fulfill vertical and/or organizational requirements
- Vertical market expertise in the deployment and customization of the Open Text ECM Suite, in regulated industries such as life sciences and energy

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## About Us



### ED KRIEGE - Managing Director

- 25 years as a multi-faceted member of management responsible in part for the development of a software startup company of 15 people into the world's largest enterprise content management provider (Open Text Corporation - OTEX)
- 25 years general software design, development, maintenance and support; application architecture, UI and usability; product, project and functional management experience, including but not limited to the Open Text ECM Suite and its related modules; Helix (Double Helix, Multi-User Helix, Helix VMX), DataDesk, and GeoQuery
- 15 years business development, finance, sales and marketing; strong working knowledge of vertical industries including but not limited to energy, engineering, financial services, government, healthcare, pharmaceuticals (also compliance initiatives such as Sarbanes-Oxley)
- Broad functional and architectural knowledge of enterprise, client/server and desktop software technologies; NPD methodologies and practices; middleware, application servers, database, knowledge management, security, information retrieval, business process automation, portal, messaging and integration technologies; Web services and emerging standards; experience with LDAP, NTLM, JavaScript, (D)HTML, XML
- Presenter, speaker and panelist at major conferences, seminars, domestic and international trade shows; TV and radio appearances on behalf of the products, technology and companies



### JEFF LANG - Chief Technology Officer

- 15 years experience in software architecture and implementation in multi-platform server; client server environments
- Designed, implemented and maintained the Open Text Workflow engine and product as well as the Electronic Forms product for the world's largest enterprise content management provider
- Broad knowledge of programming languages, technologies, and standards; experience with C, C++, JAVA, j2EE, JavaScript, Oscript, XML, XSL, (D)HTML, WPD, XPDL, BPML
- Experienced in integrating multiple differing technologies and products into seamless products to fulfill business requirements and needs
- Extensive business solutions experience in the Pharma, Life Sciences, Finance, and Chemical industries using various technologies to control access, availability, auditing, searching, and process management of sensitive data and documents

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### **RICK KOLLOFF - Director, Sales & Business Development**

- 25+ years of award winning sales, marketing, and executive management experience in the technology sector with a focus on Enterprise Content Management (ECM) solutions
- 10 years at Open Text in executive roles that brought strategic ECM strength to organizations in multiple vertical markets such as Life Sciences – Pharmaceuticals, Life Sciences – Biotechnology, Government – Federal, Government – State and Local, Financial Services – Banking, Financial Services – Insurance, Energy – Oil & Gas, Energy – Utilities, Manufacturing – High-Tech, Manufacturing – CPG, Telecommunications
- A broad base of senior management experience gained from assignments leading direct sales, channel sales, field marketing, and cross functional operations in a global business setting



### **TAMMY JAKUBOWSKI - Director of Associate Services**

- 20+ years client server technology customer & technical support experience, ranging from novice end users to advanced administrators in several industries including Consumer Product Goods, Floral Delivery, and Enterprise Content Management, with a 10 year concentration on Open Text workflow, process and forms related software
- 7 years beta software program management. Authored best practices guides for software upgrades that were used as the standard for multiple software packages. Responsible for customer feedback on existing and future features, analyzed the results and guided recommendations
- 5 years product management experience, including writing requirements and functional specifications, vetting with stakeholders, and managing partnership software packages
- 3 years experience with usability testing, persona creation, observing end users, and writing reports to measure increase in usability and general usage of Open Text software
- Technical proficiencies include Windows XP, UNIX, Sybase, Oracle, MS SQL Server, and HTML, Java, JavaScript, IIS, SunOne, Apache TomCat, HTML, and programming logic and web page development. Ten years experience with Open Text software. Four years experience with syndicated data and software (Nielsen and IRI)

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### LAURIE GOLDBERG - Senior Project Manager

- 20+ years of ECM experience with top-tier software companies including FileNet, Wang, & Open Text Corporation, including 9 years at FileNet and 10 years at Open Text (as well as workflow company Reach Software & consulting firm Technology House)
- Recognized workflow expert across ECM platforms
  - Product Manager for Workflow & Forms & related technologies at Open Text
  - Product Manager for Workflow & Imaging at Wang
- Product Manager for regulatory application supporting 21 FDA CFR Part 11 compliance
- Solutions experience with emphasis on Regulated Industries such as Pharmaceutical/Life Sciences & the Energy sector
- Extensive experience in a combination of real-world, hands-on implementations, project management, marketing, pre-sales & product management
- Fully seasoned in HCI (human computer interaction), particularly in the transition between paper-based, manual systems and re-engineered processes



### DWAYNE CORNELIUS - Senior Software Architect

- 12 years with Open Text as a senior developer, in which he specialized in:
  - Open Text Workflow
  - Directory Services
  - Hot Issue patches
- Liaison across sites and departments, including Quality Assurance and Localization
- Worked in the Munich, Germany office developing one of the first integrations between Open Text and IXOS (integration of Open Text ECM Suite with IXOS Doculink). This was the first module developed using JavaModules

For more information and a complimentary needs analysis, please contact Global Cents at:

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