

OpenText™ People Center Application Specifications

OpenText People Center is a SaaS application that enables Human Resources departments to improve the employee experience by combining an employee portal with dynamic case management to address simple, repetitive issues, allowing Human Resource teams to focus on high-value initiatives and address more complex issues. This application simplifies access to employee documents, drives document compliance, and provides an out-of-the-box HR help desk with analytics to guide team members on the best actions, while maintaining control over where the process should go next. Built on the OpenText™ AppWorks™ Low-Code Platform, People Center is easy to customize and extend.

Advantages of the OpenText SaaS Model

OpenText delivers People Center as a multitenant SaaS application from our secure data centers worldwide. SaaS is deployed on our highly-available infrastructure coupled with a safety net of a non-production environment at no additional cost. OpenText SaaS software functionality reduces overhead for your team as upgrades are pushed out automatically. Should you need the ability to customize your own instance of the software, you are able to make changes to suit your HR processes and needs without upgrade issues.

About the OpenText Cloud

Supported by a global, scalable, and secure infrastructure, the OpenText Cloud includes a foundational platform of technology services and packaged business applications for industry and business processes, supported by comprehensive Managed Services in the Cloud. The OpenText Cloud manages 18 billion transactions per year, representing \$6.5 trillion in commerce, stores 3.5 petabytes of content, integrates 600,000 trading partners and benefits more than 64,000 customers around the globe.

Our 10 Tier IV certified Enterprise Data Centers worldwide meet or exceed industry standards with:

APPLICATION UPTIME

- OpenText™ People Center provides 99.5 percent availability at the application level. Every instance of OpenText People Center has a Service Level Agreement (SLA) for application availability.

SECURITY AND COMPLIANCE

- Role-based administration provides the ability to uniquely control access to your data, maintaining confidentiality across user types.
- OpenText protects customer data and will not use the data at any time without customer consent
- Physical security, such as security guards, biometric scanners, and video surveillance are in place at all data centers
- SSAE 16/SAS 70 compliant
- SOC 1 and SOC 2 compliant

DISASTER RECOVERY

- Failover with four-hour recovery time objective (RTO) and eight-hour recovery point objective (RPO)
- Full 2N+1 redundancy with 96-hour power outage protection

ADMIN AND PROVISIONING

- Once your order is placed, our team commissions and sets up a unique, secure installation just for your company's use. OpenText will handle new user and account provisioning, as well as application administration.

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