The FirstClass Roadmap
June 2010

FirstClass 11.0
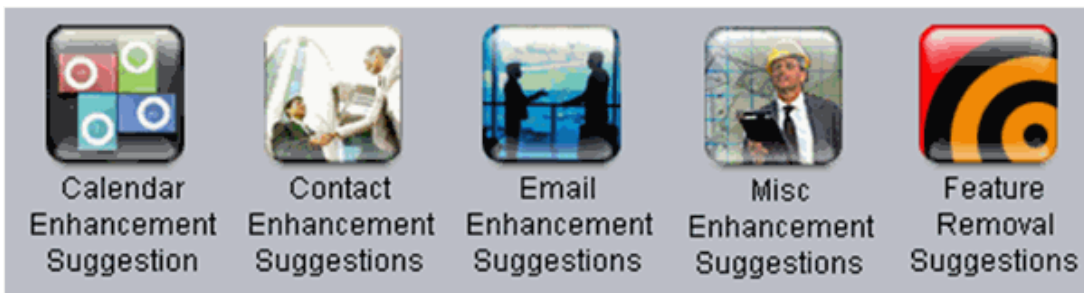Target Release Date: September 2010.

Introduction

Welcome to the latest version of the FirstClass Roadmap. The next version of FirstClass is FirstClass 11.0 and we'd like to introduce our plans for this release.

Our previous Roadmap described our plans for FirstClass 10, which we delivered in October of last year. FirstClass 10 delivered a number of significant enhancements and new capabilities, including Mobility and Indexed Search. In January of this year, we delivered FirstClass 10.1, which included Social Networking functionality using new "Web 2.0" capabilities. FirstClass 11 builds on these three areas, adds functionality to Archive Services, introduces Content Services and addresses quite a number of top concerns identified by our customer base.

We've always maintained close contact with our customer base, and most of the features of FirstClass have been developed in close co-operation with customers. The nature of the 64 bit infrastructure work in FirstClass 10, combined with the large investment in Social Media functionality, however, tipped the balance of content away from customer-defined content in that release. We recognize the need to re-adjust this balance going forward, and the FC 11 content described in this document reflects the first step in that direction.

In late 2009, we engaged our customer base in an exercise to identify the top areas for attention. The feedback we received indicated that Email, Contacts and Calendars were in need of renewed focus. To help structure the Roadmapping exercise, we created Communities for each of those topics on FCOL to allow customers to collaborate around the top five to ten prioritized items in each category. For good measure we added "Miscellaneous" and "Feature Removal Communities. As always, our customers went "above and beyond" and gave us more than ten suggestions in each category! These prioritized lists can be found on the Wiki tabs of the five Communities.

| Calendar Enhancement Suggestion | Contact Enhancement Suggestions | Email Enhancement Suggestions | Misc Enhancement Suggestions | Feature Removal Suggestions |

Given that we have a combined total of more than 90 suggestions in the Wikis, many containing multiple enhancements, we'll only be scratching the surface in FC 11.0. We're fully committed, however, to continuing this process and to delivering more of these items in each subsequent release. To support this process, we'll be creating forums to allow these lists to be refined based on the content of FC 11.0 and on the changing needs of our installed base. In the meantime, we're well on our way with FC 11.0 development. We'll use this Roadmap document as a vehicle to provide updates as we progress, adding details, screen snaps, etc.

A word about the delivery schedule: We understand that the delivery of FirstClass 11.0 in September is not ideal for our Education customers and for this we apologize. As most of you understand, our intention was originally to deliver at the end of May (the timeframe you've told us is ideal), but we were forced to alter our plans as a result of unexpected organization changes and adjusted priorities. Our intention is to bring the delivery schedule back on track next May. We appreciate your understanding of this situation.

Strategic Directions

Each release of FirstClass consists of a mix of new capabilities, enhancements and quality improvements to existing functionality, along with baseline work for future strategic directions. We continue to back the addition of new functionality with an emphasis on strong security, platform choice and low total cost of ownership. Moving forward, we see several areas for strategic investment, as follows:

Social Media. In FirstClass 10 we started to capitalize on new technologies that allow us to deliver a fast and compelling user experience via modern browsers. In a recent Product Comparison by Info-Tech Research Group, our initial Social Media capabilities garnered us a "Champion" rating, along with this assessment:

"Open Text is a joy to use and features clever information management, while staying very affordable."

For FirstClass customers, of course, the functionality is included at no additional charge. We're now seeing FirstClass customers start to capitalize on the immense value of these new capabilities and we're confident that we'll see usage increase dramatically as businesses, government organizations and educational institutions begin to implement "Enterprise 2.0" strategies. Users are just beginning to discover the many ways in which the social workplace can help them accomplish their goals. In FirstClass 11 and beyond, we're adding additional capabilities to ensure that this trend continues and accelerates.

Mobility. Third and fourth generation wireless networks and expanding WiFi coverage, combined with increasingly capable handheld devices are making mobile access to network content a reality. Mobile and distributed workforces are making it a necessity. In FirstClass 11 we'll continue to expand our capabilities in this area with the addition of FirstClass clients for the BlackBerry and the iPad. We're doing some initial work on other platforms and expect to be able to announce additional mobile device support later this year.

Software as a Service (SaaS). Many customers are exploring SaaS deployments of their IT systems as a way of increasing flexibility and reducing costs. We have offered hosted FirstClass services for several years and expect to expand our support of this capability as market demand increases.

As always, we welcome input from our customers regarding current and emerging areas for strategic focus.

Archive Services

Archive Services was introduced in FirstClass 9.0 and has become a critical tool for FirstClass Administrators needing to meet growing legal and policy based compliance requirements. The content of the FirstClass Archive Server is easily accessed by the Librarian, and it is also quick and simple to restore one or more messages directly from the FirstClass Archive Server.

New in FirstClass 11.0:
- A *Legal Hold* capability. This allows customers to place users in a Group that has a different archive retention period. Content that already exists in the Archive, along with new messages, will be adjusted to adhere to this new retention period.
- The ability to create multiple Librarian accounts. Some sites have more than one person who is responsible for managing Archived content. In these cases it is often helpful to have separate accounts for these users.

BlackBerry Client

In FirstClass 10, we introduced the FirstClass Client for the iPhone, with excellent response from customers. We've had many requests for a similar capability for the BlackBerry and FC 11.0 will see us take the first step in that direction. FirstClass users can currently access their Mailboxes using the BlackBerry Internet Service (BIS) provided by their mobile carriers, combined with FirstClass IMAP capabilities. Contacts and Calendars can be synchronized using FirstClass Sync Services with a BlackBerry ActiveSync Client. In FirstClass 11.0, we'll augment this powerful combination by giving users access to the valuable collaborative content stored in their FirstClass Conferences.

In future releases we will extend the capabilities of this Client as guided by customer input, while ensuring that the experience meshes well with the unique and highly successful capabilities and user interface of the BlackBerry itself.

Content Services

Many of our customers have requested the ability to scan messages sent from one FirstClass user to another. Common requirements are scanning for inappropriate content and/or for viruses. With the release of FirstClass 11.0,

sites will be able to add this capability. Content scanning is a large and growing industry in and of itself. We do not intend to compete in this arena and have therefore developed a native FirstClass capability that allows customers to route messages to commercial scanning tools which can then deliver the scanning functionality they require.

- This is the Group-controlled ability to pass internal messages to a third-party scanner prior to delivery and to respond appropriately to a Go/No-Go response from the device. Go=deliver to recipient(s), No-Go=return NDN to sender with indication of cause.
- There will be an additional cost for this module. Pricing will be announced within the next month.

Social Media

The Social Media capabilities of FirstClass 11.0 will build directly on the strengths of those delivered in FirstClass 10.0. We've focused on three activities:

- Completing and enhancing the existing functionality based on feedback from our customer base
- Polishing the innovative, intuitive User Interface
- Enhancing and extending the mobile experience

Messaging

- The addition of a My Messages container to the OTSW User Dashboard
- Provides a one-to-one, threaded messaging capability
- The receiver can be online (for instant message-like communication) or offline
- Addition of a My People status bar

Editor Enhancements

- Replacement of the current editor
- Used in messages, Wikis, Blogs, etc.
- New editor enhances editing capabilities (including the addition of tables) and improves usability
- Improved linking interface for OTSW and web content
- New ability to do version comparisons of Wikis

Enterprise Profile

- Tools to integrate with LDAP directories
- A set of default Profile fields common across most organizations
- Support for organization hierarchy via the User Profile
- Data to represent the formal organization hierarchy (reports, dotted reports)
- Organization Chart browsing capability

Micro-Blogging (Refinement and Productization of The Pulse)

- A User-configurable Status-feed capability, visible from the User Dashboard
- Filter using Everyone/My People/Me
- Quick Filter
- Enables users to add threaded replies to status messages of other users
- System generated events added to Status-feed to allow discovery of new users, new public communities, and new blog entries

Customization Support

- Support to allow Professional Services, Administrators and Users to modify

elements of the OTSW User Interface

- Skins
- Colour scheme
- Backgrounds
- Default Font
- Icon sets
- Branding

Customer-Defined Enhancements

Calendaring

- Improve Sharing:Append calendar name to "Joe Smith's Calendar"
- Redesign Event Form:
  - Less clicking to enter data
  - Move Visibility to main tab
  - Participants and Resources in same view
  - When closing the event form, provide for a confirmation dialog when creating/editing an event: Schedule Event/Save Changes - Save as Draft/Tentative - Cancel
- Flexible Repeat Intervals
  - Provide for more flexible repeat intervals
- Enhance "Add to Calendar" functionality: Calendar events will appear in users' Mailboxes as events, rather than as message attachments. Clicking the Accept button will add to Calendar.
- Enhancements to the look of the calendar: A more up to date look
- New aliases of calendars will appear in your calendar for Punch-Through use, rather than on your desktop

Contacts

- Contact Form clean-up
- Sortable Mail Lists
- Ability to paste multiple names into Mailing Lists
- Provide the ability to include all fields as columns in view
- Provide the ability to highlight text, right click on it and search
- Clean up Navigation Pane customization User Interface and allow for customized positions of items in Navigation Pane
- Suppress User signature when replying from conference
- VCard 3 Import capability
  Remember Column settings (order, width, and selections) in Administration forms
- Improved Get Info form

E-Mail

- Clients handle html inline in the client not via double clicking on an attachment, see Googles method for handling of links in messages.
- "Reply from Conference with Quote", "Reply To conference with Quote" buttons and menu choices
- Enable users to paste a list of email addresses into the To: field of an email
- Manage the amount of space and display of information related to attachments in the envelope/header of an FC email.
- Support longer subject lines and longer attachment names

Miscellaneous

- Rewrite of drag and drop and clipboard code on OSX to remain compliant with Apple guidelines
- IP Address displayed in Session Monitor List.

Feature Removal

- Permanently eliminate cleartext password retrieval. This will be done at the Administrator's discretion by Batch Admin.
- Eliminate the initial Education/Business content, thereby eliminating the need for two installers.
- Eliminate the Linux client, FC10 will be the last Linux client.
- Eliminate FirstClass Personal. Concentrate Server development cycles on Core Server and Archive Server.

Our Commitments to Our Partners and Customers

- Continued commitment to FirstClass: FirstClass, including Social Media functionality are seen by Open Text as areas for investment and growth.
- Improved customer focus: Our Roadmaps and our day-to-day activities will be more focused than ever on customer-directed activities.
- Innovation: Our Engineering team will continue to innovate to deliver solutions to the challenges you tell us are your top priorities.
- Transparency around our status, activities and plans: We'll engage openly and actively to keep you "in the loop".