

# OPENTEXT | FirstClass 12

Powerful, secure and highly scalable collaboration platform that bridges the chasm between in-person and digital communication through rich, online communities

FirstClass connects content with people, brings together expertise and creates the knowledge infrastructure within a fully integrated suite that is cost-effective, flexible and easy to administer.

## The Communication Challenge

Many organizations struggle to effectively collect and share knowledge. Communication is often limited to traditional methods such as telephone, voicemail, email, IM, text messages and meeting rooms. Supporting electronic documents may reside in email attachments, disparate repositories or worse... personal systems. These knowledge assets effectively become stuck in rigid and restrictive information silos. This environment of disconnected knowledge severely limits productivity and provides a greater opportunity for security lapses and privacy breaches.

Often, we not only need bring together internal teams, but other constituents such as customers, partners, suppliers and agencies. These communities are frequently geographically dispersed spanning disparate time zones, cultures, systems, and processes making timely coordination and communication difficult to achieve, and seamless collaboration with all parties impractical.

## FirstClass 12 - Powerful collaboration solutions designed to adapt to your environment

**FirstClass Connect**, **FirstClass Collaborate** and **FirstClass Communicate** deliver the tools organizations need to achieve true, effective collaboration. With FirstClass, knowledge flows together naturally, circulates readily and is easily accessible across the organization, across geographies and amongst organizations. FirstClass empowers individuals and teams to work together towards a common goal, with a shared sense of purpose, driven by new ways to participate.

## Collaborate

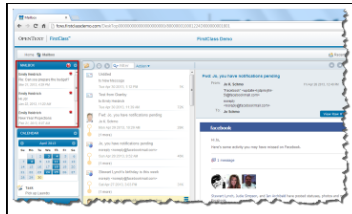
With its powerful and intuitive Web 2.0 interface FirstClass 12 provides a rich, social collaborative experience providing a platform to support your organizational initiatives such as culture and team building, on-boarding and training and internal - external support, all within a secure online environment.



- Organization, group and individual defined communities
- Communities support threaded discussions, subfolders and calendars
- Communities contain wikis and file storage areas
- Support for rich text content, attachments, embedded images and videos
- Drag and drop, and full editing capabilities
- Directory and presence management

## Communicate

FirstClass 12 offers fully functional email, voicemail and calendaring capabilities that enable users to securely communicate within the organization’s online community or to external internet destinations.



- Email and instant messaging
- Calendars and scheduling
- Contact management
- Integrated unified communications (visual voicemail)
- Fax

## Personalize

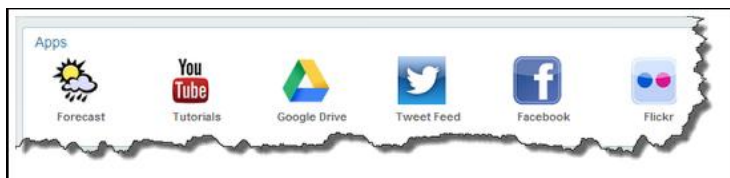
A user-defined dashboard allows the individual to decide what is presented to them allowing the most productive and relevant experience for the user’s individual role.



- Customized Views
- Personal Information Management and Workspace
- Personal Profiles and Blogs
- “My People” list and Status Updates
- “Pin” Frequently Visited Content
- “Follow” User-Defined Topics of Interest
- Chat

## Open for Integration

The FirstClass open API allows integration with HTML 5 based applications providing one, central point for collaboration around an organization’s valuable content.



- OAuth Client support
- Flexible group-membership access

## Anytime – Anywhere Access

FirstClass is easily accessible from any internet-enabled computer or via our FirstClass Mobile applications that are available for the iPhone®, iPad®, BlackBerry® and Android®. Users can take FirstClass with them wherever they go and have all of the power of FirstClass in the palm of their hands - delivering a true “anytime, anywhere” mobile collaboration experience.

## FirstClass Archive Services

As regulatory and institutional authorities come to terms with the importance of electronic messaging in the modern organization, it is becoming increasingly critical to provide reliable long-term storage of historical messages. Open Text FirstClass Archive Services provides comprehensive archiving, retention and searching capabilities for all FirstClass messages.

[www.opentext.com/communication-solutions](http://www.opentext.com/communication-solutions)

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