





Reimagine Information Management with AI for SAP Cloud ERP

A vision for OpenText and SAP customers

Thomas Heepe, Sr. Alliances Marketing Manager
SAP GTM & Center of Excellence (CoE)



AI changes everything



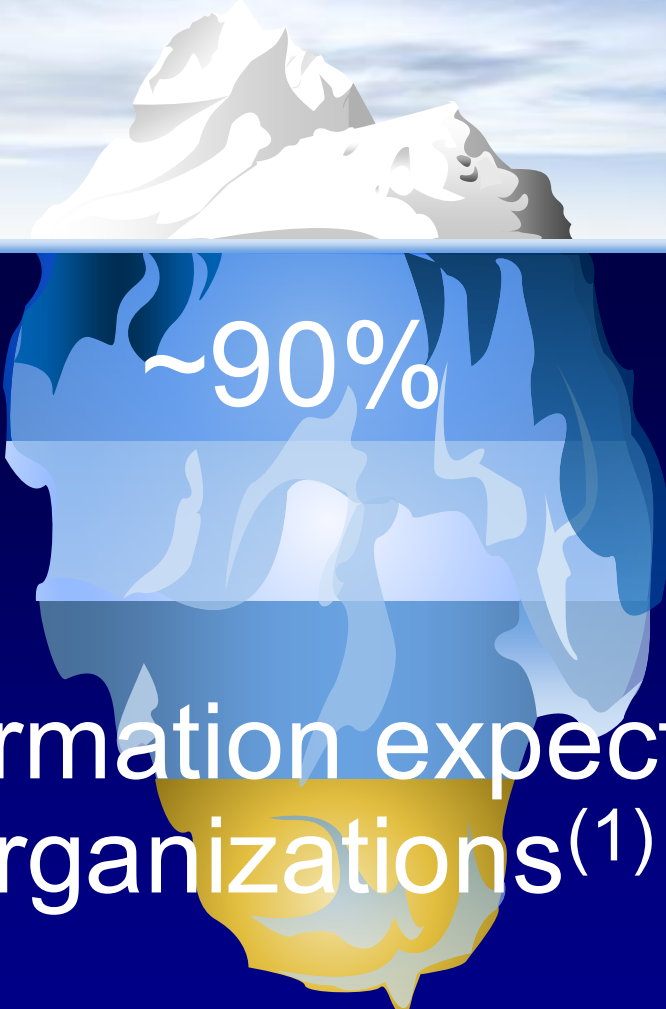
AI changes almost everything



A large iceberg floats in a deep blue ocean under a bright blue sky with scattered white clouds. The visible tip of the iceberg is jagged and white, while the much larger submerged portion is dark blue and textured, illustrating the concept of hidden information.

The Internet

Our customers **information**

An illustration of an iceberg floating in a dark blue ocean under a cloudy sky. The tip of the iceberg is above the water line, while the much larger submerged part is below. The submerged part is labeled with '~90%'.

~90%

of the world's information expected to live **inside**
organizations⁽¹⁾

(1) According to IDC

Public LLMs are trained on open internet >> not enough for **enterprise-grade, regulated insights**



Hyperscalers don't always solve for **data sovereignty, privacy, or industry specificity**



Enterprises want to **own and govern their content** >> compliance, security, competitive advantage



Agentic AI only delivers value when powered by **trusted, proprietary enterprise data**





Strategies

Responsibilities

Financial planning

Partnerships

Processes

Audit trails

Financial data

Communications

Documents



Strategies

Responsibilities

Financial planning

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Audit trails

Financial data

Communications

Documents

SAP Data Products
SAP Business Data Cloud
SAP Cloud ERP

Intelligent insights

Our Vision

**To be the best AI
driven **information
management**
company in the
world.**





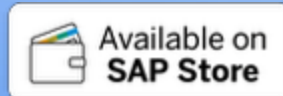
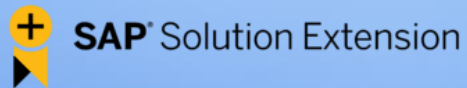
SAP
Pinnacle
Awards
2025
Winner

Trusted by the best.

#1 SAP Partner Solution Extension

#1 Cloud Partner

#1 Content Management Platform



Information management touches our every day

You have likely already benefitted from OpenText today

Getting milk for your coffee

- Dairy Farmers of America – Content Management
- Fonterra – Cybersecurity



Reading news on your cell phone

- Verizon – Observability & Universal Discovery
- Avatel Telecom – Observability and Service Management



Paying a bill for your family

- Bank of America – DevOps & Software Delivery
- Royal Bank of Canada – Business Networks



Seeing a doctor to get medicine

- Quantum Health – Content Management
- Pikeville Medical Center – Content Management



Turning on TV to stream a movie

- Sky Italia – DevOps & Software Delivery
- DirectTV Latin America – Identity Management



Our customers are **finding answers today**

Agility



Reducing time to invoice and expediting payment with intelligent capture

ArcelorMittal



Creating a high-performance, global, digital business ecosystem

Dubai Electricity and Water Authority



Protecting against disruption with intelligent cybersecurity

Jaguar TCS Racing



Fueling rapid insights for better performance with advanced analytics

Lufthansa



Accelerating digital product velocity for customers, partners, and employees

Pick n Pay



Accelerating application time to market while boosting quality with automated test cases

Southern Alberta Internet Child Exploitation Unit



Speeding evidence discovery to close cases faster with automation

University of Washington



Modernizing systems to scale with confidence

Vodafone



Delivering better web and mobile experiences faster

Zurich Airport



Automating IT service fulfillment for faster resolution time









NTSB Briefing with Engine Fire.png

Feel free to ask any questions about the document.
[Or switch back to "DCA21FA085"](#)

Summarize this document, please.

This document is a video file containing a briefing by the National Transportation Safety Board (NTSB) regarding an engine fire incident.

- **Incident:** A Pratt Whitney 4077 engine on an aircraft experienced a fire, resulting in the fracture of two fan blades.
- **Investigation:** NTSB investigators secured the aircraft, recovered debris, and examined the engine and airframe.
- **Damage:** One fan blade fractured at the root, consistent with metal fatigue, and another fractured at mid-span.
- **Location:** The incident occurred in Denver, Colorado, and debris was found in Bloomfield, Connecticut.
- **Speaker:** The speaker in the video is Robert L. Sumwalt.



Summarize this document



Ask me anything about this document...

22

/65

Aviator

DCA21FA085

<otations

Stamps

Takeoff

Search Results

>

Page 21

requiring: • all fan blades in service to... • the new ...

AD 2022-06-09 was released on April 15, 2022 and superseded two existing ADs - 2019-03-01 and Emergency AD 2021-05-51 and required an ultrasonic (UT) inspection requirement to target three critical locations on fan blades. The new UT inspection was in addition to the prior TAI inspection requirements for the entire blade. Additionally, AD 2022-06-09 increased the frequency of inspections by requiring:

- all fan blades in service to be UT inspected before further flight, and TAI inspection before further flight if they are over 1,000 cycles since last TAI,
- the new UT repetitive inspection every 275-cycles for the convex flow path location and every 550-cycle for the convex and concave mid span locations.
- the existing TAI repetitive inspection interval to be shortened from 6,500 cycles to 1,000 cycles.

2.1.9

Review of Previous TAI Inspection Data of Fan Blade S/N CBDUAU9992

The last two TAI inspections of blade S/N CBDUAU9992 occurred in July 2014 and in April 2016.

In response to the February 13, 2018, FBO event involving a Boeing 777-222 with P&W PW4077 engines (NTSB reference DCA18IA092), the TAI digital data of the thermal images captured during the April 2016 TAI inspection were reviewed by P&W in 2018, at which time the reviewers accepted the 2016 interpretations and decisions and recommended the fan blade for continued service.

GROUP CHAIRMAN'S FACTUAL REPORT

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DCA21FA085

In response to this event, the digital data from the past two inspections (July 2014 and in April 2016) of this fan blade were again retrieved and reviewed by P&W in 2021.

The 2021 review and analysis of the July 2014 TAI thermal inspection images revealed no rejectable indications on the blade near the location of fracture origin.

The 2021 review and analysis of the April 2016 TAI thermal inspection images revealed that the software identified two low level indications on the convex side near the center of the airfoil chord in the flow path region that were observed in April 2016 and confirmed in 2018. The inspection document had the questionable indication identified as 'grit/noise' and it was dispositioned as 'accepted'. A review of the NDIP fan blade inspection procedure that was in effect in 2016, required that the fan blade should have either been stripped and re-painted for a second TAI inspection or the ambiguous indication be elevated to a team review for other inspections; however, no documentary evidence was found that either of these occurred. This indication, which was mis-interpreted in 2016 and 2018, was very close to the initiating fatigue fracture of this event.

Additionally, the 2021 review of the 2016 TAI thermal inspection images and data in the mid-span region on the convex and concave cavity geometries revealed that there were five low-level rejectable indications. In 2016, a UT was performed in the identified regions and no rejectable indications, as defined in the NDIP were noted. The 2021 team review did not identify rejectable indications in the mid-span using the UT scan. These indications; however, were not near the primary fracture location of the blade.

2.1.10

Safety Actions for the LPC 1st Stage Blade Inspection Process

As a result, Pratt & Whitney implemented the following changes:

- **Increased inspection intervals:** The inspection intervals for the first stage LPC blades were increased from 6500 to 1000 cycles.
- **Ultrasonic testing (UT) inspections:** UT inspections are now required every 275 cycles for the flowpath area of the fan blade, and every 550 cycles for the concave and convex mid-span locations.
- **Thermal acoustic image (TAI) inspections:** TAI inspections are now required every 1000 cycles.
- **Improved manufacturing processes:** P&W is working to improve its manufacturing processes to reduce the risk of geometric discontinuities and carbon contamination.

These changes are designed to help prevent metal fatigue and ensure the safety of the engines.

References: 1 item

DCA21FA085 PP factual-Rel.pdf

Summarize this workspace

Ask me anything about this workspace...

0/2000000



AI driven Information Management

Search and Summarize



Do and Done



Aviator and Joule

AI driven Information Management

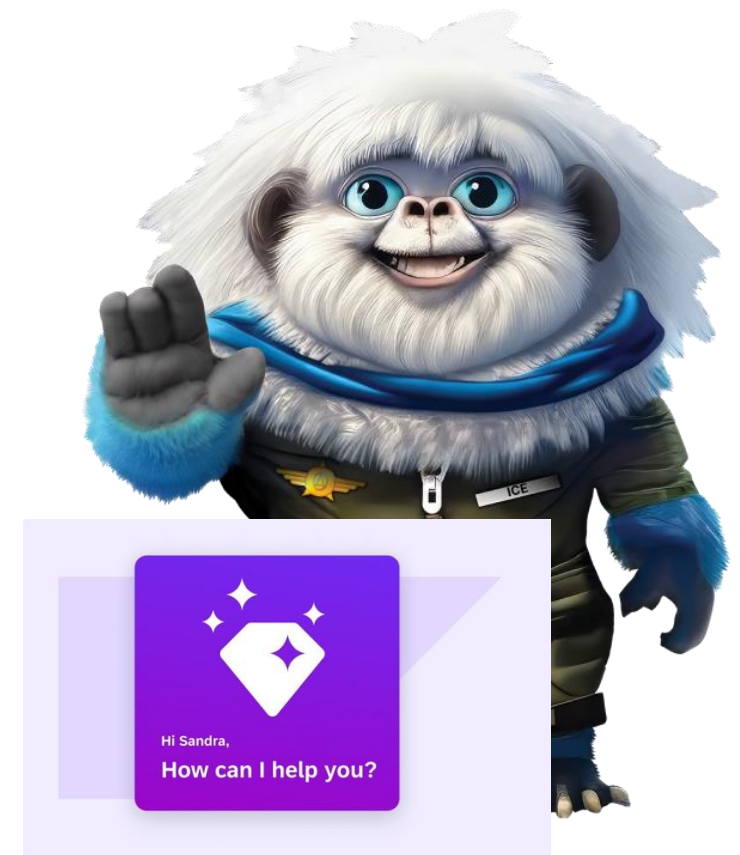
Search and Summarize



Do and Done



Aviator and Joule



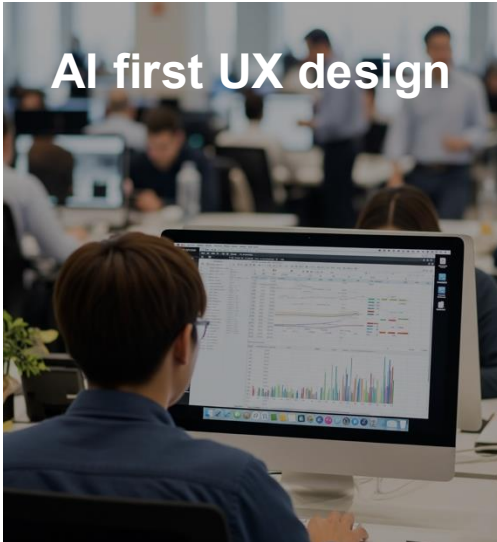
AI-led roadmap in Content Services



Comprehensive AI platform

Aviator Studio: Agentic, GenAI, multi-modal, model-agnostic

AI first UX design



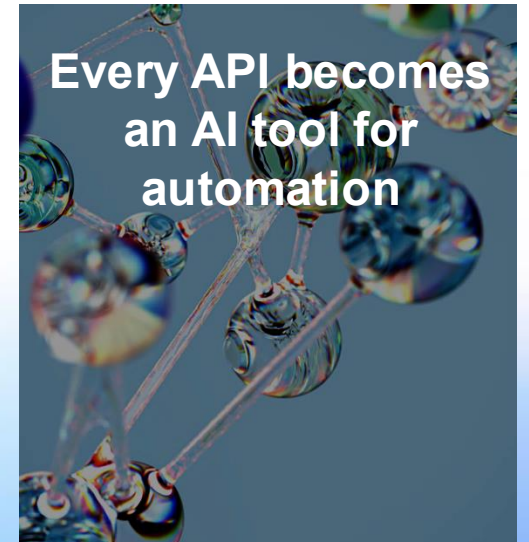
Business Data Models



AI is a persona on equal terms



Every API becomes an AI tool for automation



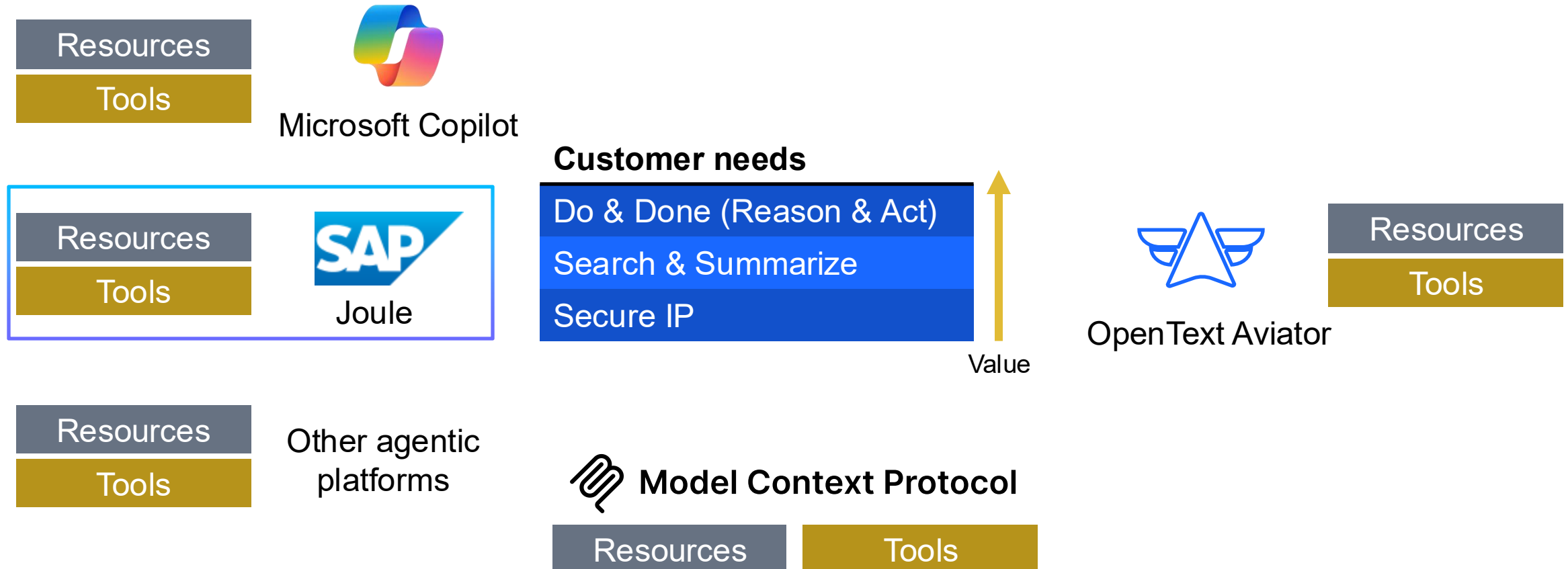
Deployment flexibility

Off-cloud

Private Cloud

SaaS

Coordinated toolchains and multi-agent systems use the open standards A2A and MCP

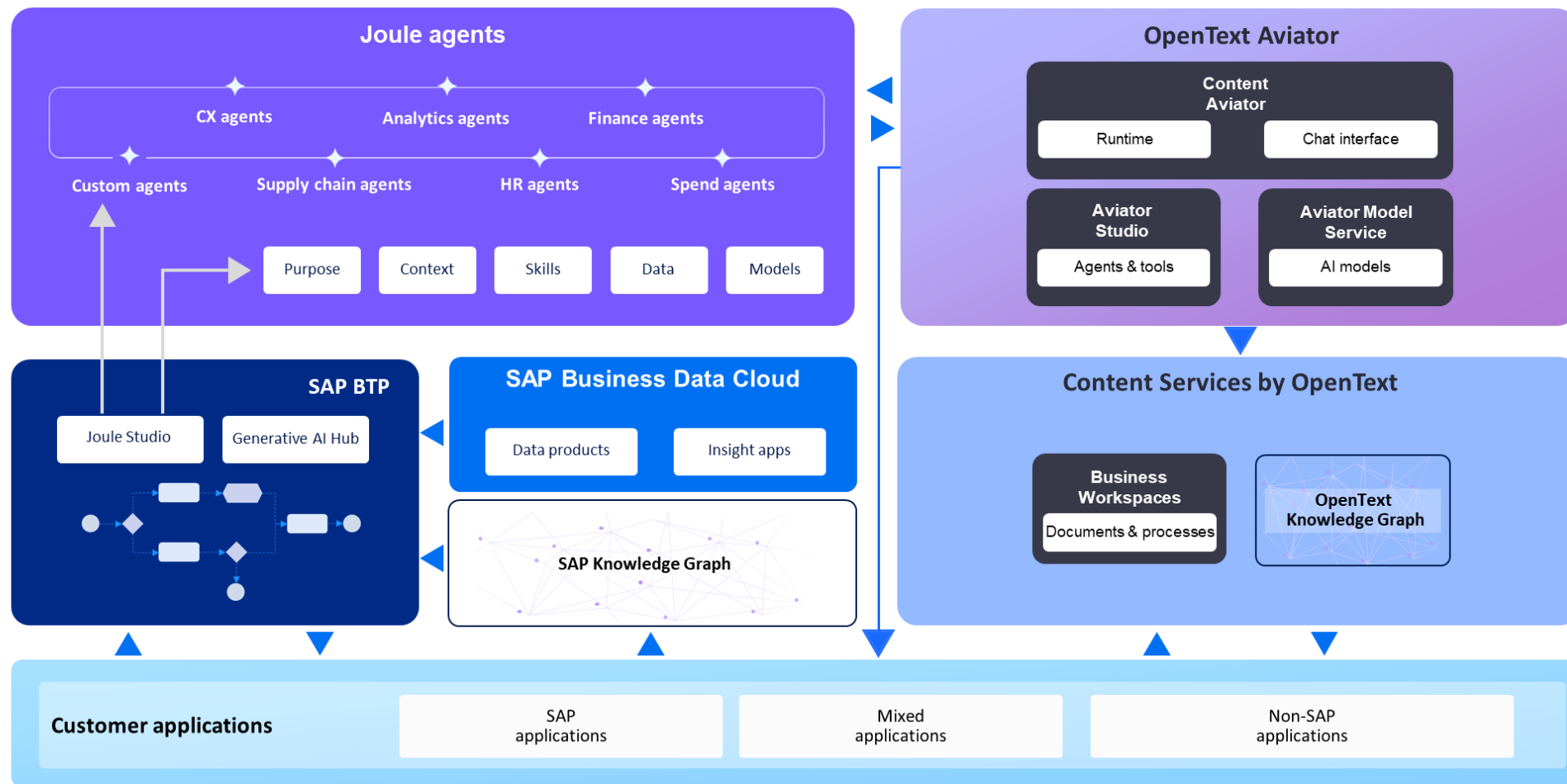


Stronger Together: SAP Joule & OpenText Aviator

Lab preview

Standardized integration enables cross-enterprise AI:

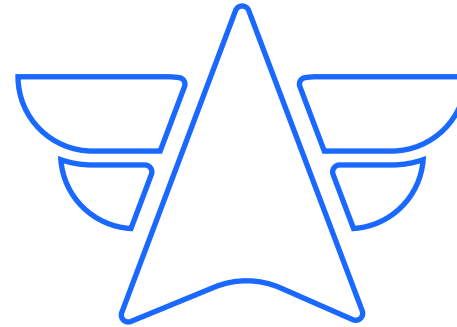
- **A2A**
(Agent to Agent choreography)
- **MCP**
(Model Context Protocol integrates tools & resources)



Content Aviator and SAP Business AI: stronger together

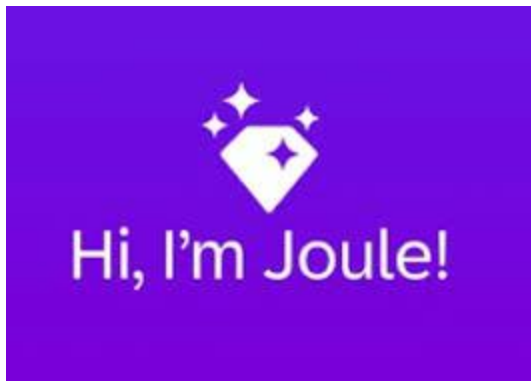
OpenText Content Aviator for SAP Solution Extensions:

- Content Aviator is available on SAP Store as add-on to SAP Solution Extensions by OpenText



SAP Joule and SAP Generative AI Hub*

- SAP Joule grounds responses on content in OpenText repositories. For example, by accessing an electronic employee file, document processing status, or content in business workspaces
- SAP Invoice Management by OpenText provides skills for Joule Agents. For example, users can ask to “Approve my invoices for the marketing collaterals ordered in October 2025” (Preview in 25.4)
- SAP Invoice Management, SAP Document Presentment, and SAP Digital Asset Management use SAP Generative AI Hub services. For example, to improve item matching or to enhance text

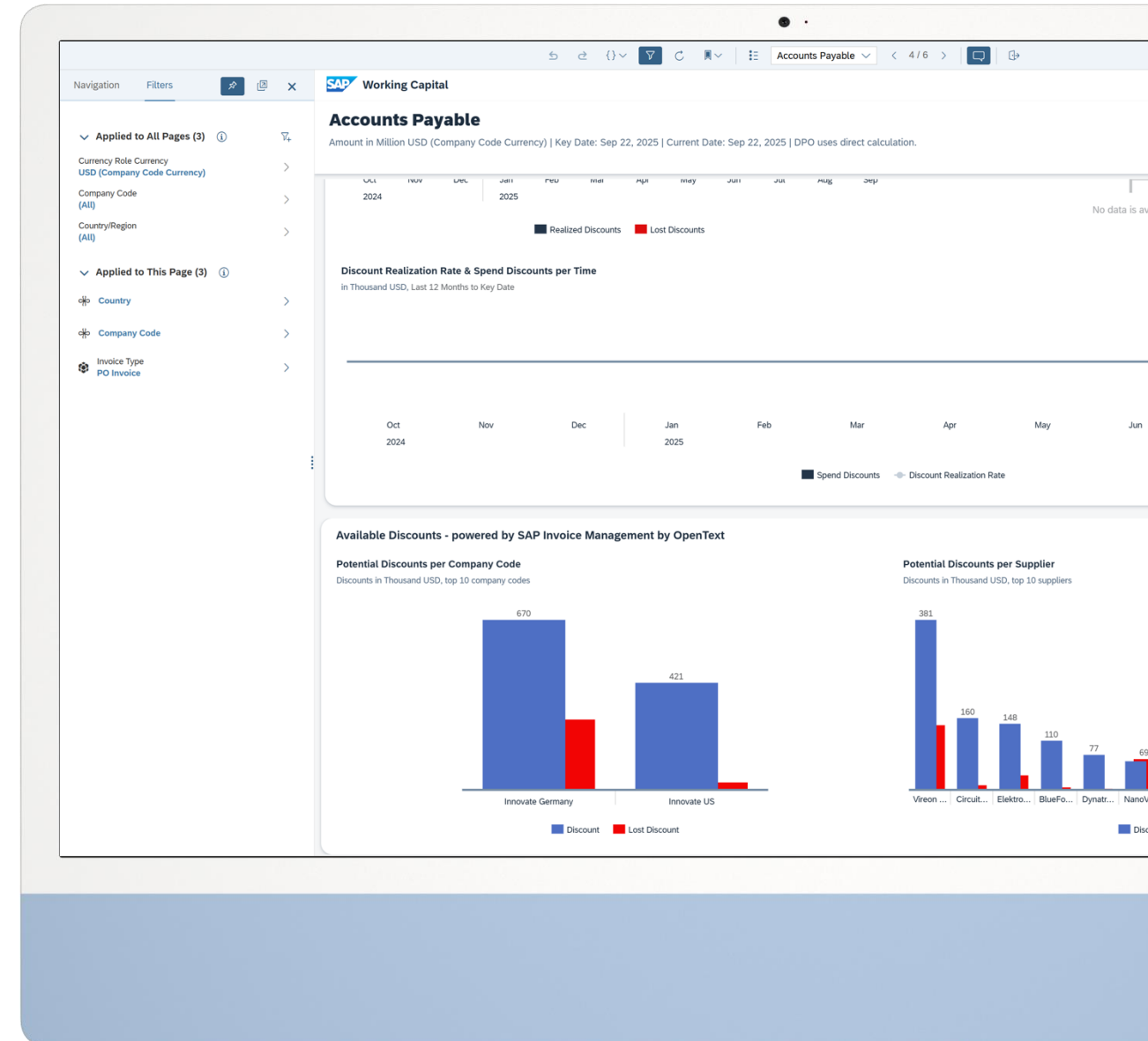


***Disclaimer:** The integration of Content Aviator and SAP Joule is planned for early 2026 (Lab Preview at SAP TechEd booth #301 in November 2025)

Reimagine payables for speed, control, and cash flow

SAP Invoice Management by OpenText provides access to valid invoice details **as soon as the invoices arrive**.

- ❖ Gain **real-time visibility** into liabilities and payment schedules
- ❖ Optimize payment timing to **preserve liquidity** and **capture additional early payment discounts**
- ❖ **Identify risks** for delays and processing bottlenecks



Overview

Amount in Million USD (Company Code Currency) | Cash Conversion Cycle in days | Current Date: Sep 30, 2025 | DSO and DPO use indirect calculation | Net Working Capital (NWC) = AR + Inventory + Cash - AP

Current Month

25.0

- Δ Last Year %

NWC Moving Average

Last 12 Months

20.3

- Δ Last Year %

NVC/TNS

Current Month

—

- Δ Last Year %

NWC/TNS Moving Average

Last 12 Months

—

- Δ Last Year %

Cash Conversion Cycle

Year to Current Month

41

- Δ Last Year

Total Net Sales

Year to Current Month

0.0

- Δ Last Year %

Net Working Capital

Over Time

Year to Current Month



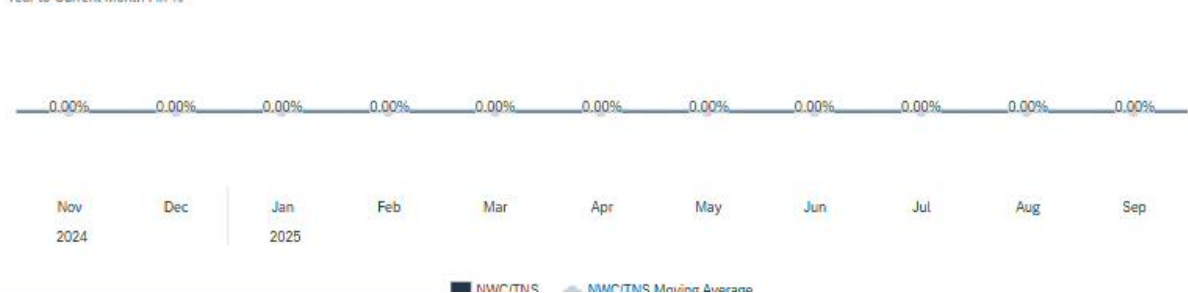
Breakdown

Current Month



Net Working Capital per Total Net Sales over Time

Year to Current Month | in %



Cash Conversion Cycle

Year to Current Month



**Emma Dorn (edorn)** ▾

Administrator, Berlin (1010-0001), Manufacturing (MANU)
Production DE (50140011)
Local time: Tuesday, 05:12:19 PM
Business Phone: [+49 9226 7828330](tel:+49-9226-7828330)
Emma.Dorn@bestrunsap.com

⋮ Actions

📅 As of Today

Me ▾

Employment ▾

Talent Profile ▾

Me**Personal Information****Personal Information**

Effective as of: Jan 16, 2012

First Name	Emma
Last Name	Dorn

Preferred Language German

Addresses and Contact**Contact Information**Business Emma.Dorn@bestrunsap.com ★Business [49 9226 7828330](tel:+49-9226-7828330) ★

Answer provided by
Aviator through grounding
on documents in the
employee workspace

Employment

☰ New Conversation

⋮ MH



Hello Moritz,
How can I guide you?

Talk to me naturally.

Today 4:34 PM

What relocation assistance and mobility allowances does Emma's contract in her workspace provide in general?

General Relocation Package

If Emma is required to relocate for work, Innovate will provide a one-time lump-sum relocation allowance of €10,000 for international moves, or a pro-rata amount for domestic relocations. Up to 90 days of company-paid temporary housing will be provided. A shipment allowance of up to 30 cubic meters for household goods is also included.

Reimbursable Expenses

Innovate will reimburse expenses such as professional mover invoices, temporary housing invoices, and two economy return flights for relocation. Visa and work permit fees will also be

Message Jopie...

Joule uses AI. Verify results.

New solutions released for S/4HANA Public Cloud

SAP

SAP for Me

Search

34

?

Home

Calendar

Reporting

Dashboards

Customer Success

Finance & Legal

Partner Solutions

Partnership

Portfolio & Products

Sales & Marketing

Services & Support

Systems & Provisioning

Users & Contacts

Get Assistance

Feedback

SAP Signavio Process Navigator / Solution Scenario /

Search in SAP Signavio...

☆

Release Summary

Download

Compare

Start Free Trial

Version

Country/Region

Processes

New Processes

Added Processes

Delta

In Deprecation

Process Diagrams

2508

Germany

>>> 636

>>> 16

17

12

12

1491

Solution Processes

Accelerators

Description

Solution Processes

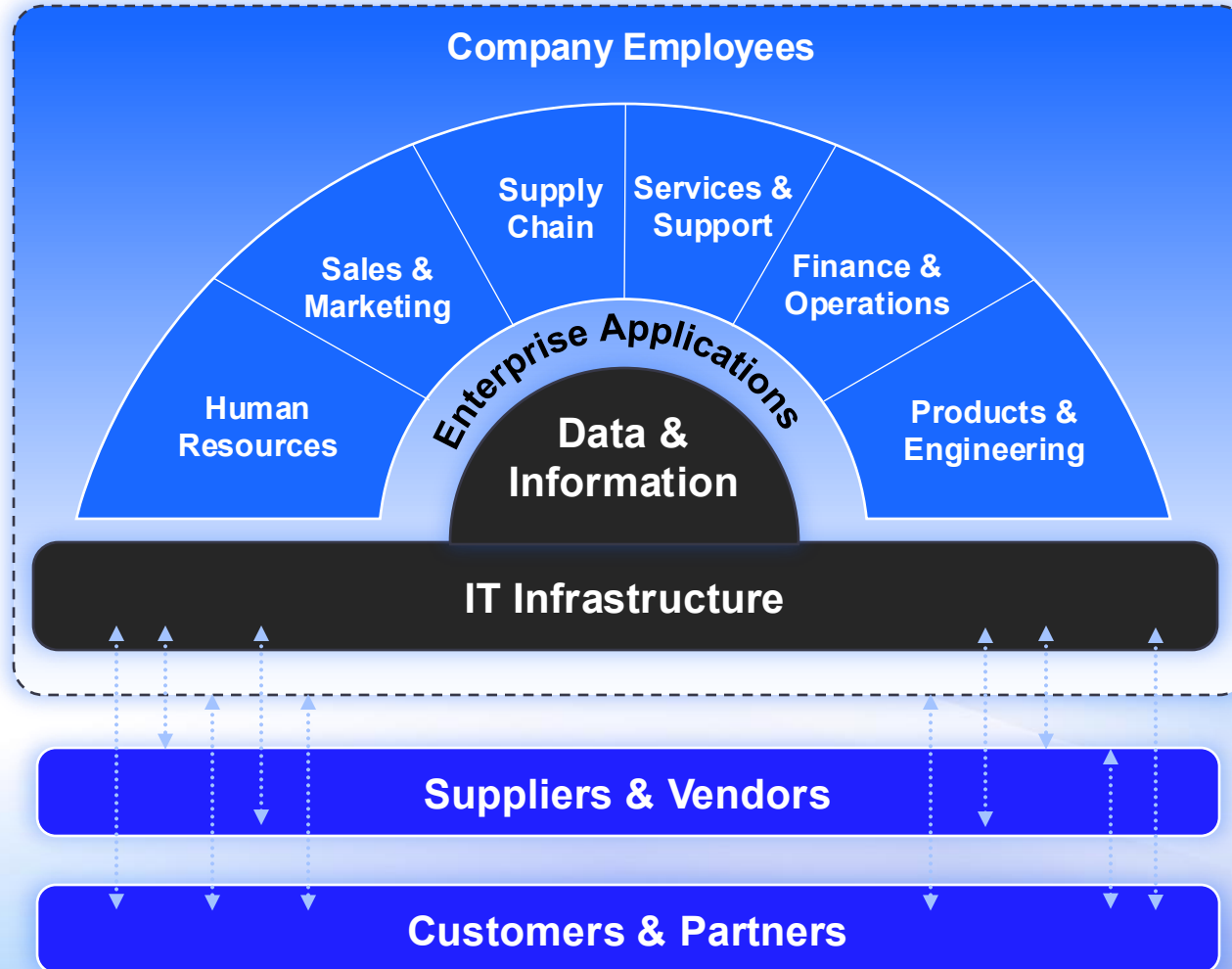
by OpenText

Line Of Business

A-Z Index

Line of Business	Solution Processes	Name	External ID	Additional Information
> Application Platform and Infrastructure	8			
> Asset Management	10	>>> SAP Archiving and Document Access Core by OpenText Integration	7W6	
> Database and Data Management	37	>>> SAP Content Management Core by OpenText Integration (7WC)	N 7WC	
> Finance	299			
> Human Resources	7			
> IT Management	2			
> Manufacturing	142			
> R&D/Engineering	34			
> Sales	89			

OpenText supports all functions of an enterprise



Powered by OpenText

Human Resources

- Content Management for Talent Management
- Employee Experience – HR Help Desk Automation
- Data Backup & Recovery

Sales & Marketing

- Content for CRM & ERP
- Digital Experience – Journeys, Communications, Messaging
- Data Privacy and Encryption

Supply Chain

- B2B Trade Exchange
- Vendor Invoice Management
- Data Security and Identity Access Management

Services & Support

- Corporate Help Desk – IT, HR, Support, Operations
- Observability & Universal Discovery (Asset Mgmt.)
- Threat Intelligence / Threat Detection and Response

Finance & Operations

- Content Management for ERP
- Information Archiving and Information Governance
- Cybersecurity and enterprise risk management

Products & Engineering

- Software lifecycle management & testing
- Application security

Unification through information, through service management, through process & AI, and through security

OpenText next-generation business solutions

Business AI

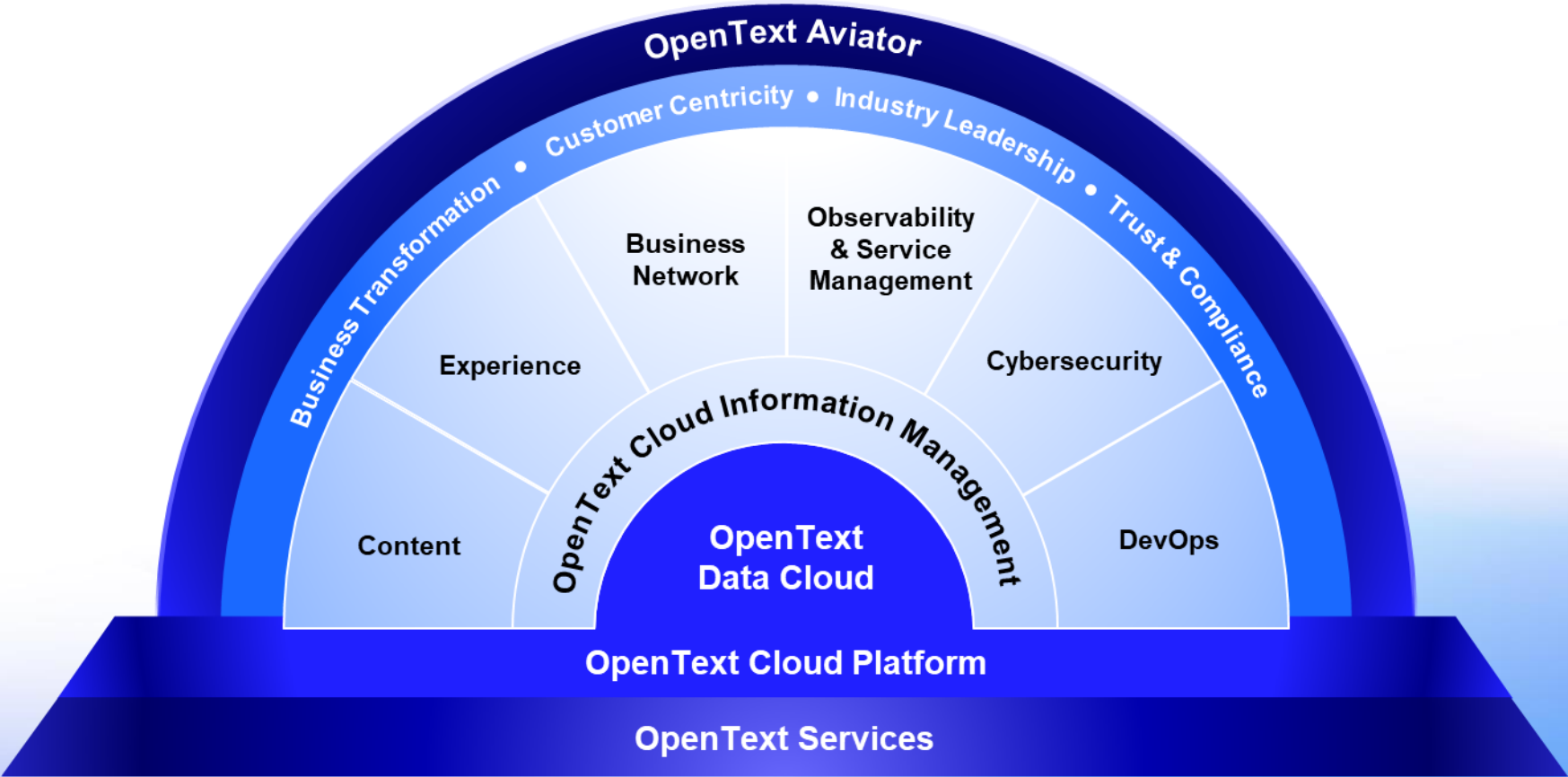
For the digital
knowledge worker

Business Clouds

For the human
knowledge worker

Business Technology

For all knowledge workers

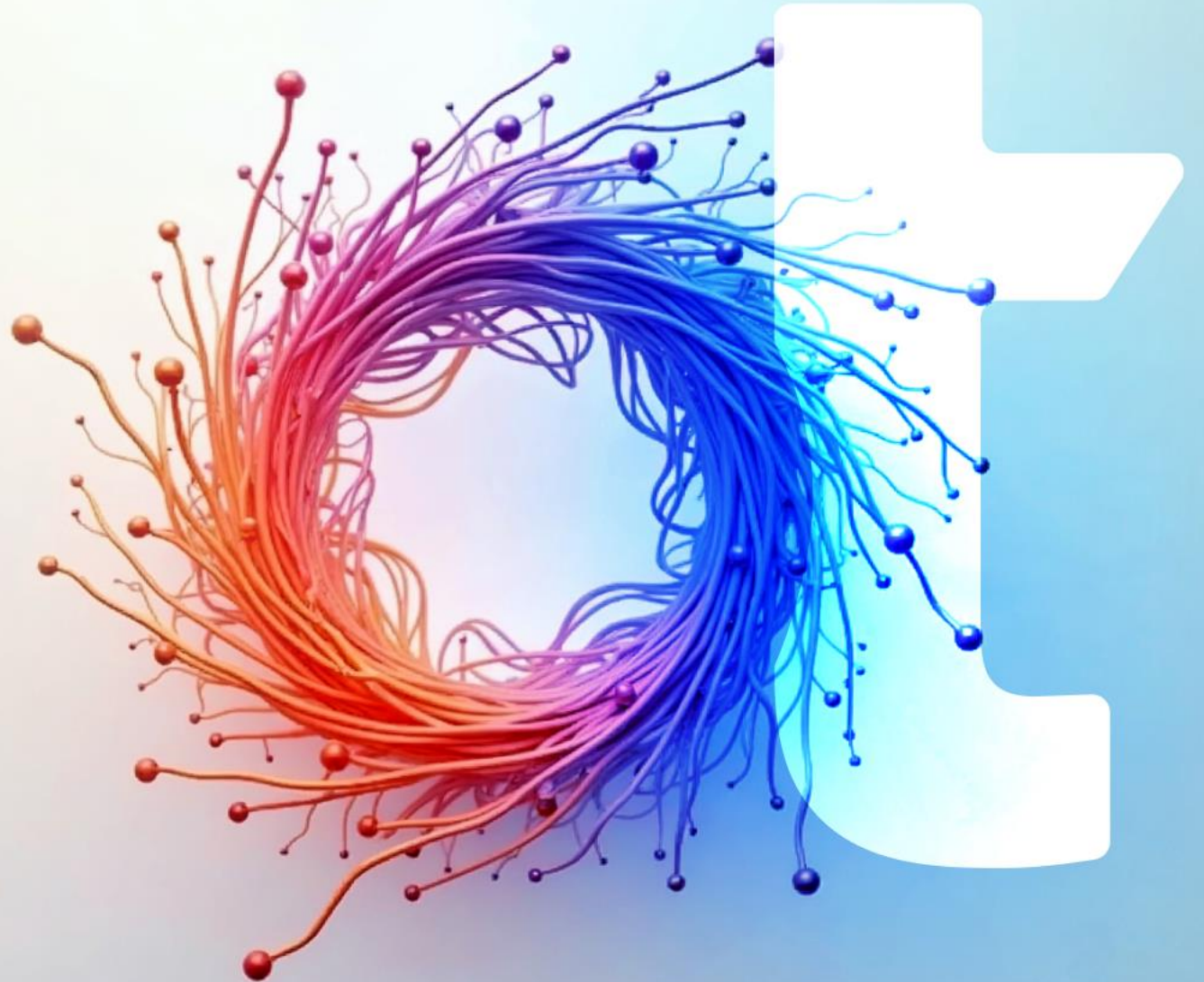


Intelligent | Secure | Multi-Cloud | Powered by AI

Our Innovation Agenda

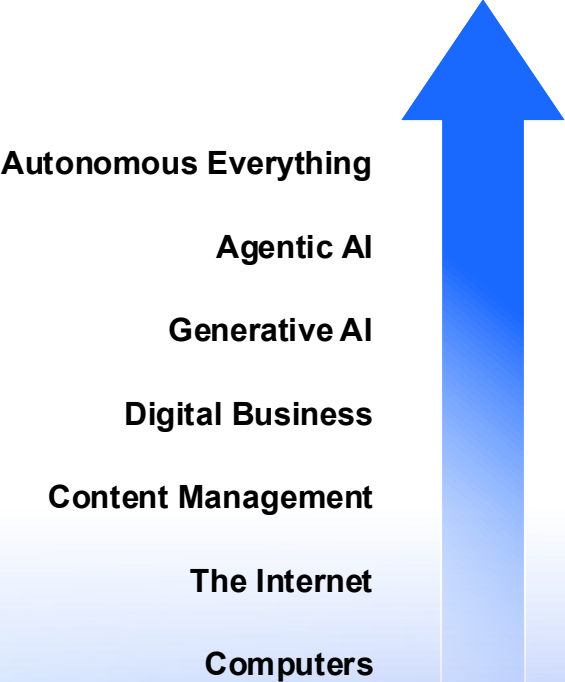
Secure information management for the digital workforce.

Turn information into automated action through digital knowledge workers.



The AI data wave has just begun

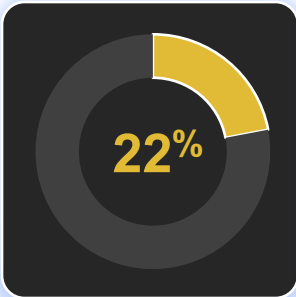
Convergence of technology waves



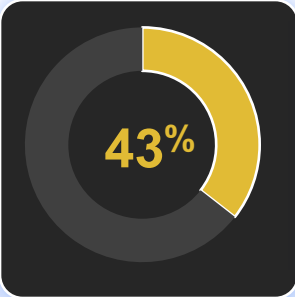
New paradigms for innovations, disruptions, and how we work

By 2028, 95% of organizations will have integrated generative AI into daily operations, up from 15% in 2025.

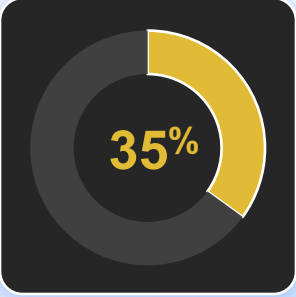
- Gartner



Bring Your Own AI

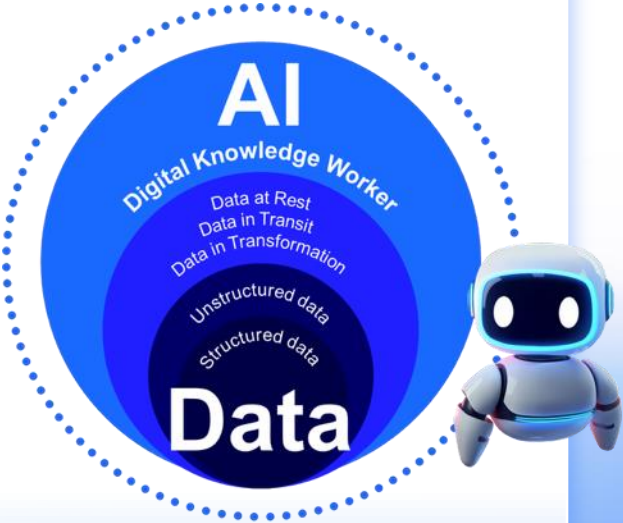


Embedded AI in SW



Built and blended AI

Opportunity for a limitless digital workforce



Growing need for secure and connected information management to fuel AI

Imagine a world where...

You can have a conversation with your data

AI chat to secure request, retrieve, and action
AI agents as co-workers to get work done
Information summarized and surfaced as you
need it



Secure information management for the digital workforce

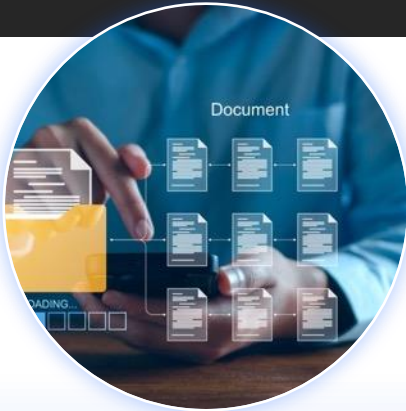
Turn information
into automated
action through
digital knowledge
workers



Get ready for **new paradigms** of work

Before

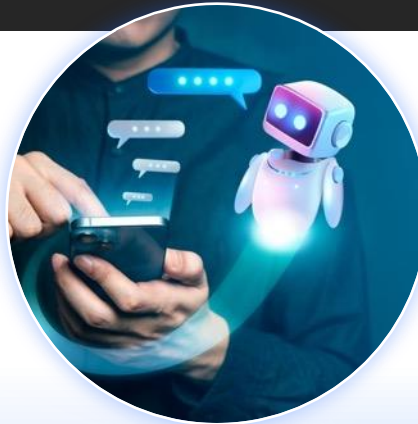
Records stored and retrieved for knowledge as required



Limited data integration across apps

Accelerating Today

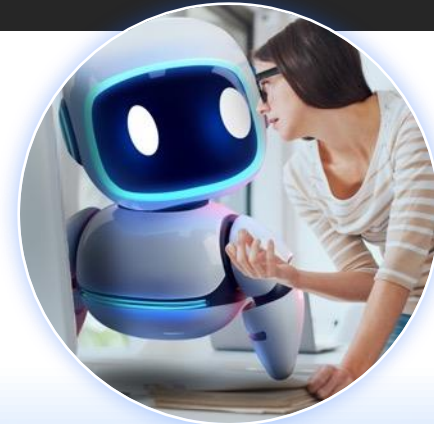
Conversations with your data via digital knowledge workers



Search and summarize across all information

Imagine the Future

Digital knowledge workers alongside digital workers



Do and Done – how we work changes completely

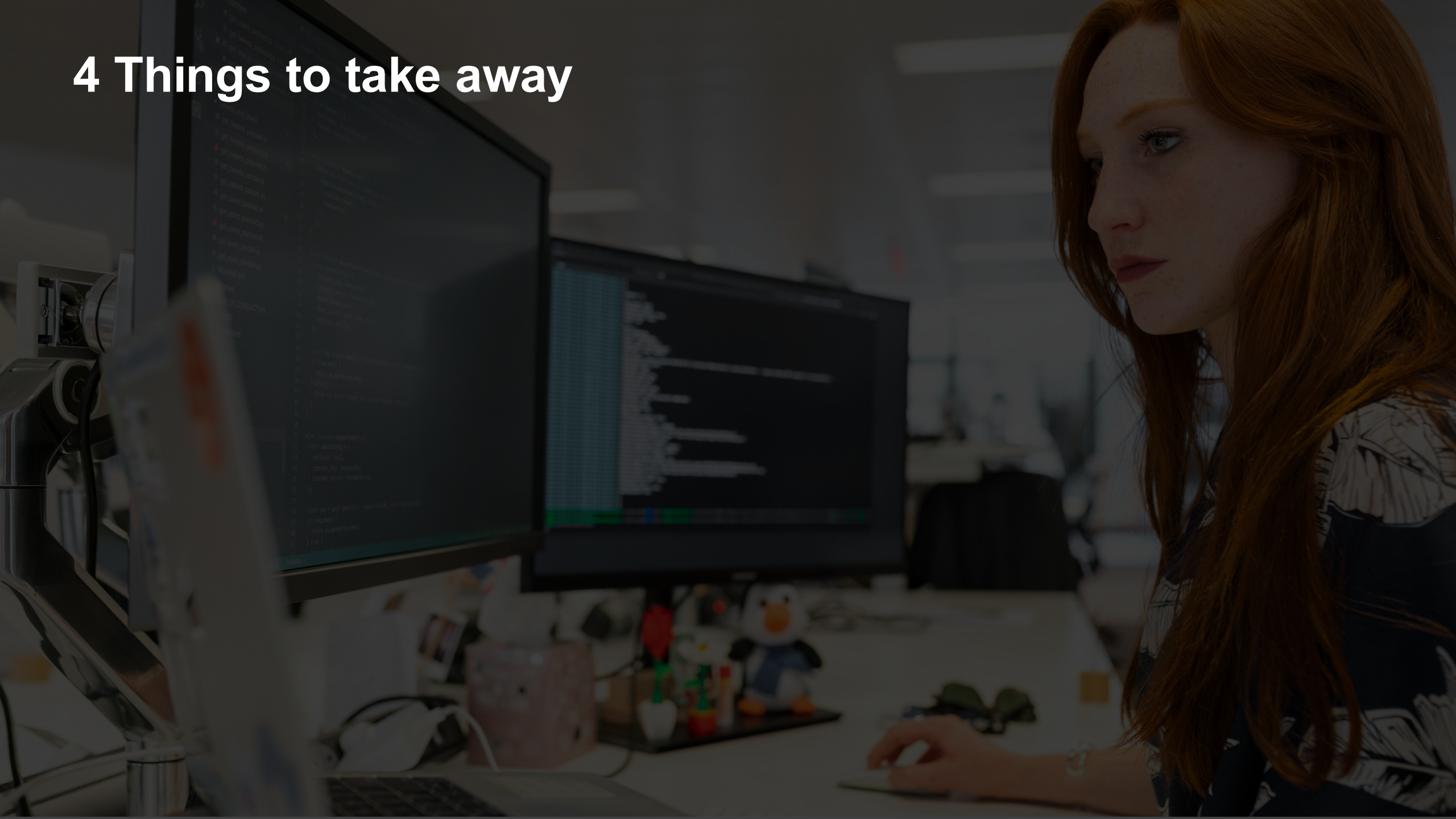
Our Purpose

Bring out the best in every organization by empowering individuals to see information in new ways.

Visit us at our booth!



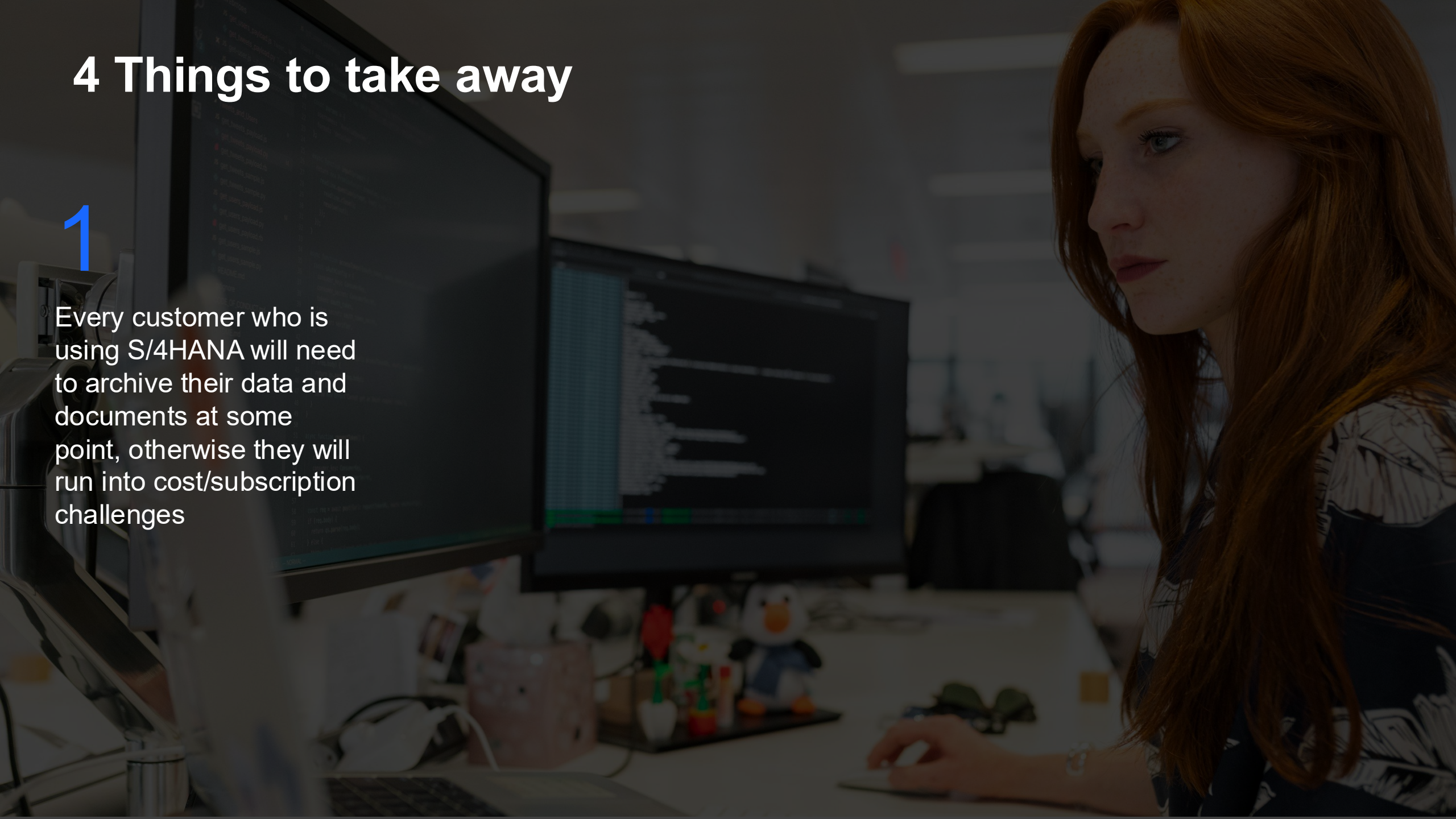
4 Things to take away



4 Things to take away

1

Every customer who is using S/4HANA will need to archive their data and documents at some point, otherwise they will run into cost/subscription challenges



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Archiving and Document Access Core is the SAP Solution for archiving data and documents in the cloud.

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Customers want to purchase one contract, with one set of SLAs, and one support avenue.

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Customers want to purchase one contract, with one set of SLAs, and one support avenue.

All our solutions are SAP Solutions, premium qualified and aligned to SAP standards such as clean core.

AI changes everything





Time for your questions

Ask anything!



Welcome, Naomi Carr

Aviator Search - Reimagine your information

Ask anything





Welcome, Naomi Carr

Aviator Search - Reimagine your information

Ask anything



Thank you!

See you at our booth or at the dinner tonight !!! 🎉

We very much look forward to meeting you !!! 😊



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