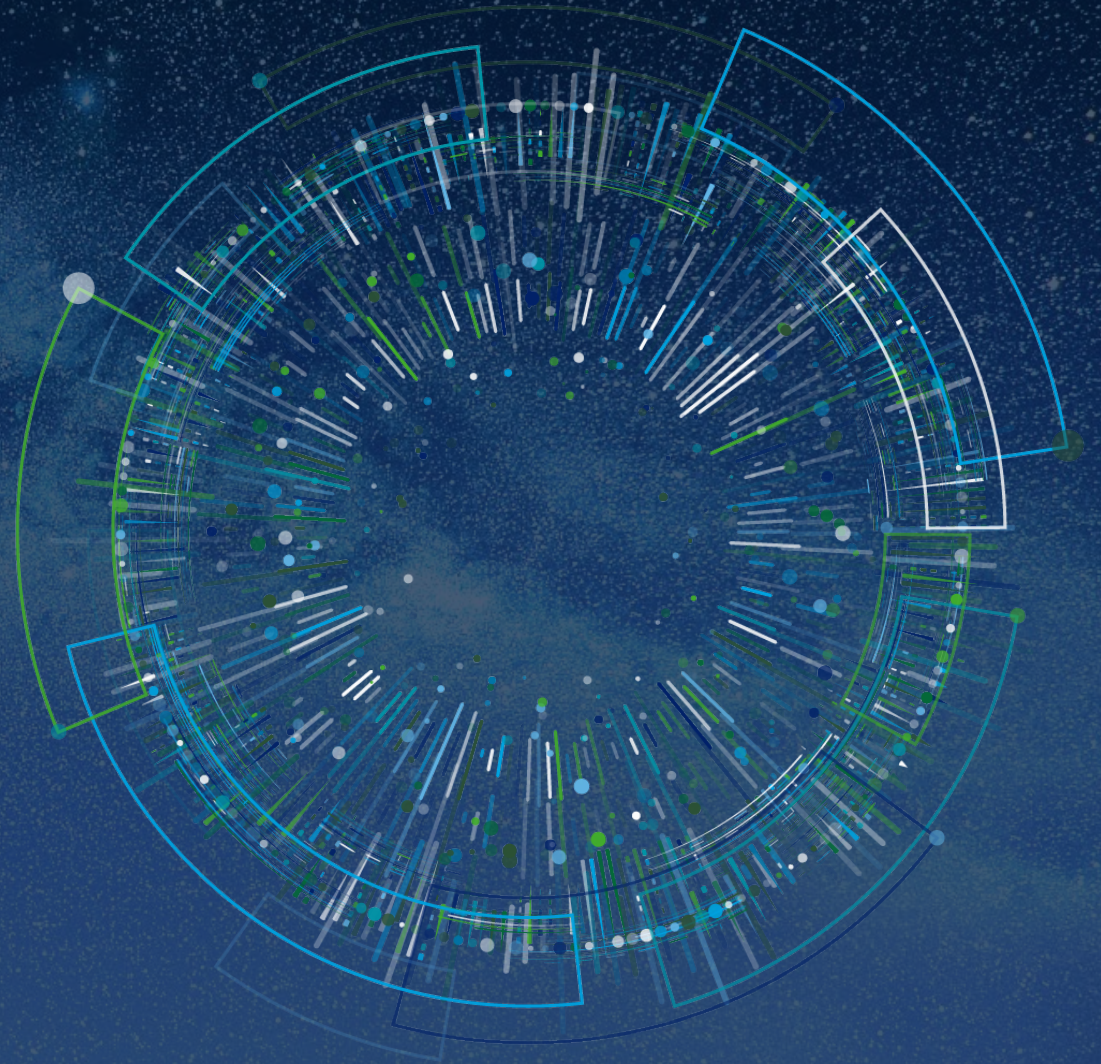


Deloitte.

opentext™

**Offering innovative
information solutions
that embrace a new
digital era**



The future starts right now

The digital game hasn't just changed...

It's constantly evolving every day, hour, and minute. That means if companies aren't trying to better understand their users, they're getting lapped—and fast. It's time to re-imagine how you engage your customers. And to make this meaningful shift, you'll need to consider your customers, enterprise and business partners.



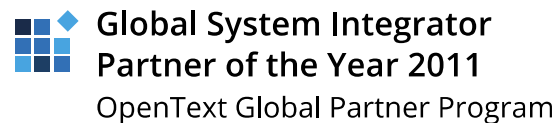
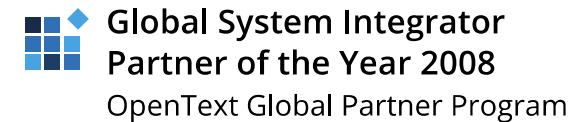
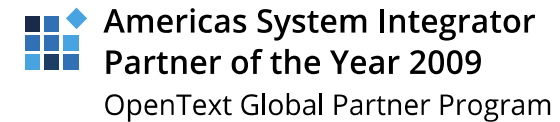
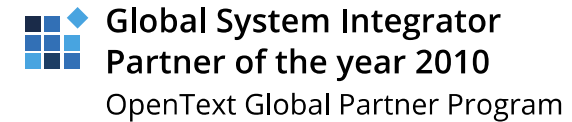


From shaping better customer conversations to enhancing employee and partner experiences, **Deloitte** and **OpenText** help organizations realize the goal of digital transformation. We believe the key to success in this area is all about better listening through analytics, improved process and more relevant content.

By honing in on these specific areas, we're able to deliver better overall experiences.



We have built a business alliance designed to provide impactful solutions for our clients. Deloitte combines **OpenText Suite 16** and **OpenText Cloud 16** with our solutions and offerings. We then walk together every step of the journey to ensure successful implementation.



Solutions for any industry

To design the Deloitte industry solutions enabled by OpenText technologies, our team set out to address the top industry challenges impacting each sector.

Our approach centers around creating a new customer conversation through ongoing and embedded analytics. We zero in on customer needs by focusing on relevant content – listening, predicting, and delivering. And to help employees and partners meet the millennial challenge, we've developed a relevant and impactful back-office experience.



Banking and insurance



Oil and gas



Pharma and bio tech



Retail and consumer products



Manufacturing



State and local government



Media and Entertainment



Utilities



Deloitte solutions enabled by OpenText technologies

Our industry solutions streamline business processes and enhance them with digital assets. By challenging the shortcomings of traditional methods, Deloitte Digital's solutions enabled by OpenText technologies employ exciting new capabilities and functionality.



Deloitte Omnichannel Customer Engagement Solution

Consolidate all channels, platforms, and customer data repositories into a unified view of the customer that can help build strong customer relationships with deep loyalty.



Deloitte Asset Information Management Solution

Bring a systematic approach to help streamline the management of content and incorporate leading practices and governance processes to enhance efficiency and remedy common sources of risk.



Deloitte Content Management Solution for Oil and Gas Companies

Address the content management needs of both down-stream, mid-stream and up-stream Oil & Gas companies related to asset management and engineering processes.

Deloitte solutions enabled by OpenText technologies



Deloitte Content Management Solution for Utilities

Improve efficiency and gain greater control with a scalable, digital platform. Capture and organize content, ERP data, and multi-media through real-time processes, and make relevant, role-based information available to users.



Deloitte Grants Management Solution

Manage grants programs more efficiently and drive greater impact from your grant investments.



Deloitte Food Quality and Safety Solution

Address regulatory compliance, reduce risk, and increase business efficiency by implementing leading content practices related to food quality and safety.



Deloitte Consulting's High Tech Preconfigured Solution (DCHiPS)

Implement leading practices in the high-tech industry for sales order processing, employee file management, and invoice management. Product and development IP is also consolidated and managed as digital assets.



Deloitte Finance Transformation Accelerator

Streamline finance business processes in key areas such as working capital management, closing, and financial reporting, and enhance the business processes with digital assets.

Our industry accolades



Deloitte named a worldwide leader in Business Consulting Services based on capability and strategy by IDC

Source: IDC MarketScape: Worldwide Business Consulting Services 2015 Vendor Assessment by Cushing Anderson, February 2015, IDC #254320



Deloitte ranked #1 globally in Consulting based on revenue and market share by Kennedy and Gartner

Source: Kennedy Consulting Research & Advisory; Global Consulting Market index Source: Kennedy Consulting Research & Advisory estimates @ 2014 Kennedy Information, LLC. Reproduced under license



Deloitte named the global leader in Mobility IT Strategy Consulting based on capabilities Kennedy

Source: Kennedy Consulting Research & Advisory; IT Strategy Consulting Mobile Technologies; Kennedy Consulting Research & Advisory estimates @ 2013 Kennedy Information, LLC Reproduced under license



Deloitte named a challenger in Global Digital Marketing Agency Services based on capabilities by Gartner

Source: Gartner, Magic Quadrant for CRM Service Providers @ 2013 Patrick J. Sullivan, Ed Thompson, 18 September, 2013



Deloitte named a global leader in Digital Strategy Consulting based on capabilities by Kennedy

Source: Kennedy Consulting Research & Advisory; Digital Strategy Consulting; Kennedy Consulting Research & Advisory estimate @ 2013 Kennedy Information, LLC. Reproduced under license



Deloitte named a global leader in CRM and Customer Experience Services based on completeness of vision and ability to execute by Gartner

Source: Gartner, Magic Quadrant for CRM and Customer Experience Implementation Services, Worldwide, Patrick J. Sullivan, Ed Thompson, 22 December, 2015

Digital engagement

Whether you're talking about customers, employees, or partners, expectations in today's world are evolving at a staggering clip. With more information and user-friendly experiences at their disposal than ever before, users no longer settle for average. These discerning groups expect conversations, journeys, and experiences that provide personalized value and relevancy. This is the new digital normal.

Digital transformation that extends beyond the customer conversation



Content that is relevant



Cloud decisions on-or off-premise/dedicated or not



Internet of Things (IoT)



Core process/system renaissance: knowing when to leverage existing investments



Experiences including conversations, journeys, and process



Social channels, web, and mobile



Analytics around experiences, content and data



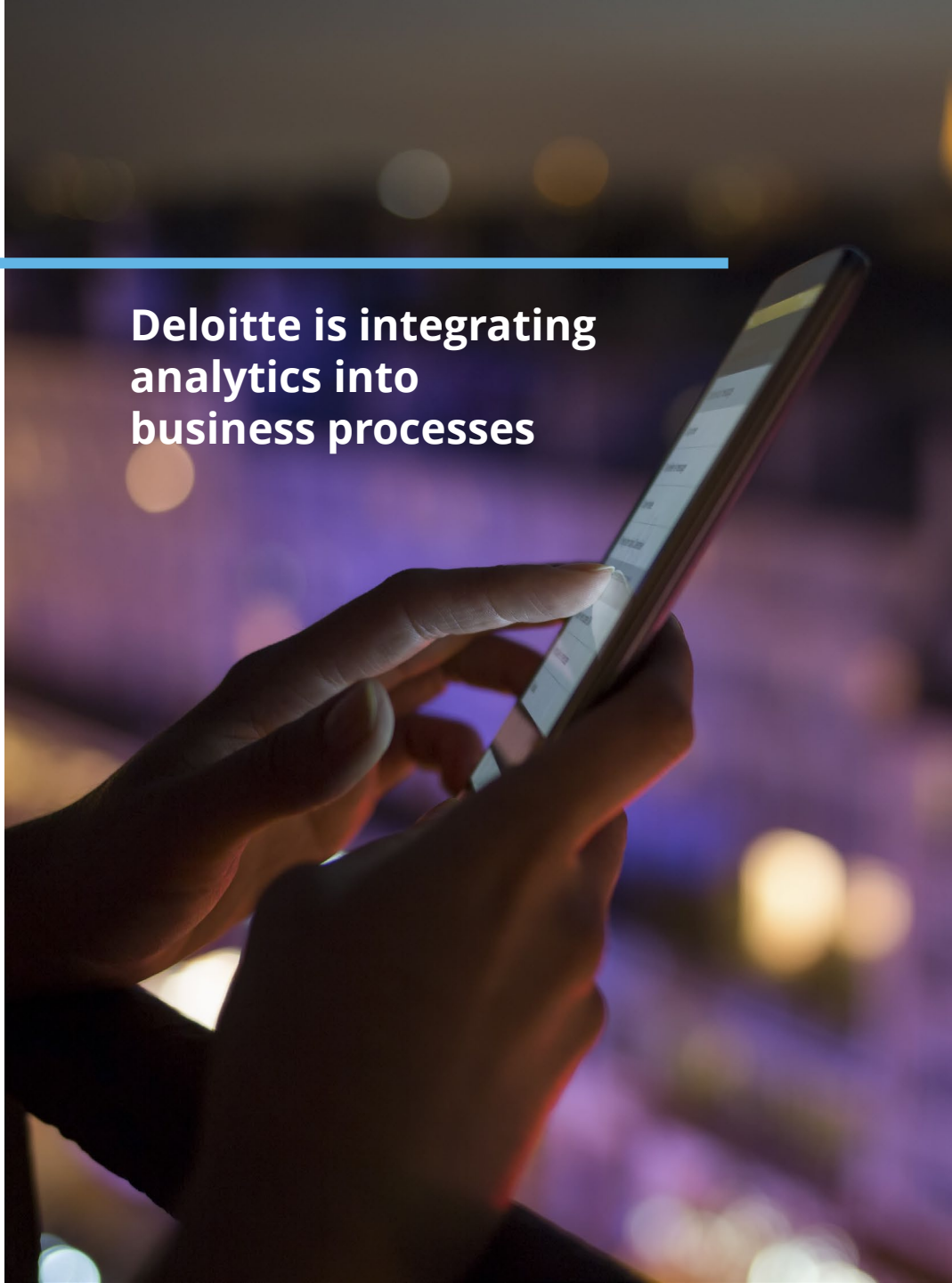
Reducing risk via cyber security

Revolutionary thinking

It's no longer enough to simply build and operate an information platform such as Enterprise Resource Planning (ERP). And it's definitely not enough to just build and operate the analytics around it.

We're providing analysis in a real-time loop that translates into one relevant, needle-moving conversation.

This revolutionary thinking was originally a digital marketing focus aimed at the customer. But ultimately, the back-end and internal systems are demanding this change, too. Our dynamic solution is nimble enough to provide solutions for your customers, employees and partners, or simply one at a time.

A photograph showing a person's hands holding a smartphone. The phone's screen displays a data visualization, possibly a bar chart or a list of metrics. The background is a blurred city night scene with warm, out-of-focus lights, suggesting an urban environment.

**Deloitte is integrating
analytics into
business processes**

Digital transformation

Forward-thinking C-suite executives must be better aligned with the direction and objectives of the rest of the organization. Siloed activities with an obstructed view of the enterprise are a thing of the past.

To really understand your business, it's vital to refresh the customer conversation using better:



LISTENING



PREDICTING



TALKING

But it's also crucial to have a back-end enterprise that supports the mission with the tools to get the job done. Deloitte approaches digital transformation from two fronts:

1 The Customer Conversation

2 The Customer Conversation

We've found that this method yields some **major results**.

Get in touch



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