



Content Manager for local government

Regain control of all your content and mitigate risks

Content Manager helps you effectively collaborate on all types of documents.

Information is a vital resource for public organisations. Making it accessible to employees and stakeholders is crucial for making informed decisions. The ability to accomplish this has become increasingly difficult, as growing volumes of content and diverse formats make the information landscape more difficult to navigate and understand. There is also added pressure to manage information in line with growing regulatory requirements.

We have partnered with OpenText to integrate Content Manager with Civica Authority Altitude, which allows extensive capability for Content Manager to seamlessly manage documents through Authority Altitude.

What is Content Manager?

Content Manager is a governance-based enterprise content management system designed to help government agencies, regulated industries and global organisations manage their business content from creation to disposal.

Content Manager provides complete information lifecycle management for organisation across the globe. Built on more than 30 years of information management expertise, Content Manager

is a comprehensive, Authority integrated solution that enables you to effectively manage and collaborate on documents and records, email, Web content, images, video, and workflows to achieve your objectives.

Why choose us?



Control your data privacy



Bring your information to life and unlock its full value



Simplify information capture, classifications, and management



Improve efficiency and enterprise performance



Simplify deployment



Meet the demands of Global Regulation, Risk Mitigation, and Corporate Accountability



Secure retention and disposal



Deeply integrated with Civica Authority



Content Manager helps you to easily:

- 1 Improve security of access, communication, and content storage
- 2 Automatically declare and classify content
- 3 Enable greater corporate accountability
- 4 Improve the productivity of mobile workers with geo-spatial tagging
- 5 Manage corporate and legal filing structures in unison for enterprise scalability
- 6 Accelerate user adoption and productivity
- 7 Save time onboarding users with 'instant on' access
- 8 Optimise storage to improve scalability and responsiveness
- 9 Expand information security for improved accessibility

Key features



Improve access and productivity with seamless desktop integration



Enable compliance with global standards and best practices



Control and connect all corporate applications



GPS location can be used to link or find content associated with single or multiple geo-points which will be particularly useful for mobile work



Automatically synchronize retention policy with changing legal mandates



Deliver intuitive web access across a range of devices, anytime

87%

of customers agree that Content Manager is considered a vital business application within organisations that help capture, manage, access, and secure business documents and records from creation to disposal.

93%

of governance professionals experienced compliance challenges related to information governance.

**Compliance Week,
The Cost of Information Non-Compliance
HPE**

Over

1.8M

end users (OpenText)

Authority Altitude – Content Manager Integration

Proactively capture and organise documents in a single environment.

- Content Manager does all the filing for you
- Access and manage all documents in both Content Manager and Authority
- Security established in Content Manager for sensitive documents is passed to Authority
- Manage content throughout its lifecycle in full compliance with statutory records management requirements

Improve productivity, decision-making and customer service.

- Capture documents submitted via the community portal

For example, customer requests, animal registrations, property certificate applications, planning & building applications, name & address change, request to link council records to account

- Capture and retrieve documents within Authority (Entry/Enquiry/Maintenance)

Assets	Infrastructure Asset, Fixed Asset, Inspection, Defect, Work Order
Customer	Name & Address*, Customer request
Finance	Building & Planning Application, Registers
Development	Accounts Receivable, Accounts Payable, Requisition, Purchase Orders*, Invoice, General Ledger, Contracts, Inventory, Loans, Plant, Purchase Cards Reconciliation**, Trust
People	Payroll, Timesheet Leave**, Online Leave, Positions, Personnel, Skills, Training, Recruitment, Salary Reviews, Staff Reviews, Performance & Personal Development, Issue Management, Workers Compensation
Land	Property, Certificates, Cemetery
Regulatory	Animals, Infringements
Revenue	Debt Recovery, Rates, Utility Billing

* Enquiry / Maintenance only; ** Entry only



How it works?



Generate documents or upload attachments through any Authority enquiry / maintenance program

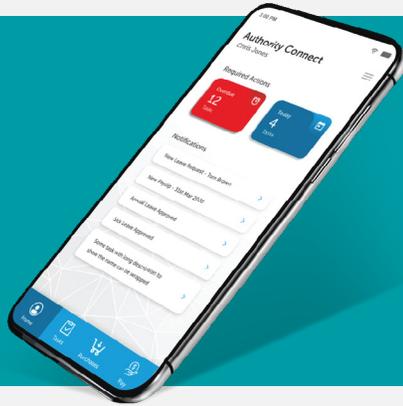


Automatic profiling: classification, folder creation, policy application and retention with Content Manager



Immediate access to documents profiled in Content Manager

Use the Authority suite of mobile applications with Content Manager



- Authority Connect
- Comply
- Actus
- Reflect
- Advance

	Capture/Submit	Retrieve/View
Connect		
Employee Kiosk – Enquiry / Maintenance	✓	✓
Requisition – Entry / Enquiry / Maintenance	✓	✓
Purchase Order – Enquiry / Maintenance	✓	✓
Invoice – Enquiry		✓
Comply		
Infringement – Entry	✓	
Actus		
Customer Requests Task – Entry / Enquiry / Maintenance	✓	✓
Application Task – Entry / Enquiry / Maintenance	✓	✓
Registers Task - Entry / Enquiry / Maintenance	✓	✓
Reflect		
Inspection – Entry / Enquiry / Maintenance	✓	✓
Defect – Entry / Enquiry / Maintenance	✓	✓
Advance		
Photos profiled into Content Manager	✓	

Content Manager is a proven, flexible, and scalable enterprise content management foundation to build your information governance solution

Start your SaaS journey now

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