OPENTEXT

Exceed onDemand
Dependable Managed Application Access
Managed Application Access you can depend on

OpenText Exceed onDemand is the enterprise solution for dependable managed application access. Securely and reliably deliver the most complex line of business applications to thousands of users, regardless of location.
Demanding business challenges require dependable enterprise solutions

As business applications have become the backbone of modern organizations, providing enterprise users with trustworthy access to these applications has never been more critical.

Many organizations have overlooked this issue and let unsupported, unreliable, and unmanaged application access systems flourish throughout their IT infrastructure, resulting in productivity loss, uncontrolled access to sensitive resources, and potentially severe disruptions to their business should things go wrong.

More than 100,000 customers around the world trust Exceed onDemand to provide a permanent and reliable connection between users and their application infrastructure. In order to power users’ critical business operations, Exceed onDemand offers the following:

- Access to back office and front office applications
- Remote workforce enablement
- Outsourcing
- Cloud computing
- Compliance and information governance

Secure high-quality delivery of critical line of business applications such as:

- Risk management
- Stock trading
- Infrastructure and utility management and monitoring
- Electronic Design Automation (EDA)
- Computer Aided Design (CAD) and Computer Aided Manufacturing (CAM)
- High-end 3D modeling and visualization

Serving industries as diverse as financial services, electronics and semiconductors, oil and gas, energy and utilities, telecommunications, computer services, transportation, aerospace and defense, automotive, manufacturing, retail, and healthcare, Exceed onDemand has become the most dependable managed enterprise application access solution on the market today.
Why corporations of all sizes depend on OpenText Exceed onDemand

Unparalleled Graphic Performance
What you see is what you get, or is it? For some professions, graphic performance means more than just the speed of screen updates or frame rate. Performance also measures the quality of image, the preciseness of a line drawn, and the accuracy of color rendered. One misplaced pixel can result in a mistake that costs an enterprise millions of dollars. Unlike other application delivery technologies, OpenText Exceed onDemand provides highly precise rendering to some of the most sophisticated business software available, resulting in the following benefits:

- Bring your product to market faster with pixel perfect screen and color rendering
- Deliver complex 2D and 3D applications to users – anytime and anywhere
- Enjoy high speed application access regardless of network

Low-Cost Enterprise Scalability
As you develop your business, your infrastructure investments need to grow with you. Not all so-called enterprise solutions are designed to scale. In the past, many high profile enterprise solutions have failed, suffered serious outages, or experienced performance issues because they were incapable of handling increased workload. Hundreds of organizations trust Exceed onDemand as their solution designed for the present and ready for the future, thanks to the following features:

- Plan and set up disaster recovery centers
- Load balance resource usage through clustering
- Support thousands of enterprise users across your wide area network
Why corporations of all sizes depend on OpenText Exceed onDemand

**Trusted** Security and Compliance

Information is the currency of today’s business world. It exists in the form of 0’s and 1’s and moves at the speed of light on a wildly unregulated network called the Internet. Safeguarding this corporate information asset is of utmost importance, because unauthorized trading of information can just as easily break a company. OpenText Exceed onDemand is trusted as the most secure enterprise application access solution on the market today, allowing you to:

- Enforce secure remote access
- Manage cross-enterprise access and users with centralized administration
- Prevent unauthorized eavesdropping with end-to-end encryption

**Heightened** Productivity

Organizations are under constant pressure in today’s marketplace to produce world-class products and services designed to meet their customers’ specific needs. Not only are these business requirements becoming more complex, so too is the software that designs them. With OpenText Exceed onDemand, companies dramatically improve operational productivity by enabling their employees around the globe to work, share, and collaborate on many devices from any location, whether it is a laptop user from a home office or an iPad user from field location in any geographic territory. Exceed onDemand also allows you to:

- Take solutions to market faster with a more efficient process across multiple users and any business process
- Enable your global workforce with 24/7 access to business applications from any global location on many devices, including Apple iPad
- Support large team collaboration with scalable-multi-threaded sessions and real-time user collaboration
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Managed Enterprise Mobility

Enterprise mobility has a broad meaning. Not only does it address the need for users to access email from their smartphones, it also encompasses power users’ requirements to run complex line of business applications on a computer or an Apple iPad from remote locations, such as branch offices or customer sites. Traditional methods of accessing business applications over an uncontrolled Internet are often counter-productive and insecure. Exceed onDemand is a leading-edge solution that enables enterprises to easily manage out-of-reach users, secure sensitive business information assets, and maintain a high level of user productivity, including the following:

- Reduce and manage bandwidth requirements
- Connect users thousands of miles away with zero performance impact
- Offer superior user experience on wide area networks

Practice Green Computing

Businesses of all sizes increasingly depend on technology to expand their products and services. However, in the process, these companies waste tremendous IT resources as they dispose of the legacy technology they no longer need. Green computing is quickly rising to the top of the strategic agenda because it makes sense, for both the environment and the business. OpenText Exceed onDemand helps organizations realize the business benefits of green computing, including the following:

- Minimize electricity costs with efficient usage of computing power via consolidated server strategy
- Support a streamlined maintenance process with minimal overhead, thanks to thin client remote access
- Enable a mobile workforce for reduced travel budgets and employee contributions to carbon footprint
Your success is our priority

Helping your deployment succeed

OpenText Connectivity Global Services offers a range of services from professional consulting and implementation to training, education, and support programs. OpenText Connectivity can assist you in every phase of your solution planning, deployment, and management:

- Subject matter experts: With over 20 years of experience in application access, hundreds of organizations trust Connectivity Global Services to ensure project success and achieve high return on investment.
- Rapid deployment: Capitalize on our proven enterprise deployment methodology, specific to application access, to ensure rapid deployment and project success.
- Dependable consultants: Draw upon a solid team of dedicated professionals (Project Managers, Business Consultants, Technical Consultants, Trainers, Developers, Deployment Specialists) to fortify and support your team in delivering and developing solutions with proven results.

At OpenText Connectivity, we are committed to your success. Through our state-of-the-art software and world-class services, we are dedicated to providing you with the results you expect and maximizing your investment in our technology.
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Supporting your business operations 24/7

Our mission is to enable your success. With a team of dedicated professionals skilled in the widest range of business and technical competencies, the OpenText Connectivity Customer Support team is available to help identify software issues, offer solutions or alternative suggestions, and document enhancement requests for consideration in future product releases. The OpenText Connectivity Customer Support Team offers different levels of service to match each customer’s specific support needs including:

Software Maintenance and Customer Support: Customers receive convenient access to software upgrades, a support knowledge base, discussion forums, product information, and a web portal to post and review support request tickets. From 8am to 8pm EST Monday to Friday, on normal business workdays, customer support is available for problem resolution or any information requests.

Premier Support: Offering the benefits of the Software Maintenance and Customer Support Program plus a Dedicated Customer Success Manager. Expedite your support requests because your dedicated manager has a thorough understanding of your support history and software deployment scenario.

Extended Hours Support: With all the benefits of the Software Maintenance and Customer Support Program and the Premier Support Program, plus the added benefit of 24/7 Support.

All end users of OpenText Connectivity products can join OpenText Online Communities. Gain access to a range of online communities, blogs, discussion groups, recorded webinars, presentations, and newsletters that help you use your OpenText products effectively.

“Excellent experience. Support folks are truly experts in their field. They saw the urgency in our issue and rapidly gave us much needed information to correct the problem. Thank you.”

Pattie Alsop, Senior Programmer/Analyst, Tweddle Group

“Had always received excellent support from OpenText Connectivity. Thank you so much!”

Lucia Soto, IT Sepcialist, US Department of Defense Inspector General

“The support staff did an excellent job helping me out with my problem. She had excellent technical knowledge and knew what she was doing. She also took time to explain to me what she was doing, which I greatly appreciated. I am very happy with the support.”

Dr. Murli Nair, Asst. Prof. of Bioinformatics, Indiana University – South Bend
The Exceed onDemand difference:

“In the final analysis, it was the reduction in traffic volume made possible by data compression that appealed to us. I would say that it has reduced our data volume to about one tenth the level we had before. Whereas previously we could have a maximum of only 10 people using the network, we can now have up to 100 people working on it, and that is an enormous advantage for us.”

Kou Tanaka, Engineer, Product Technology Division, Renesas Technology

“When it comes to providing local and remote traders access to risk management applications, we trust OpenText Exceed and Exceed onDemand. Both are proven solutions with the Thomson Reuters Kondor suite, and backed by a distinguished pedigree and exceptional track record of Excellent service. Exceed onDemand promotes central management and minimal bandwidth usage over any network connections, whereas Exceed is the PC X server powerhouse that satisfies a wide variety of network connectivity needs.”

Karen Schuppe, Head of Business Solutions at Thomson Reuters Asia

“Our deployment of Exceed onDemand helped us solve many of the business challenges we faced given our diverse work locations. We’re now easily connecting our employees to all of the major applications they need for their daily responsibilities, enhancing productivity while also reducing hardware costs. We’re looking forward to continuing our successful relationship with OpenText.”

Joe Gotto, EDA Manager at Skyworks

“Exceed onDemand is a productivity enhancer. A simulation can run for hours or days. With the Suspend and Resume feature, engineers can set up the simulation, suspend the session, and go home for the night. At home, they can quickly connect in over the web after dinner to take a look at the simulations, make adjustments or end the simulation and start a new one with different parameters.”

David Joy, CAD/Systems Engineer, at Fairchild Semiconductor
About OpenText Connectivity

OpenText, an enterprise software company and leader in enterprise content management, helps organizations manage and gain the true value of their business content. OpenText brings two decades of expertise supporting 50 million users in 114 countries.

OpenText’s leading connectivity solutions connect people, data, and applications in mission-critical environments through a complete line of remote application access and data integration solutions.

With 90 percent of Global 2000 companies relying on its award-winning solutions for over 20 years. OpenText understands the financial and operational challenges that most organizations face, whether it is multiple systems, disparate data sources, or geographically dispersed teams. For more information about OpenText’s connectivity solutions, go to: http://connectivity.opentext.com

Click here to download the
Exceed onDemand Technical Data Sheet

Microsoft, Apple, Linux, Solaris and AIX supported
To learn more about OpenText Exceed onDemand, visit us on the web:

http://connectivity.opentext.com/eod

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