



Share OpenText Content Suite document links via  
email with Permission Manager for Outlook

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# About Fastman

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- An authorized OpenText Technology Partner
- 14+ years in business
- Offices in North America, Australia, Asia, and Europe
- Focused OpenText Content Suite Partner
  - Products target access and permissions, data management, and digital/electronic signatures

**opentext™** | Partner  
Technology Silver

**opentext™** | Partner  
Services Silver

# Some Current Customers

Canada

**edqm**  
European Directorate for the  
Quality of Medicines & HealthCare

 U.S. DEPARTMENT OF  
**ENERGY**

  
DUVAL COUNTY  
PUBLIC SCHOOLS

SNOMISH COUNTY  
**PUD**  
PUBLIC UTILITY DISTRICT NO. 1

 **SoCalGas**  
A Sempra Energy utility

 SOUTHERN CALIFORNIA  
**EDISON**  
An EDISON INTERNATIONAL® Company

**PORT  
AUTHORITY  
NY NJ**  
AIR LAND RAIL SEA

Certified & Deployed in the OT Cloud



  
**Marathon Oil**  
Corporation.

  
Northwest  
Territories

  
Alcatel-Lucent

 **AEROSPACE**  
Assuring Space Mission Success

Black  
Sea  
Trade &  
Development  
Bank

 OFFICE of the  
**INSURANCE  
COMMISSIONER**  
WASHINGTON STATE


 **STRATHCONA  
COUNTY**

  
**SCK • CEN**

*Alberta* Justice and  
Solicitor General

 **Fastman**

**opentext™** | SolEx Partner



*In today's world, data and information means power and value, and like anything of value, it must be protected.*

# Be Proactive with Information Security

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- The practice of protecting information by mitigating information and data risks.
- Typically involves preventing or at least reducing the probability of unauthorized access, use, disclosure, deletion or corruption
- Is about process and control.
- Runs in parallel with its close cousin cyber security (which focusses on the network and prevention of infrastructure-based attacks).
- Reference: ISO 27000
  - “CIA” Triad - Confidentiality, Integrity, Availability





# Reality vs. Perception

- Customers believe
  - Primary exposure is external (Cyber etc.)
  - On Premise is more secure than Cloud
- Reality is
  - 34% of data breaches involve internal actors <sup>2</sup>
  - 36% of breaches were the result of errors or misuse <sup>2</sup>
  - For internal actors' cloud vs. on premise is largely irrelevant



<sup>1</sup> IDM / Fastman Survey 2019

<sup>2</sup> Verizon Data Breach Investigations Report 2020

# OpenText Permissions Manager by Fastman

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Permissions Manager is the most complete permissions and access management solution for OpenText Content Suite and xECM.

It simplifies management of Content Suite access controls, reduces the risk of information leaks, and enables sound internal information controls.

Assists organizations to comply with CA Consumer Privacy Act, (CCPA), GDPR, and similar legislation.



# The Issue

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We are able to secure information in place, but we need to collaborate with others....



**So....**

- ***We need tools to support secure access to information***
- ***Even within an organisation***
- ***Otherwise we 'lose control' of that information***
- ***Risk of non-compliance remains***



# The Practical Impact

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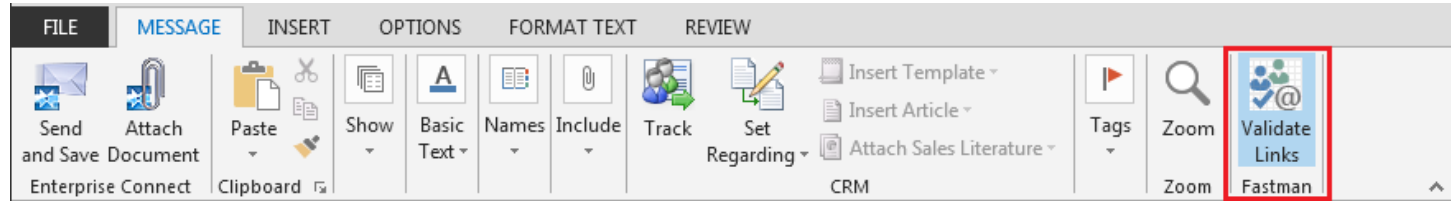
- When sending emails containing links to content in Content Server, recipients may or may not have permissions to access the content.
  - Results in frustration for recipient and lost time establishing who can provide access to items links refer to
- The alternative is to manually verify each link is accessible by each recipient, a very time-consuming task even for a small distribution list with few links
  - Even more costly than lost time if reactive approach of resolving occurrences when they occur is taken

## Example

- Assuming only 10 emails per year per user with one or more inaccessible links and 15 minutes per occurrence (optimistic) to resolve
- Equates to 2.5hrs lost time per user, or \$125 per user per year (based on \$50/hour)
- For an organization with 2000 staff, estimated economic loss of **\$250,000**

# The Solution

- Fastman Permissions Manager for Outlook
  - Integration with Microsoft Outlook to allow email sender to validate all recipients have See/See Content rights on each link to Content Server contained in the email body
  - “Add-on” for Fastman Permissions Manager.



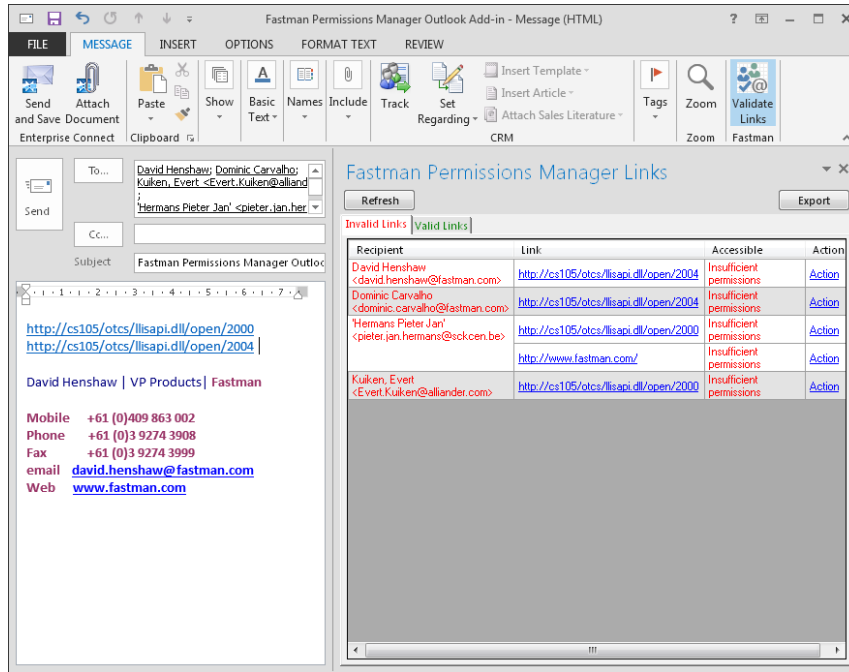
- Validate access based on the effective permissions recipients have on the linked object(s)
- Permissions granted by group, role and direct access are all considered

## The Solution (Continued)

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- If one or more recipients do not have access to one or more links in the email:
  - email sender is presented list detailing which links which recipients can not access and which they can
- Sender can then use Outlook to:
  - Remove recipient(s) from the email distribution list
  - Continue with distribution as is
  - Save email in draft form and resolve access rights prior to resending

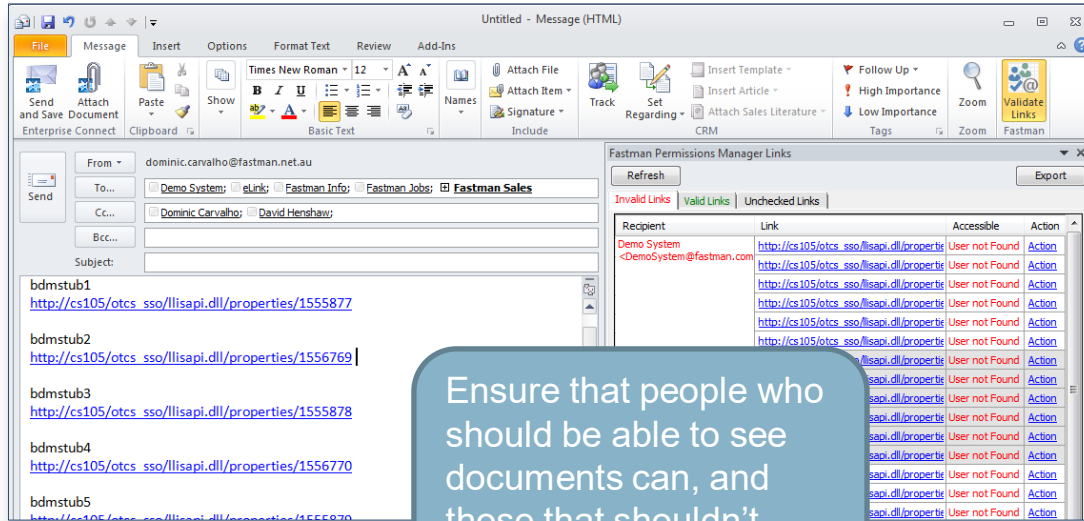
# The Solution (Continued)



- Validate Links button in Outlook Ribbon, presents panel summarizing results
- Results grouped by recipient
- Panel is non-modal, user may continue to edit email itself
- Panel may be closed/moved/resized.
- Separate tabs for Invalid/Valid Links
- Action column (Configurable, available for Invalid links only)
- Refresh option (i.e., if user alters email body/recipients, refresh the link validation panel)
- Export option (export as text file)

# The End Game

“We send links to documents rather than attach them to emails”



Ensure that people who should be able to see documents can, and those that shouldn't can't



# Product Demo



# Permissions Manager Quick Update

# Proven Leading Solution

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Permissions Manager is the proven leading solution globally to address this gap

- Since 2008
- Customers in over 20 countries including recognised international organisations, national security agencies, and SME businesses

Rich collection of functions targeting Key Use Cases

- “I need to see what permissions are in place”
- “I need to make changes to permissions and access – a lot, and quickly”
- “I need to manage the system and risk”

Fully complies with and respects underlying system rules and policies

# Interactive Smart UI and Classic UI Dashboards

Secured Items		Advanced Functions									
		Show Effective Permission		Enter User/Group Name...		Additional Permission Shown					
						<input checked="" type="checkbox"/> Security Clearance Level <input checked="" type="checkbox"/> Supplemental Markings					
Name	User or Group	See	See Contents	Modify	Edit Attributes	Add Items	Remove	Add Major Version	Delete Version	Delete	Edit Perm
Secured Items	Admin FirstName Admin Lastname	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	<No Owner Group>	✓	✓								
	Public Access	✓	✓								
	Fastman Staff (Delete) 259219	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Sam Crocker	✓	✓								
All Staff Letter	Admin FirstName Admin Lastname	✓	✓	✓	✓	✓	X	✓	✓	✓	✓
	DefaultGroup	(24) ✓	✓	✓							
	Public Access	✓	✓								
	Fastman Staff (Delete) 259219	✓	✓	✓	✓	✓	X	✓	✓	✓	✓
	Sam Crocker	✓	✓								
European Privacy Data	Admin FirstName Admin Lastname	✓	✓	✓	✓	✓	X	✓	✓	✓	90 EURO:
	DefaultGroup	(24) ✓	✓	✓							
	Public Access	✓	✓								
	Fastman Staff (Delete) 259219	✓	✓	✓	✓	✓	X	✓	✓	✓	
	Sam Crocker	✓	✓								
Financial Records 2019	Admin FirstName Admin Lastname	✓	✓	✓	✓	✓	X	✓	✓	✓	50
	DefaultGroup	(24) ✓	✓	✓							
	Public Access	✓	✓								
	Fastman Staff (Delete) 259219	✓	✓	✓	✓	✓	X	✓	✓	✓	
	Sam Crocker	✓	✓								
Merger and Acquisition Memorandum	Admin FirstName Admin Lastname	✓	✓	✓	✓	✓	X	✓	✓	✓	1

# Permissions Manager – New Features

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- **Supporting large numbers of related items**
  - Customers are increasingly dealing with access control requirements across many hundreds of thousands of related items
  - Permissions Manager already supports collections
  - Now added support for these large volumes of content inside collections
- **Transport support for Permissions Templates**
  - Design, test, deploy across Dev/Test/Production
  - Synchronize to permissions design and deployment
- **Business and Connected Workspaces**
  - Fully supported
  - Enhanced support for xECM / Connected Workspace roles

# Summary

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- **Permissions Manager**

- Recognized global leading solution for managing permissions and access in CSP

- **Permissions Manager for Outlook**

- Extends Permissions Manager capability to Microsoft Outlook
- For both traditional folder-based structures and role-based access models
- Delivering increased value, clear ROI for customers from both PM itself and Outlook

- **Permissions Manager development ongoing**

- Recently delivered improved support for large data volumes, templates now 'transportable'
- Coming soon – more role based / template support (contact us for details)



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And your OpenText  
Account Executive

## CONTACT US

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