

# Professional Services Quick-Start

The OpenText Professional Services Quick-Start helps you implement or extend your OpenText product's capabilities. A Professional Services specialist works with your team to improve their know how.

## Executive Summary

The Quick-Start service establishes a solid foundation for a successful implementation of your OpenText product. We evaluate your current environment and recommend key actions that will enable your organization to modernize your IT services. Based upon our experience helping customers with similar projects, we can get you started the right way to achieve quick wins.

## Service Summary

### Service Planning and Deployment

During planning and deployment, our team will:

- Deliver discovery and planning workshops at the beginning of the engagement for up to one day.
- Schedule workshops ahead of time with various stakeholders.
- Deliver workshops remotely (Teams, Zoom, etc.).
- Share a minutes email that reflects decisions from the workshops.
- Review and approve architecture, sizing, and deployment topology for your selected OpenText product.
- Validate supported integrations and compatibility junctions.
- Assist in deployment plan review.
- Assist and support an out-of-the box setup of one instance of the OpenText product in a maximum of two environments.
- Support functional validation of the deployed product.

- Help with configurations, supported integrations, and customizations for up to one day.
- Provide guidance on the process and practice recommendations from the workshops.

### Service Closure

Delivery of a half-day workshop to help:

- Review environments, deployment topology, and architecture.
- Provide administrative accessibility and a security overview.
- Walk through the solution's functional areas.
- Integrate and provide extensibility.
- Provide administrative and operational guidance.

### Mentoring, Knowledge Transfer, and Best Practices

Limited to a half-day session, our specialist may provide mentoring, best practices, and knowledge transfer on any of the following topics:

- Solution overview
- Common use cases
- Features and functionality review
- Administration and configuration options
- Maintenance and operations
- Governance and reporting
- Integrations
- Customizations

## Duration

Delivery of this service will not exceed 40 service hours. Our specialist delivers the service on-site for up to five continuous days. The on-site service delivery times occur during standard business hours.

## Service Limitations

This service does not include:

- Procuring licenses.
- Troubleshooting third-party tools.
- Managing communications within or between your teams.
- Creating user acceptance test cases and scripts and executing user acceptance testing.
- Performing any integrations that OpenText doesn't support out of the box.

This service is limited to one product.

## Customer Requirements

- Provide our team with remote access to your environment and data.
- Assign a Service Sponsor who can help solve issues.
- Assign managers and other personnel to work with our team throughout the service.
- Provide access to subject-matter experts and administrators who are responsible for your product.
- Participate in the knowledge transfer between the implementation team and your staff.

- Provide network connectivity, rack space, power, and cooling at the customer site (or equivalent capacity in a cloud service provider) to support the OpenText solution.
- Perform backups before our team makes any changes and back up the target systems and work.
- Provide support for planned and emergency changes as part of your change management process.
- Approve any changes planned for the environment.

## Service Eligibility

To be eligible for this service, you must own or concurrently purchase the required OpenText products.

## Terms

**OpenText Customer Terms-Professional Services.** The services described in this data sheet ("Services") are subject to the *OpenText Customer Terms—Professional Services* posted at [www.microfocus.com/en-us/legal/end-user-agreement-terms](http://www.microfocus.com/en-us/legal/end-user-agreement-terms) (the "Terms"). All capitalized terms used in this data sheet, but not otherwise defined, will have the meaning set forth in the Terms.

**Rescheduling.** Customer may reschedule Services by providing written notice ten (10) or more business days in advance of the scheduled delivery but only if the revised schedule results in completion of delivery within one year from the purchase date. If Customer notifies OpenText of rescheduling less than ten (10) business days prior to the offering start date, the obligations of OpenText to deliver the Services are considered fulfilled and the rights of Customer to receipt of the Services will expire.

**Change in Scope.** Changes in scope to the Services are not allowed. Customer may request additional or different services, if available and at additional cost, through a mutually executed statement of work.

**Services; Acceptance.** Services do not include hardware maintenance and repair, software maintenance, or other standard support services provided by OpenText; software as a service; managed print services; or outsourcing

services. Deliverables are deemed accepted upon delivery. Any acceptance criteria or procedures set forth in this data sheet apply only to the Services specified herein and do not apply to any other products or services OpenText may supply or has supplied to Customer, regardless of whether such products or services be used in connection with the Services.

**Authorization to Install Software.** During the provision of Services, OpenText may be required to install copies of third-party or OpenText-branded software and may be required to accept license terms accompanying such software ("Shrink-wrap Terms") on behalf of Customer. Shrink-wrap Terms may be in electronic format, embedded in the software, or contained within software documentation. Customer hereby acknowledges its responsibility to review Shrink-wrap Terms at or prior to installation and hereby authorizes OpenText to accept all Shrink-wrap Terms on Customer's behalf.

**Existing License & Support Agreements.** Services may be in support of a Customer license to software under a separate agreement and, in such case, the separate agreement shall govern all use by Customer of such software and these terms shall relate solely to the Services. These terms are not intended to modify, amend or in any way affect the licensing, warranty, or other provisions applicable to software products separately licensed by Customer from OpenText or any other party unless expressly provided for in the applicable data sheet.

**Payment; Validity.** The Services will be pre-billed. Pricing for the offering may vary by country. Customer must schedule delivery to be completed within a period of one (1) year from the date of purchase. Notwithstanding the previous sentence, OpenText's obligations to deliver the Services are considered fulfilled and Customer's rights of receipt of the Services will expire one (1) year from the date of purchase.

Pricing for the offering may vary by country.

Learn more at [www.microfocus.com/opentext](http://www.microfocus.com/opentext)

## Connect with Us

[OpenText CEO Mark Barrenechea's blog](#)



## SKUs

- PS-AB072—Functional Testing
- PS-AB073—Lifecycle and Portfolio Mgmt
- PS-AB074—Performance Testing
- PS-AB075—Collaboration Solutions
- PS-AB076—Connected
- PS-AB077—IDOL
- PS-AB078—Secure Content Management
- PS-AB079—Data Center Automation
- PS-AB080—Data Protection
- PS-AB081—Hybrid Cloud Management
- PS-AB082—Network Operations Management
- PS-AB083—Operations Bridge and Analytics
- PS-AB084—Service Management Automation
- PS-AB085—Application Security
- PS-AB086—Data Security
- PS-AB087—IAM
- PS-AB088—Security Operations
- PS-AB089—Unified Endpoint Management