opentext™

Support That Steps Up to Today's Business Challenges. That's Premium Support.

OpenText® Premium Support.
Built for You and Your Business.

Complex, Hybrid Software Environments are Driving Change in Support

The relentless surge in innovative technologies offers the promise of new business benefits, but not if the IT department lacks the necessary support structure to capitalize on them.

Digital transformation continues to steer enterprises to customized, open, multi-vendor environments. Businesses themselves are impatient for innovation to happen, as it promises improvements for customers and employees, not to mention profit maximization.

This transition requires closer alignment and cooperation between business and IT at all levels, from service level objectives to profit generation.

This means IT support needs to align to business requirements at a strategic level.

IT doesn't just keep the business running; it should be driving the business. You need trusted partners to help you drive this alignment and transformation. Someone who is looking to the future and ensuring you are ready to meet it.

Start with these three questions to find out if you are equipped to meet today's business demands:

→ Are you getting the maximum value from your software investment?

→ Are you getting the services you need when you need them?

→ With costs and resources being squeezed, how can you best prevent issues and minimize downtime in a complex, hybrid software environment?

Get the Maximum Value from Your Software Investment

Enterprises that take a proactive approach to keeping a well-maintained environment—to avoid downtime and prevent security threats—will be able to carve out a competitive advantage. But it requires a long-term strategy, supported by investment that clearly aligns with business goals. Those enterprises who don't have the assurance of a solid support infrastructure can find themselves dangerously exposed when inevitable service interruptions occur.

What does this mean for you?

Adopt and manage your OpenText solutions with complete confidence, knowing you have the updates, upgrades and technical support you need to maximize your investment. With Support, you will be able to minimize operational risks, leverage the latest technology to stay competitive, and get the support you need so you can focus on meeting your business objectives. Assurance you can't afford to live without.

Support is purchased with your product license and forms the foundation of our support portfolio. It gives you access to our global support organization, with 24/7 technical support, competitive response times, self-help resources and product updates.

# Secure the Services You Need, When You Need Them

In IT, you constantly juggle business-critical projects and push against deadlines. The business expects you to improve the quality of services while implementing projects that drive innovation. Change is part of the landscape, and you have to expect the unexpected. To be successful you need to be agile and address demands in real time, with proven results.

What does this mean for you?

Flexible Credits are ideal for those times when you need more support—such as help with an upgrade, or onsite troubleshooting of a complex issue. You can also use your Flexible Credits for environment assessments, training, and guidance on how to implement key functionality or plan migrations. You get exactly what you need, when you need it most. With Flexible Credits we build a package customized to what you need. What's more, Flexible Credits give you buying power throughout the year, avoiding extra procurement processes, so you can get access to a wide array of services as and when you need them.

Flexible Credits provide you with a flexible way to source additional problem resolution resources and technical guidance services. You can purchase Flexible Credits upfront or as you go. Then simply redeem these Flexible Credits for additional short-term support, learning services or consulting services when and where you need them most.
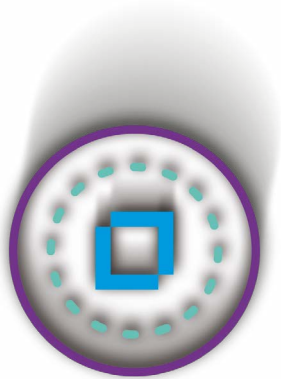
Get Personalized Support to Ensure Business Continuity

All the while managing complex, hybrid software environments.

Today's new technologies can deliver immediate benefits to business users—enabling better customer service, faster decision-making, and greater agility. In certain sectors, technology is crucial in creating a key point of competitive difference, through enhanced capabilities, more agile workstyles and greater differentiation of customer services.

But these technologies often introduce more layers of complexity to the IT landscape; making management, modification, and optimization difficult, and sometimes causing downtime along the way. At the same time, budgets are static or shrinking, with IT professionals reporting they're expected to do more with less. Being expected to optimize business continuity while driving IT innovation with limited resources is a challenge, therefore investing in the most effective resources is paramount to success.

What does this mean for you?

When you need the best possible care of your complex environment, turn to OpenText Premium Support. With Premium Support, you get people on your side who are as immersed and invested in your world as you are. The leading experts in the industry become an extended part of your team.

Build a team of named and dedicated support experts that understand your business—helping you to optimize even the most complex software environments and resolve issues quickly if they arise. Our comprehensive and modular Premium Support portfolio offers a mix of technical expertise focusing on problem resolution and technical guidance, as well as strategic management. We'll take care of you, so you can focus on what matters most—providing innovative, reliable IT services.

Named Experts on Hand Who Know Your Business. That's Premium Support.

You get direct access to both business and technical dedicated senior support experts, who will learn the nuances of your specific software environment to provide you with personalized, strategic support.

Premium Support offers technical expertise for both problem resolution and technical guidance, ranging from remote resources available during business hours, to fully dedicated engineers staffed at your site. You will receive faster responses, shorter time to resolution, escalated priority, and proactive, tailored support.

Our OpenText Premium Support experts work with you and your teams to answer your biggest challenges—whether tactical or strategic, focused on one product area, multiple areas, or across your entire IT landscape. Select the type and level of engineer you need, add account management, and experience the Premium difference.

Premium Support. Built for You and Your Business.

Built on a foundation of 24/7 Support, our Premium Support portfolio gives you the flexibility to scale and add services and expertise as you need them—allowing you to build the support team that meets your business needs.

Problem Resolution

Named Support Engineer

→ Personalized incident resolution.

→ A named technical engineer with an understanding of your product configuration and environment.

Solution Support Engineer

→ Ongoing environment optimization and personalized problem resolution.

→ Integrates with your team to mitigate potential issues while ensuring rapid incident resolution.

Dedicated Support Engineer

→ Full-time, fully dedicated technical coverage and 1:1 support.

→ Strategically optimizes your product environment.

Technical Guidance

Technical Account Manager

→ Ongoing environment optimization and problem prevention.

→ A senior engineer focused on optimizing your software environment for business continuity.
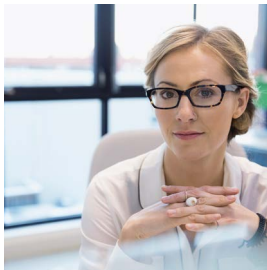
Support Management

Enterprise Support Manager

→ Reduces the complexity of support by advocating for your business.

→ Manages onboarding, upgrades and the resolution of escalated incidents.

Introducing our Experts for Problem Resolution and Technical Guidance – Your Solution for Business Continuity

Problem resolution

Named Support Engineer (NSE)

Technical guidance

Technical Account Manager (TAM)

A Named Support Engineer (NSE) provides the first level of personalized problem resolution.

As your single point of contact for incident resolution for a specific product center, this senior engineer has deep technical expertise and an established knowledge of your unique software environment, which enables them to resolve issues fast. The NSE is available during business hours with a target response time of 1-hour for severity 1 and 2 issues.

NSE at a glance:

→ Personalized problem resolution from a senior engineer with deep technical expertise in a product center

→ Working knowledge of your environment and implementation

→ Business hours access with 1-hour target response for severity 1 & 2 incidents

→ Dedicated to 6 customers (35 incidents per customer a year)

→ Access to a Support Account Manager

The Technical Account Manager (TAM) is the go-to resource for ongoing problem prevention.

Your TAM is a senior engineer with deep technical expertise, who is focused on constantly optimizing your software environment to maximize business continuity and minimize the frequency of new support incidents.

TAM at a glance:

→ Technical guidance from a senior engineer with deep technical expertise in a product center

→ Supportability reviews, prescriptive Roadmap Planning and more

→ Oversight of incidents resolved through Customer Support

→ Dedicated to 6 customers

Taking Technical Services to the Next Level for Complex, Strategic Environments
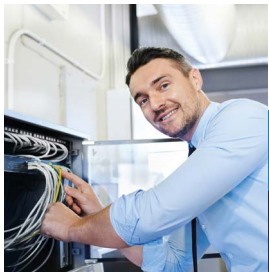
Problem resolution and technical guidance

Solution Support Engineer (SSE)

Full-time assistance

Dedicated Support Engineer (DSE)

Our Solution Support Engineer combines expert ongoing guidance for your software environment, with rapid incident resolution.

With a target response time of 30 minutes, and 24x7x365 prioritized handling for Severity 1 issues, their objective is to provide optimal business availability and prevent loss of service. Through on-site visits, the SSE develops an intimate knowledge of your software environment to identify and prevent problems before they arise and resolve critical incidents with speed and precision.

SSE at a glance:

→ Technical guidance and personalized problem resolution from a senior engineer with deep technical expertise

→ 4 onsite days a year to develop a thorough understanding of your environment

→ 24x7x365 prioritized handling for critical issues, and 30 minute target response time for Severity 1 issues

→ Unlimited incidents up to 25% of engineer's time

→ Access to a Support Account Manager

Our Dedicated Support Engineer is our only fully-dedicated technical resource.

Works with your staff to continually optimize your product environment. The DSE is on-hand to respond to severity 1 issues in under 15 minutes. With deep technical knowledge and an intimate understanding of your systems and business, the DSE is the resource of choice for large scale enterprises where business continuity is paramount.

DSE at a glance:

→ Dedicated full-time to your business

→ 24x7x365 availability for critical issues, and 15 minute target response time for Severity 1 issues

→ Strategically partners with you to ensure your OpenText solutions provide maximum benefit

→ Access to a Support Account Manager

Aligning IT Support to Business Requirements

Meet the Enterprise Support Manager who provides essential strategic management services

🤝 **Your business advocate**

Enterprise Support Manager (ESM)

Enterprise Support Managers extract maximum value from your software investment.

They assist with coordinating resources and forecasting requirements, so that you get an optimal support experience. The ESM is a named non-technical account expert championing escalation management and incident review, coordinating training and ensuring your software is maintained with all the latest updates.

ESM at a glance:

→ Your advocate and champion for escalation management and incident review

→ Proactive success management, coordinating service delivery against business goals

→ Training on support resources and coordination of support personnel

→ Dedicated to 6 customers

To Get the Results You're Looking for, Get the Right Team Behind You

Whatever your biggest challenges, the OpenText support portfolio will help you achieve your goals.

Reduce ticket resolution times, cost, and downtime with the help of a **Named Support Engineer.**

Speak to a **Technical Account Manager** who optimizes and prevents problems in your environment.

Partner with a **Solution Support Engineer** to maximize the ROI of OpenText solutions in your environment.

Augment your team with a full-time **Dedicated Support Engineer**, the strongest support experience you can have with OpenText.

An **Enterprise Support Manager** can help free your team from support management, so they can focus on development and innovation.

Flexible Credits make it easy for you to bring in the people and services you need, whenever and wherever you need them.

For large, complex environments in need of global oversight and coordination, talk to us about our **tailored solutions.**

The overall result? Your business gains greater value from your OpenText software solution.

OpenText Premium Support. Built for You and Your Business.

We can help you assess your software environment and show you where OpenText Premium Support can strengthen your business. To find out more, talk to your OpenText Support Representative, or go online:

http://microfocus.com/premium-support

http://opentext.com/premium-support

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