

# OpenText Premium Solution Support Engineer (SSE)

A senior engineer who combines expert ongoing technical guidance with rapid problem resolution

## Premium Solution Support Engineer at a Glance

- Senior engineer with deep technical expertise in a product center
- Resolves incidents and provides technical guidance
- Business hours availability, with the SSE or a colleague on-call after-hours and weekends for Severity 1 issues
- Prioritized target response time of 30 minutes for severity 1, and 1 hour for severity 2
- Dedicated to 4 customers—unlimited incidents
- Up to 4 onsite days per year
- Escalation Management from a Support Account Manager



When you need the best possible care for 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.

## Personalized Technical Partnership with a OpenText Premium Solution Support Engineer

Your Premium Solution Support Engineer (Premium SSE) provides deep, technical expertise and is your single point of contact for all support incidents opened within the designated product area. To address your support incidents more efficiently, the Premium SSE will build a strong relationship with the designated technical contacts within your organization and have an in-depth understanding of your environment and implementation.

Your Premium SSE will become your trusted advisor by understanding your needs, handling the reactive support issues related to your specific software solution, providing timely updates on open incidents, and coordinating—as needed—with other OpenText experts to expedite timely resolution.

Your SSE will apply best practices to help you minimize operational risks and avoid common pitfalls. The SSE also provides periodic supportability assessments and prescriptive product roadmaps to inform your planning and assist in upgrade and migration planning.

With this package, you will also have access to a Support Account Manager (SAM), who is responsible for quarterly incident reviews and escalation management for Severity 1 issues.

Outside your SSE's working hours, your SSE or a colleague will be on-call for Severity 1 incidents.

## Your Premium SSE Package Includes the Following Coverage and Primary Responsibilities

### Coverage

- Support for a specific OpenText product center
- Business hours availability, with after-hours and weekend access from the SSE or a colleague for severity 1 issues
- Prioritized target response time of 30 minutes for severity 1, and 1 hour for severity 2 incidents
- SSEs support 4 customers, with up to 25% of the SSE's time allocated per customer, for incident resolution and proactive activities
- SAM support for up to 20 customers
- Up to 4 onsite days/year

### Primary Responsibilities

Your designated Premium SSE will:

- Be your single point of contact for support incidents and technical guidance for a specific product center
- Develop an in-depth understanding of your environment and implementation
- Provide timely updates on open incidents
- Develop a strong working relationship with your team, and work closely with your team to resolve issues quickly and efficiently

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

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

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



- Apply best practices to help you minimize operational risks and avoid common pitfalls
- Provide periodic supportability assessments
- Offer technical support mentoring to increase your team's knowledge
- Understand the operational profile of your environment to improve the support that OpenText delivers
- Share prescriptive product roadmaps to inform your planning and assist in upgrade and migration planning
- Provide guidance on leveraging the full features and functionality of your OpenText solution
- Act as a strategic partner in developing plans to proactively improve and maintain your software investment

Your designated Premium SAM provides:

- Onboarding and education on support resources and processes
- Quarterly incident reviews
- Escalation management for severity 1 incidents
- Advocacy for issues important to you

### OpenText Premium Support

Software environments can be complex. In today's fast-paced market, having someone you can trust and who understands your software configuration can make all the difference. OpenText Premium Support gives you named and dedicated support personnel who really know your IT environment. A flexible blend of problem resolution, technical guidance, and strategic support personnel that champion

### Description of the Premium SSE Package Key Benefits

What	How
<b>Premium Onboarding</b>	Your SAM will provide a personalized welcome package and host a conference call to introduce your Premium SSE. During this process, the SAM will review all details pertaining to your OpenText Premium Support contract and will educate you on available support resources and processes. Your SAM will also provide you with an annual Support Summary Report.
<b>Direct access to a senior expert for enhanced incident resolution</b>	Your Premium SSE is your single point of contact for support incidents opened for a specific product center. You skip the frontline and go directly to one of our most senior product experts. Since the SSE works with only four customers, they develop an understanding of your environment and people, which enables them to tailor support to your needs and resolve issues more efficiently. You may have one or multiple Premium SSEs assigned depending on the product centers covered by your Premium Support contract.
<b>Prioritized target response times, as well as after-hours and weekend access</b>	You will receive the following prioritized target response times when opening an incident during business hours with your SSE: <ul style="list-style-type: none"><li>■ Severity level 1: 30 minutes</li><li>■ Severity level 2: one hour</li><li>■ After-hours and weekend access for Severity 1 incidents: 30 minutes</li></ul>
<b>Primary point of contact for technical guidance</b>	Your SSE is your primary point of contact for proactive technical guidance for products in the designated product center. Your SSE is your go-to resource for on-site and remote technical reviews, critical patch and problem management, and best practice advice and planning.
<b>Incident management and advocacy</b>	Your SAM will host quarterly incident review meetings to ensure your incidents are progressing and to review your support experience and make any adjustments. Your SAM will also be your advocate for any issues important to you.
<b>Escalation Management</b>	Your SAM will manage the escalation of any Severity 1 incidents to ensure OpenText management and all needed resources are engaged and to keep your management team updated on progress.

your success and ensure you're getting the most out of your software investment.

Watch: [Introducing Premium Support](#)  
Learn more about [Premium Support](#)

### Talk to Us About Our OpenText Support Portfolio

We're here to make sure you get the right level of support for your business. You will find links to further information below, but why not talk to us? We can outline your options, as well as how

your business will benefit. Please contact your OpenText support sales representative.

Find out more about our Premium Support and Flexible Credits offerings at:

[www.microfocus.com/premium-support](http://www.microfocus.com/premium-support)  
and [www.microfocus.com/flexible-credits](http://www.microfocus.com/flexible-credits)

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