opentext™

Partnering for the Information Advantage

Professional Services—working together on your journey to success

3,000+ IM experts

100% product certified consultants

40,000+ delivered engagements over 25 years

2,000+ Managed Services customers

Organizations expect a lot from their information management (IM) solutions to solve challenges and achieve business results. They require an exceptional user experience, from systems that are always available at optimal performance, while effectively securing information.

Implementing a successful IM solution has many challenges and different points of risk where a project can fail. Not all organizations want to maintain the necessary in-house skills and expertise to plan, deliver and adopt a successful IM solution.

OpenText Professional Services engages customers to enable successful digital transformation by providing comprehensive services across all phases of the IM solutions lifecycle. These range from planning to implementation, through to adoption, operation and continuous improvement.

Plan strategically, execute tactically

1st business result

Plan for success	Go live faster	Maximize adoption	Operate to delight	Build on success
• Business vision & IM plan	• Involve the business & manage scope for early benefits	• Communicate & mobilize	• Focus on the business experience	• Assess IM adoption
• Planning: implement, adopt, operate	• accelerate using best practices & expert tools	• Educate the team to build expert readiness	• Manage the application maximize availability	• Learn lessons & refine plans; evolve & improve
• Resource for success: project & center of excellence	• Leverage IM experts to go faster & reduce rework	• Business & solution go-live hypercare	• Benefit from improved solution	• Foster buy-in & innovation

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> *"We wanted a partner with real expertise and experience ... and the OpenText Professional Services team fit the bill perfectly. From our first discussions, their team clearly understood our business goals. The OpenText team has been great—they are really committed to our success."*
>
> **Greg Greene**
> IT advisor
> Western Midstream

⇥ Read the full Success story

> *"[OpenText Professional Services] expertise and experience ... has been invaluable to us."*
>
> **Jonathan Ruffin**
> Senior Application Developer,
> PJM Interconnection

⇥ Read the full Success story

⇥ Learn more

  Professional Services »

  Consulting Services »

  Managed Services »

 Learning Services »

  Professional Services blogs »

OpenText Professional Services offers the largest pool of OpenText IM product and solution certified experts in the world. They bring market-leading field experience, knowledge and innovative creativity from field experience spanning more than 25 years and 40,000 engagements. The delivery teams are global and organized into Centers of Excellence allowing the capability and flexibility to align with customer engagement model requirements and preferences.

With over 2,000 Managed Services customers, OpenText Professional Services also securely operates, monitors and optimizes IM solutions for organizations, providing customers flexibility and security with guaranteed service levels, as well as predictable operating costs.

As the product vendor, OpenText delivers as one team! Professional Services has unparalleled access to Customer Support and Product Engineering experts and have strong relationships with stakeholders and experts in those organizations. This comes from a mutual accountability to both a customer's success, and their satisfaction with OpenText products and deployed solutions. Customers benefit from this one-team accountability and innovative problem-solving commitment.

Contact OpenText Professional Services to see how they can optimize your IM digital transformation.

We're with you throughout the journey

Your IM business partner
We do this all the time
We can help you too
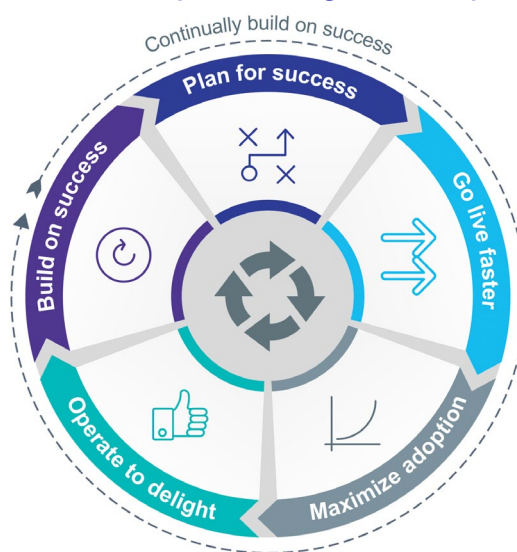
Plan for success
- IM strategy advice for: build, adopt, operate
- Project planning for IM specifics
- Inform your IM center of excellence program

Go live faster
- Certified experts: build & adopt
- Efficiency: expert, operation in-project
- Package/tools, reusable IP
- Largest global IM team

Maximize adoption
- IM communications & launch readiness
- Training, certification, coaching & support
- Experts to operate, coach & support

Operate to delight
- Managed Services
- Operations assistance
- Solution diagnostic, performance tuning, upgrade, enhance, integrate, migrate, digitization, etc.

Build on success
- Adoption assessment & support
- Managed service optimization
- IM strategy advice to refine plans & establish IM center of excellence & innovation

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: **opentext.com**.

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- **X (formerly Twitter)** │ **LinkedIn**

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