



opentext™

# Flexible Credits catalog

Short-term support services available for off-cloud customers

## Introduction

**Flexible Credits are an OpenText currency that provides a flexible way to obtain additional short-term support services when you need them. We know things come up: you have a critical issue and need someone onsite, you could use some advice on an upgrade, or you could use some informal coaching to know how to better manage and get value from your solution.**

We know what a hassle it is to get a purchase order approved mid-contract for these services. We're here to make your life easier. Flexible Credits can be purchased up-front or at any time during the life of your contract, to provide you with a source of funding for the support services you need, when you need them. We want you to have a successful experience with your OpenText solutions, so leverage our Premium Support team for support services when you need us. You can redeem your Flexible Credits anytime during the 12-month period from purchase. Contact us and we will tailor services to meet your needs.

## Core program benefits



**Convenience** - A cache of credits ready to use when you need them, without the hassle of requesting a new purchase order



**Flexibility** – Use credits for a wide range of services, tailored to your needs



**Agility** - Quick turn-around on ad-hoc services



**Peace of mind** – Help is available when you need it, so you can rest easy at night

## Core building blocks

Flexible Credits can be redeemed for a variety of support services. We'll build a package customized to your situation using the core building blocks listed below. Contact us at [FlexibleCredits@OpenText.com](mailto:FlexibleCredits@OpenText.com) to discuss your unique environment, business needs, and future plans and the Premium Support team will get to work helping you get things done.

Core building blocks for support services	Flexible Credits
Scheduled Standby for 4 hours outside business hours	2
1-day of Remote Support	3
1-day of Remote Support outside business hours	4
1-day of On-site Support (2 days minimum)	5
1-day of On-site Support (outside business hours or less than 1-week notice)	6
Personalized Support (up to 10 hours over 2-week period, 9am – 5pm, remote)	10

## Sample support services

To get you started, below is a sampling of support services that will help you get the most from your OpenText software investment. Your specific request may require more or less time than the services described below. If you don't see a service that matches your need, contact us at [FlexibleCredits@OpenText.com](mailto:FlexibleCredits@OpenText.com) to discuss how we can help.

Support service	Description	Typical time	Flexible Credits
<b>Supportability Assessment</b>	<p>Designed to proactively prevent problems and minimize critical events.</p> <p>An OpenText Premium Support expert will provide a formal review and analysis of your environment's configuration, patch currency and other factors that affect stability and performance.</p> <p>Recommendations will be provided to optimize existing systems and leverage best practices to avoid problems.</p> <p>This service typically includes a remote kick-off meeting to initiate data gathering, followed by on-site time for a look at the environment and conversations with your staff, ending with a discussion of recommendations and preparation and delivery of a report.</p>	<p>2 Remote Days</p> <p>3 On-site Days</p>	<b>21</b>
<b>Product Update Advice</b>	<p>An expert review of your upgrade plan with recommendations for improvement.</p> <p>An OpenText Premium Support expert will educate you on best practices to help you avoid common problems. The expert will then be available via Scheduled Standby as you perform the update to provide remote technical support in the event of any problems.</p> <p>This does not replace the need for a Professional Services engagement to provide a comprehensive upgrade plan for large, complex upgrades, and to perform the upgrade for you.</p>	<p>1 Remote Day</p> <p>2 On-site Days</p> <p>8 hours Scheduled Standby</p>	<b>17</b>

Support service	Description	Typical time	Flexible Credits
<b>Technical Mentoring</b>	<p>An informal white-board session to share knowledge with your staff.</p> <p>A session with a Premium Support expert may include an overview of best practices in administering your product, tips on how to leverage features and functionality, advice on how to optimally maintain and configure your solution, techniques and tools to isolate problems quickly, or other topics at your request.</p>	2 On-site Days	<b>10</b>
<b>Product Planning</b>	<p>A product planning session to review the product roadmap and help solidify a software update strategy and practice to ensure you are always running a supported, full feature version of the product.</p> <p>The session with a Premium Support expert includes sharing of product release schedules, patching practices to align to best practices, and discussion of feature and functionality differences between versions.</p>	<p>1 Remote Day</p> <p>2 On-site Days</p>	<b>13</b>
<b>Onsite Assistance</b>	Premium Support on-site assistance for critical troubleshooting, configuration and maintenance, or other tasks as agreed.	2 On-site Days	<b>10</b>
<b>Remote Assistance</b>	Remote collaboration with a Premium Support expert who will connect to your system to assist with troubleshooting, configuration and maintenance, or other tasks as agreed.	2 Remote Days	<b>6</b>
<b>Scheduled Standby</b>	<p>An experienced Premium Support expert will be available remotely at a specific time and date, outside of business hours, while you perform updates or maintenance.</p> <p>Prior to the on-call period, talk to this expert for up to an hour to seek advice and to familiarize them with your system and planned changes. During the on-call period, reach the engineer with a target 30-minute response time.</p>	8 hours	<b>4</b>
<b>Post-Implementation Hypercare</b>	If you have recently deployed or migrated a product, using your own staff, a partner or Professional Services, we can assign a Premium Support expert to be available during the critical go-live period to address any support issues that arise. We will work in close coordination with your deployment team so they can channel these issues to us. We will provide a quick response to work toward resolution, and provide regular status reports to your project lead.	<p>2 On-site Days</p> <p>4 weeks Personalized Support</p>	<b>30</b>

Support service	Description	Typical time	Flexible Credits
<b>Personalized Support</b>	Work with a designated Premium Support expert to get focused attention on a critical problem or a direct contact to work with during a key project.	2 weeks (≤10 hours 9×5, Remote)	<b>10</b>

## How to buy

You can buy Flexible Credits in two ways:

1. Upfront with your license or at renewal—to enjoy extra spending power and easy procurement for up to a year.
2. Any time during the life of your contract—to cover needs or issues that pop up throughout the year.

## How to redeem Flexible Credits

Flexible Credits can be redeemed for services up to 12-months from purchase date. You should plan far enough in advance so the services can be delivered before the Flexible Credits expire.

When you know what services you would like, email [FlexibleCredits@OpenText.com](mailto:FlexibleCredits@OpenText.com) and include the following information:

**Subject line:** Flexible Credit redemption

**Body of email:**

- Description of service being requested
- # of Flexible Credits being redeemed (if you know)
- Requested start date for service
- Service Contract#
- Contact name, email and phone number
- Country (and state if in the U.S.) where service will be delivered

A Premium Support manager will contact you to discuss your needs and arrange for delivery.

Please contact OpenText at least three weeks before you would like to receive services so we have time to schedule the appropriate resources.

## Flexible Credits policies

See the [Flexible Credits Handbook](#) for the terms that govern the purchase and use of Flexible Credits.

## Premium Support

After we assist you with short-term services, you can continue to work with the OpenText expert through our Premium Support program, which provides you with direct access to designated senior support engineers. Availability ranges from remote support to dedicated on-site resources. Learn more about [Premium Support](#).

## More about Flexible Credits

For more information about OpenText Flexible Credits please [Contact us](#) or email [FlexibleCredits@OpenText.com](mailto:FlexibleCredits@OpenText.com).

## About OpenText

OpenText enables the digital world, creating a better way for organizations to work with information, on-premises or in the cloud. For more information about OpenText (NASDAQ/TSX: OTEX), visit [opentext.com](http://opentext.com).

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