

## SERVICE OVERVIEW

# OpenText Cloud Managed Services

Accelerate cloud strategy and align your business with world class security standards, application expertise and service level commitments, for solutions that are fast, secure and always available.



### **30% Cost reduction**

realized by Cloud Managed Services customers.



### **6000+ Trained and certified**

OpenText Cloud professionals.



**One SLA** to cover managed services, infrastructure and support.

**Today's complex IT landscape must be inter-connected and able to securely share data anywhere. For many businesses, this means moving some or all their applications into the cloud. In this hyperconnected, digitally transformed environment, points of vulnerability multiply. Ensuring that the entire IT portfolio is always up-to-date and secure is a daunting task. It requires IT resources, knowledge workers and ongoing infrastructure investment. This diverts budget and people away from focusing on business growth and innovation. Having the right partners to support your cloud endeavors is crucial as your organization digitally transforms for the new equilibrium.**

OpenText Cloud Managed Services includes enterprise Information Management (IM) applications, cloud infrastructure and managed services operations, for a complete cloud solution. OpenText manages the full solution stack with a single point of accountability for every facet of the cloud journey with the flexibility to deploy in the OpenText™ Cloud or with one of OpenText's public cloud partners, including Google Cloud, Microsoft Azure or Amazon Web Services. No managed service provider is better equipped than OpenText to support the deployment, integration, ongoing management and optimization of IM applications and infrastructure, to deliver the cost efficiencies, scalability, security and flexibility businesses need.

Cloud Managed Services can help organizations run on their existing applications, or upgrade to the most recent version of their solution. OpenText handles the deployment, integration, ongoing management and optimization of Information Management applications and infrastructure as well as delivering cost efficiencies, scalability, security and flexibility.

## **Reduce Costs**

A typical organization can reduce operating costs up to 30 percent by adopting this approach. Moving to the cloud removes much of the capital investment involved in supporting IM applications on-premises. In addition, Cloud Managed Services eliminate many of the direct costs associated with system and application management and support.

## **Experience and Expertise**

With more than 6000 certified cloud professionals, moving your IM applications to the cloud could not be in better hands. Specialists in cloud operations, cloud architecture and security ensure your new cloud platform is robust. IM application experts are essential to deliver migrations, integrations and customizations, and experienced cloud service staff are the touch points between OpenText and your organization.

## **Flexibility**

OpenText provides the flexibility businesses' need to transition to cloud. With multiple infrastructure options, BYO license or subscription packages, choice of software and customisations, the journey to cloud is as unique as is needed to be successful.

## **A Single SLA**

Complexity is one of the most common barriers to cloud adoption. With our Cloud Managed Services team behind you, all your infrastructure, applications and integrations are expertly managed, all under a single SLA. This ensures accountability, drives predictability of spend, and diverts funds away from CAPEX to OPEX for optimizing budgets.

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## **OpenText™ Cloud Managed Services**

OpenText Cloud Managed Services utilizes a team of experienced professionals that partner with businesses on their cloud journey. This includes advisory, transformation and management services, that cover applications, infrastructure and operations, with a single point of accountability.

Businesses use Cloud Managed Services for daily operations to free up their resources to focus on business growth and innovation.

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**"Our project timeline for our move to Cloud Managed Services was 6 months and we hit our go live mark just as we wanted to. Our Professional Services team was just great. They were there with us the whole way and worked really hard over our go-live weekend to ensure delivery on-time. We really consider them part of our team."**

Jill Stelter  
Enterprise Content Manager  
Snohomish County Public  
Utility District

## Snohomish County Public Utility District

### Challenge

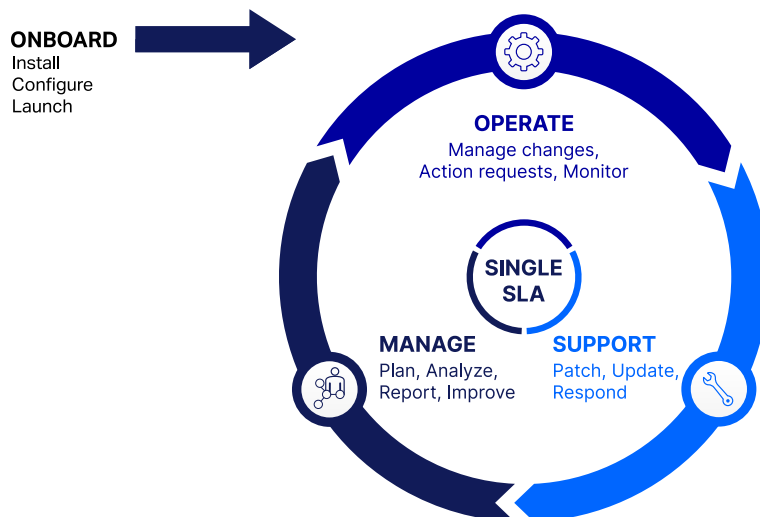
- Needed a fast, efficient way to expand and support a larger OpenText environment
- Internal IT staff focused on technical system support versus accelerating business user adoption and optimization.
- Difficulty staying up to date on latest releases to support business operations

### Results

- Most cost-effective way to expand Content Services deployment enterprise-wide
- Ability to stay up to date on technical upgrades and patches
- Expedited for project implementation and deployment timeframes
- Enabled Snohomish staff members to focus their efforts on more value-added activities

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- Onboard
  - Operate
  - Enhance
  - Support
  - Manage
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## EMS Lifecycle Overview



### Onboard

Cloud experts work with an organization to fully scope out the implementation and define the roles and responsibilities of each party. They establish a clear project plan, timeline, and methodology for transitioning and deploying the IM solution to a managed service on the cloud.

[Learn more](#)

## Operate

Highly skilled operations teams manage all infrastructure and operations elements, including platform, application, system, security, performance, availability and capacity management, using ITIL processes and best practices.

## Support

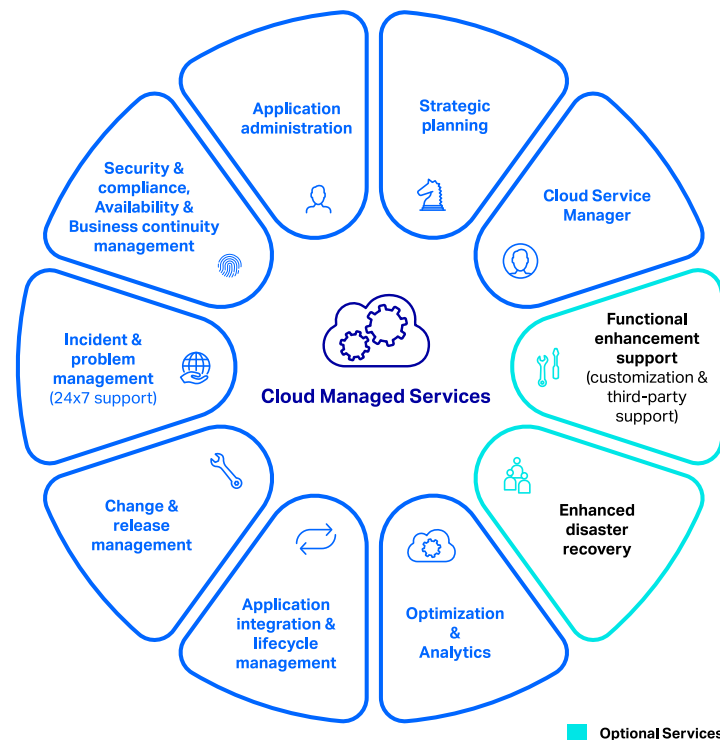
Extending beyond the incident response capabilities of OpenText's 24x7 global support team, Cloud Managed Services includes comprehensive processes to proactively detect and escalate performance incidents and service disruptions.

## Enhance

The Business Services team at OpenText manages Information Management applications in the cloud, as well as providing expertise for customizations, integrations, application upgrades, premium support and more.

## Manage

From project initiation and onboarding through the full duration of services, a Service Manager is the primary contact for all aspects of the cloud managed service and a main contact point for handling queries and escalations.



## 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](https://www.opentext.com).

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