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SERVICE OVERVIEW

OpenText™ Output Server CE Managed Service

Deliver mission-critical documents (digital and print) with ease while offloading IT management requirements to OpenText experts

Reduce loss of revenue and costs of delay with reliable document delivery

Speed business cycles with efficient, streamlined processes

Decrease cost of global document delivery

Track and monitor thousands of documents

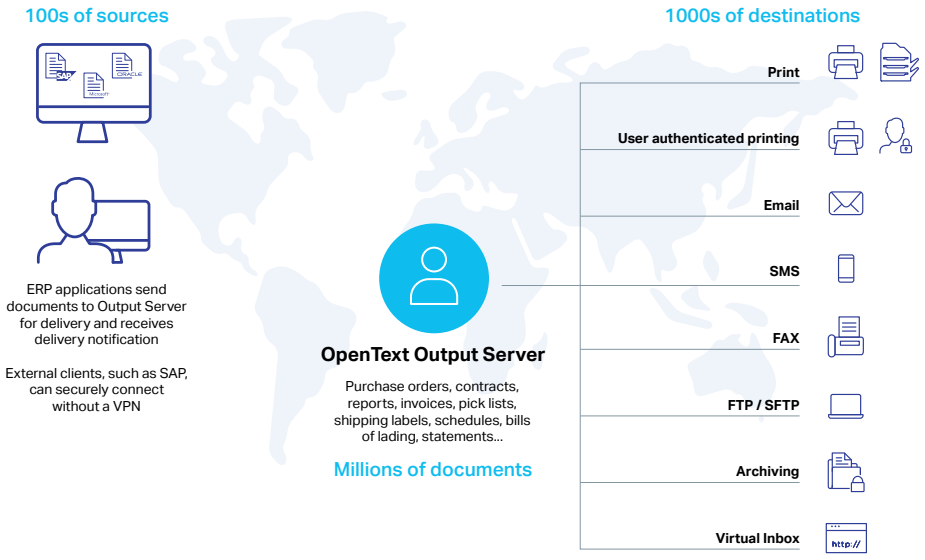
Ensuring business process continuity is critical to staying ahead of the competition. OpenText Output Server, the foundation of the OpenText Output Management portfolio, helps organizations ensure reliable delivery of business-critical communications in digital and print environments, streamlines business processes and provides real-time notification of device malfunctions or job interruptions.

Whether you're struggling with uncontrolled and untracked print device usage, insecure documents, or maintaining compliance, Output Server can help. Now, companies can have the power of Output Server without any of the responsibility. Let OpenText handle everything so you are up and running fast.

OpenText™ Output Server Cloud Edition Managed Service is delivered by OpenText as an Enterprise Managed Service (EMS), deployed in a customer-preferred cloud, including the OpenText Cloud, and operated by OpenText experts. This "as a Service" delivery model includes Output Server as a transaction-based subscription license that bundles Hardware/Software/Support and Application management costs into one subscription license. Combining the power and versatility of OpenText Output Server with the benefits of cloud operations reduces capital outlay, accelerates return on investment, and delivers peace of mind knowing that OpenText is engaged in every step of the journey.

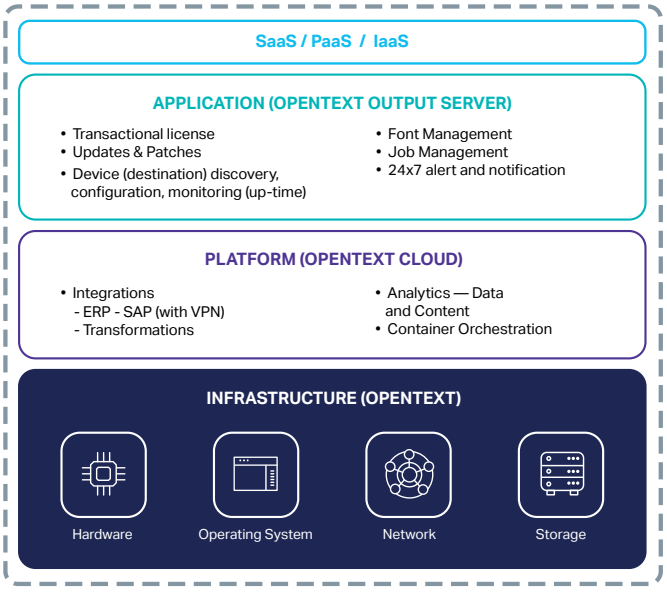
With a modern, containerized architecture, customers who choose Output Server CE Managed Service can stay up to date with the latest versions and patches by letting OpenText do the heavy lifting of managing the infrastructure.

Ensure every document is delivered



OpenText Enterprise Managed Services

The OpenText Enterprise Managed Service (EMS) program is a standardized program methodology based on OpenText's breadth of experience and the fundamentals of the ITIL framework of best practices for IT service management.



Customer solutions deployed under Enterprise Managed Services are designed with multiple levels of redundancy and failover. This cloud infrastructure is optimized for business continuity and disaster recovery. Every server, network device and storage unit is fully redundant. Should one data center fail, its operations pass onto others on the OpenText Cloud.

OpenText also offers pre-defined and best-in-class Recovery Point Objective (RPO) and Recovery Time Objective (RTO) commitments for customers to inform their business continuity planning and set clear expectations for service restoration and data recovery in case of a disaster.

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OpenText's 24×7 global support team, Enterprise Managed Services includes comprehensive processes to monitor availability, performance, and, most importantly, proactively detect and escalate performance incidents and service disruptions.

OpenText Cloud Service agreements with customers define the Service Level Agreement (SLA) commitments for application availability, incident response and service restoration. We understand that availability is critical for businesses and provide strong service level commitments that match the business needs of each enterprise. OpenText Cloud operations are designed to maximize system and data availability, and provide maximum uptime - 7 days a week, 24 hours a day. Our SLA is designed to protect customers against unscheduled outages and ensure that appropriate measures are taken in the event a commitment is not met. Typical Experience Platform solution deployments have an application availability of SLA of 99.999%, measured monthly and exclusive of scheduled maintenance conducted during approved maintenance windows. For mission-critical runtime environments a custom SLA can be agreed upon.

Performance monitoring and optimization

Extending beyond the incident response capabilities of OpenText's 24×7 global support team, Enterprise Managed Services includes comprehensive processes to monitor availability, performance, and, most importantly, proactively detect and escalate performance incidents and service disruptions. It involves a comprehensive incident management policy that is part of an ISO global information security framework. Support services are collaborative and delivered in partnership with each organization to combine OpenText's EIM managed service expertise with the organization's understanding of its business and processes.

Service Tiers

EMS provides three pre-defined service tier options ("Service Tiers") from which a customer can select.

Standard Tier

Designed for customers looking for a departmental service, where cost is a key concern and high availability is not a burning requirement. Key service features include:

- Availability SLA = 99.5%
- Recoverability (RTO = 7 days / RPO = 24 hours)
- Service Management Contact = Shared Service Management Desk

Enhanced Tier

Adapted for customers looking for an enterprise level solution, where high availability is a fundamental concern. Key service features include:

- Availability SLA = 99.9%
- Recoverability (RTO = 8 hours / RPO = 8 hours)
- Service Management Contact = Named Service Manager

Premium Tier

Designed for customers whose needs are not met by either of the above tiers, the Premium tier allows OpenText to create a tailored service offering to meet specific requirements.

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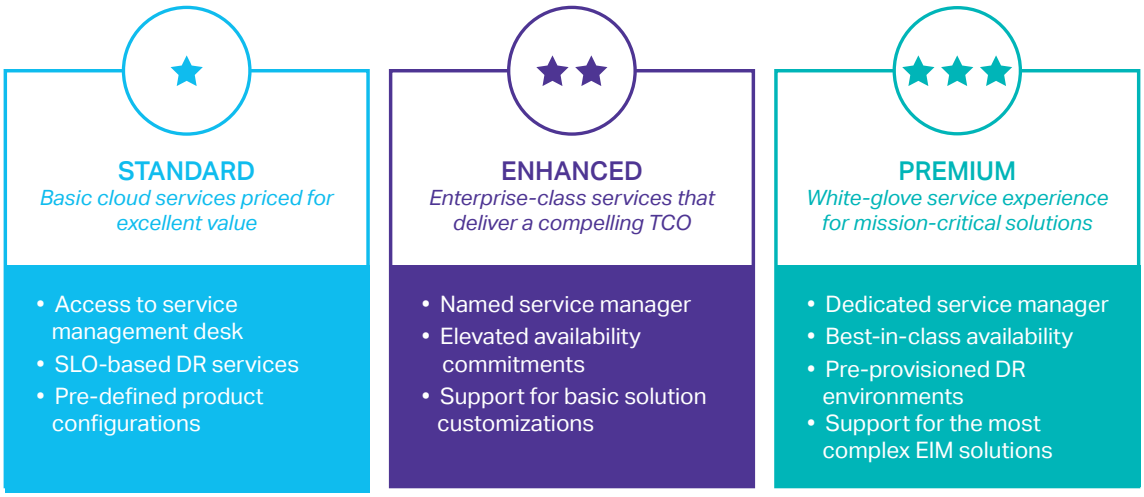

Enterprise Managed Service Details			
Required Services	**Standard**	**Enhanced**	**Premium**
Application Admin Service Requests	Up to 140	Up to 300	As Required
Application Instances	2 (Pre-PROD, PROD)	2 (Pre-PROD, PROD)	3 (2 x Pre-PROD, PROD)
Application Customizations ** (includes Custom Integrations)	0	Up to 2	Unlimited
Support for Application ** Customizations	Configuration changes only, subject to a separate quote	OpenText produced customizations only, subject to a separate quote	OpenText or Third Party produced customizations, subject to a separate quote
Application Release Cycles ***	1 (Annual)	Up to 2 (Annual)	Up to 4 (Annual)
Platform Updates and Upgrades	✓	✓	✓
Encryption at Rest	✓	✓	✓
Compliance Certifications ****	✓	✓	✓

* SLA commitment values excludes planned maintenance time
** Customer developed functional enhancements are excluded from SLA; support service includes troubleshooting, data collection, service restart
*** Deployment of functional updates to the managed Application
**** For Private and Public Clouds: ISO 27001, 27002; SOC 1, 2 Type II; FedRAMP (in process)

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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