



SERVICE OVERVIEW

OpenText Advisory Services

Maximizing business value from your IM investments requires planning for success. **We can help. We'll show you how.** OpenText offers strategic advisory services turning your vision into an executable dynamic strategy that will transform your company into an intelligent, connected, secured enterprise.



 Clear **IM Vision** to maximize alignment of IM with business goals

 **Roadmap** to achieve the vision and value realization

 Leading practice **IM solution architecture framework**

 Information Architect as your **designated success advisor**

OpenText understands our customer's investment in our solutions are significant and it's our responsibility to ensure we partner with you to achieve demonstrable business objectives, benefits, and project success. In our experience, organizations commonly struggle to address these questions:

- What else can we do with the OpenText Information Management (IM) platform? How can we **derive more value** out of your solution?
- How can we best support **digital transformation** and **optimize business outcomes** across our organization?
- Will our current approach to information management minimize both **cost and risk**?
- How can we **actively manage** continuous success with the OpenText IM platform?

OpenText is the market leader in Enterprise Information Management (EIM) with more than 25 years of experience delivering success to customers using highly integrated IM solutions and running critical business solutions.

Learn more

- [OT PS – Strategy & Planning Services](#)
- [OT Blog about IM best practices](#)
- [OT Blog about key areas for IM transformation](#)
- [OT Professional Services](#)
- [OT Professional Services Customer Success Stories](#)

Clear IM Vision to maximize alignment of IM with business goals

OpenText Advisory Services bring your business objectives and priorities into focus as an IM vision.

The vision underpins a value realization framework – including a business solutions roadmap and a value measurement regime based on your business KPIs that allow you to evaluate the value delivered by IM initiatives to your business.

Roadmap to achieve the vision and value realization

Informed by the IM vision, OpenText prepares a dynamic roadmap describing IM initiatives with timelines, tangible outcomes, and predictive business value.

Value realization measures – business KPIs identified in consultation with your team – provide a feedback mechanism for ongoing refinement of the roadmap.

IM solution architecture framework: a foundation to achieve your business outcomes

The solution architecture framework underpins the IM program, outlining how each solution helps realize business results. A business-centric IM solution architecture framework holistically addresses key aspects of implementation, user adoption, and operation.

Your Value

Clear IM vision

- Maximize alignment with related initiatives towards a common mission & goals
- Handle risks and challenges swiftly and proactively
- Understand the opportunities ahead
- Identify best-for-purpose solutions with foresight and insight
- Proactively prepare your business for changes to achieve the vision

Roadmap to achieve vision

- Establish an agile transformation strategy
- Help your workforce navigate a changing culture
- Empower users to adopt new innovative ways of working
- Track bottom-line business contributions and improvements continuously
- Evolve your operating models business needs change

Best practice solution architecture blueprint

- Innovate new business models or processes
- Blueprint for foundational solution architecture supporting initiatives derived from the IM roadmap
- A governance model to measure outcomes and business value
- An IT operations framework to guide future investments
- Prescriptive guidance to support achievement of business outcomes

Value of our guidance

"...experienced OpenText team ensured we got things right, the first time. The approach worked."

IT Front Office Solutions Director
Tarkett

"...critical in helping us build and execute a detailed roadmap."

Head of Core App Delivery
nib

"...thinking outside of the box ... OpenText looked beyond our existing processes and brought their knowledge of industry best practices."

Process Manager AP
innogy SE

"...OpenText is a real partner ...not only the knowledge of the application, ...they knew how to deliver."

Head of IT
Pharmascience

Information Architect: Your designated success advisor

A designated resource leading the program, this principal consultant brings industry and business thought leadership with strong OpenText solution knowledge and unparalleled experience. A leader who knows your team and your business, facilitating consultations and providing prescriptive advice.

Your point person is supported by an Executive Sponsor, a Program Manager, and our global team of Subject Matter Experts – all engaged to contribute to the IM Strategy.

Teaming for success is critical. Your leaders and experts provide business context and organizational direction to your priorities, helping to establish the vision and mission.

Maximum value comes from a wider field of view, considering aligned domains such as Digital Experience, AI and Analytics, and Security Management. Taking a broad view of Information Management as a transformational force for your business, we advise our customers and implement enterprise class solutions to meet a wide range of use cases in private and public organizations globally.



Advisory Services methodology

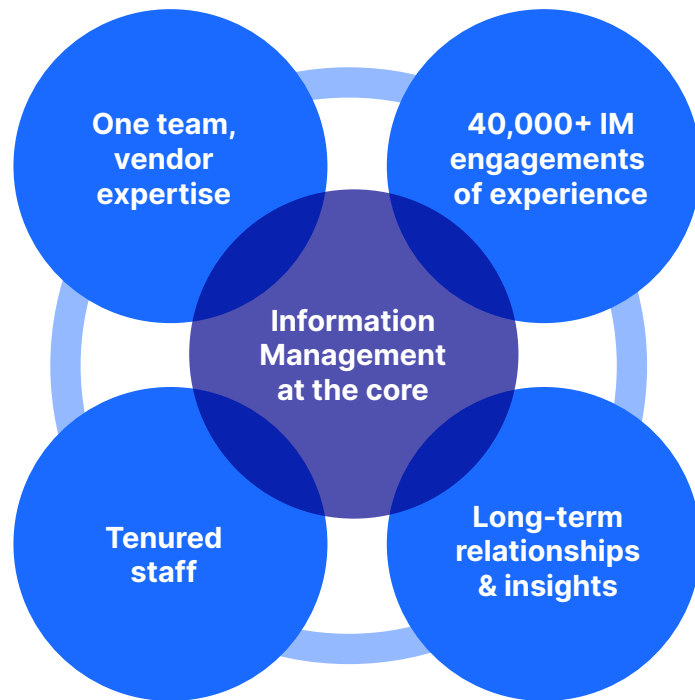
As the product vendor, OpenText delivers as one team, responsible for innovative problem solving and customer value. Professional Services (PS) has unparalleled access to our Customer Support and Product Engineering teams who share mutual accountability to customer success and satisfaction.

Benefit from nearly three decades of expertise and experience in driving business value for our customers. OpenText Professional Services is a global organization with over 3,000 Information Management domain experts.

➔ **Solution consulting services**
Implementation, integration, migration, upgrades, etc. »

➔ **User adoption consulting, education, and certification services**
Training (instructor led: remote or in-person) and Learning on Demand (self-paced) »
Certification (product and role-based) »

➔ **Managed Services**
Fully managed or assistive services »



The value of our guidance

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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