



OpenText Premier Support accelerates issue resolution and optimizes product deployment

Fasken Martineau Dumoulin LLP is a leading international business law and litigation firm. With over 650 lawyers, the firm has offices in Vancouver, Calgary, Toronto, Ottawa, Montréal, Québec City, London, Paris, and Johannesburg.



Fasken Martineau has deployed OpenText Document Management, eDOCS Edition throughout seven of their nine offices. The organization is also using the Collaboration module for extranet services and has recently deployed OpenText Email Filing, eDOCS Edition.

Fasken Martineau has been a member of the OpenText Customer Support program for over ten years. "We're consistently pleased with the level of support we've received. We find that OpenText matches or exceeds our expectations the majority of the time. For the most part, our issues are solved over the phone and through remote sessions with support technicians. On one or two occasions we've had to turn to onsite services for help, but the vast majority of the time we can solve our problems through OpenText's customer support resources," says Greg Christensen, Director of Knowledge Management Technology at Fasken Martineau.

"I'd recommend OpenText Premier Support to other OpenText customers because of the value this service has meant to my role and to the firm overall. Having a go-to person who can work on our behalf has meant much faster issue resolution, a consistent level of service, and the ability to build on our successful OpenText solution deployment,"

Greg Christensen,
Director of Knowledge Management Technology, Fasken Martineau

In 2008, Fasken Martineau joined OpenText Premier Support. "Our decision to go with Premier Support was based primarily on the fact that we don't work with third-party integrators and prefer to work directly with our vendor to solve any problems that may arise. Premier Support offers us the ability to submit an unlimited number

of support tickets and also means that we have a designated Program Manager to work closely with us to provide a customized level of service," says Christensen.

Having a designated Program Manager has helped Fasken Martineau save time in the issue resolution process. Fasken Martineau has a decentralized rollout of eDOCS DM in which multiple offices are using the product, and each office has an administrator assigned to oversee the system. This geographic dispersion sometimes means that support tickets are submitted by different system administrators and keeping track of outstanding issues can be a challenge.

"Personally, having a designated Program Manager involved in this process takes a lot of the burden of coordinating multiple tickets off my plate. We meet with our Program Manager once a week, and he comes prepared with new updates, listens to any challenges we're having, and then works on solving our issues behind the scenes at OpenText. If there are multiple outstanding support tickets, he can decide where tickets can be consolidated and determine if one technician can handle it. Issue resolution is much faster, and we are provided with a consistent level of support each time," says Christensen.

Through their Premier Support Program Manager, Fasken Martineau gets insight into OpenText's product roadmap. "By joining our weekly internal administrative calls, our Program Manager is able to gain an understanding of the direction we'd like to go with our OpenText product deployment. He shares with us current developments in OpenText's product roadmap and steers us toward useful webinars and new documentation. Working together with our Program Manager enables us to constantly examine new ways to optimize our existing products and move in new directions with our deployment," says Christensen.

[Click here](#) for more information about OpenText Premier Support.