



OpenText Premier Support provides multiple benefits for Los Angeles Air Force Base

The mission of 61st Air Base Group, the host unit at Los Angeles Air Force Base (LA AFB), is to provide medical, civil engineering, communications, contracting, chaplain, security, logistics, personnel, readiness, and quality-of-life services impacting 84 units and more than 204,000 active duty, civilian, and retired personnel in the Los Angeles area.



LA AFB has been using OpenText Content Server since 2004. Currently, the organization uses OpenText Document Management, OpenText Records Management, and OpenText Workflow for a user base of 4,500. A long-time subscriber to the OpenText Customer Support program, the organization decided to expand to the Premier Support program in 2007 to coincide with their large and complex Content Server implementation.

Frank Hong, an employee of General Dynamics and System Administrator for LA AFB, summarizes the immediate benefit of Premier Support: "It worked out well for us right away because in our first year of subscribing to it we were upgrading our Content Server deployment and having access to key OpenText personnel helped us plan for our upgrade. They had all the answers to my questions while we were testing and had a really good understanding of how best to proceed with our upgrade. This really helped us avoid any issues when we went forward with the actual system go-live."

"Our Program Manager is an advocate on our behalf and is able to do the legwork to consolidate outstanding support tickets and work with OpenText personnel to solve our issues. All tickets are classified as level one, and I get a call back right away. This is indispensable for me and gives me time back in my day that I can devote to providing other valuable services to the company."

Frank Hong, employee of General Dynamics and System Administrator, LA AFB

One of the additional benefits of the program that LA AFB takes full advantage of is the access they're given to OpenText product staff. "We're able to get access to key individuals at OpenText and are provided previews into the upcoming product roadmap. This is very important to us because we have to plan ahead for implementations, and it's great to have insight on what's coming down the pipeline," says Hong.

Another initiative spear-headed by Premier Support was a health check program that LA AFB participated in to help proactively mitigate any future issues. "The health check was great because we were able to run diagnostics reports, submit them to OpenText Services staff, and then have them look at our history to suggest ways we can optimize our system and avoid future errors," says Hong.

On a day-to-day basis, OpenText supports LA AFB and consistently solves their problems with only a few instances where Consulting or development services were needed to step in. A dedicated Program Manager works with the team on a regular basis to identify issues, coordinate support tickets, and trouble shoot to solve their problems. "We have regular monthly meetings where I let our Program Manager know when there's something on my plate that needs to be looked at. He is an advocate on our behalf and is able to do the legwork to consolidate outstanding support tickets and work with OpenText personnel to solve our issues. All tickets are classified as level one, and I get a call back right away. This is indispensable for me and gives me time back in my day that I can devote to providing other valuable services to the company," says Hong.

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