



OpenText Premier Support provides invaluable ongoing service to PNM Resources

Based in Albuquerque, New Mexico, PNM Resources serves electricity to 875,300 homes and businesses in New Mexico and Texas. The organization uses multiple products from OpenText including OpenText Document Management, eDOCS Edition and OpenText Business Process Management Server.



PNM Resources has been using OpenText's Premier Support program for over three years. The Premier Support program provides organizations with experienced Technical Specialists who work with in-house service management teams to assist with support challenges and help organizations achieve their OpenText deployment goals.

Premier Support was originally purchased when the PNM Resources team initiated a project to implement additional OpenText solutions. "At that time we wanted to lean on the technical expertise of OpenText support personnel to enhance our ability to respond to our internal clients and saw membership in the Premier Support program as a way to do this. We've since decided to keep the service since it's become part of our ongoing operations," says Shayne Marriage, IT Team Lead for PNM Resources.

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Shayne Marriage, IT Team Lead for PNM Resources

As members of Premier Support, the organization has a dedicated Program Manager to work with them on a regular basis to coordinate issue resolution. The team meets with their Program Manager regularly to discuss any outstanding issues and review the number of tickets still pending resolution. The Program Manager has

extensive details of their OpenText deployment and the different projects they're working on. The team is continuously kept informed about changes in OpenText products, updated patches, and anything else they need to know about.

Having access to their own Program Manager is especially useful during product implementations and upgrades. "Our Program Manager manages the different issues that may come up during these periods where it's not unusual for us to have 10-20 support tickets open. While it's far too time-consuming for me to manage all of that, our Program Manager is able to work behind the scenes at OpenText to follow up and get these issues resolved on our behalf," says Marriage.

For the organization as a whole, the Premier Support program has allowed PNM Resources to maximize its investment in OpenText solutions and ensure system stability. "Our OpenText solutions are an important part of our business operations, and because of our relationship with Premier Support, we don't have unplanned outages or long downtimes. We know that we aren't left alone to deal with any issues that come up but can readily turn to OpenText for fast issue resolution," concludes Marriage.

Please visit opentext.com/eDOCS for more information about OpenText eDOCS.

For more information about OpenText Premier Support, please visit the Services section at www.opentext.com.