



OpenText Premier Support Ensures Uninterrupted Service at Stikeman Elliott LLP



Stikeman Elliott LLP is one of Canada's leading business law firms with offices in Toronto, Montreal, Calgary, Ottawa, and Vancouver as well as in London, New York, and Sydney. The firm's 500 lawyers include many of Canada's most prominent business practitioners and leading litigators. Clients benefit from efficient, expert teams of lawyers at all levels.

To assure its clients of the highest quality advice, Stikeman Elliott has invested heavily in leading-edge knowledge management and project management systems. The firm began using OpenText technology in the early 1990s when they selected OpenText Document Management, eDOCS Edition and OpenText Web Site Management. In 2010, following their decision to install Microsoft Office SharePoint® Server 2007 for their intranet solution, the firm added OpenText eDOCS Integration for Microsoft® SharePoint®.

"Our Premier Support Program Manager is very attentive to our needs. He is aware of all the different projects that we're working on and is on top of our issues. He champions whatever issues that we have within OpenText and ensures that we get a quick resolution."

Venky Srinivasan, Director, Technology at Stikeman Elliott LLP

Recognizing the value the program would bring to the law firm and its clients, Stikeman Elliott subscribed to OpenText Premier Support ten years ago. "Our operation is 24/7. When the IT department needs support, they need it immediately. Our credibility is at stake," says Venky Srinivasan, Director, Technology at Stikeman Elliott. "Prior to joining OpenText Premier Support, we were serviced by a local value-added retailer."

Over the years, Srinivasan has been particularly impressed with the service provided by their Program Manager, responsible for the relationship and all communication between the Service Management Team and Customer Support. "Any time we unearth a bug of some sort and the fix is not available on-line via the Knowledge Center, it's excellent to have a Program Manager who will basically act as our quarterback to escalate the issue. He keeps a list of all our open tickets, and we have regular calls with the Stikeman Elliott IT team where he updates us on each of the open incidents and the resolution status. It's very useful, especially now that we have embarked on the Office 2010 Windows 7 migration. We're also piloting OpenText Document Management, eDOCS Edition, version 5.3 with one of our libraries, and if any issues are identified, it's great to have a person we can call who will speak to the developer channels directly, convey what we are experiencing, and find a resolution for us quickly."

The Premier Support Program brings together highly experienced Technical Specialists who will work with an organization's in-house Service Management team to assist with challenges and help customers achieve their deployment goals. The Premier Support Program is customized to suit specific service delivery and support requirements. Customers can select a combination of resources, deliverables, and services to include in their program. The OpenText support team will help to identify software issues, develop creative solutions, and document enhancement requests for consideration in future product releases.

For more information about Stikeman Elliott's successful enterprise content management implementation, read the [Stikeman Elliott Success Story](#).

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

STIKEMAN ELLIOTT

TOGETHER, WE ARE THE CONTENT EXPERTS

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