Extended Hours Support

Providing Extended Hours Support for your Business

24x7 Support

Providing you with support evenings, weekends and holidays

Did you know?

The 24x7 Support Program is a subscription-based program designed to provide you with support for critical issues outside standard Open Text Customer Support hours.

What's Included

When you call the Open Text Support office the following actions will be taken based on the classification of the Support Request (SR):

Critical (Urgent): For Support Requests reported during standard Customer Support hours in the region in which the Customer resides and classified as critical, a support representative will log the SR and provide you with a tracking number. Support begins immediately and will be worked on around the clock (24 hours a day, 7 days a week) until the SR is resolved or a workaround found. The response time for critical SR's is one hour from the time that the call is received.

For SR's classified as *critical* reported outside of standard Customer Support hours in the region in which the Customer resides, a toll-free 24x7 phone number connects you with a Senior Support representative who will work the SR until it is resolved or a workaround agreed upon. When your regional support center re-opens, the SR will be transferred to the regional support team to continue troubleshooting.

Benefits:

- **Support for global deployments**
- **No waiting for the next morning to initiate a Support Request**
- **Helping you maintain your Service Level Agreements with the business**

24x5 Support

Providing you with support 24 hours a day, 5 days a week

Did you know?

The 24x5 Support Program is designed to provide you with support for issues encountered in your ECM environment outside standard Open Text Customer Support hours, regardless of their severity.

How it Works…

The Open Text Software Maintenance Program provides subscribers with access to support services delivered by the OTC support location that is local to the installed software. OTC Support Offices have standard hours of operation Monday through Friday.

The 24x5 Support Program extends your access to include additional OTC Support Offices outside of your regional Support hours, offering support for Normal, Serious, and Critical issues.

What's Included

When you call the Open Text Support office the following actions will be taken based on the day and hour the Support Request (SR) is reported:

- For SR's reported outside of standard Customer Support hours in the region in which the Customer resides, a toll-free 24x5 phone number connects you with a support representative who will log the SR, provide you with a tracking number, and a support representative will work the SR until it is resolved or a workaround agreed upon. When your regional support center re-opens, the SR will be transferred to the regional support team to continue troubleshooting.

How to Begin

For more information about this and other Technical Support services, please contact Technical Services North America at technicalservicesna@opentext.com, Technical Services EMEA at technicalservicesemea@opentext.com, or Technical Services AP at technicalservicesap@opentext.com.

OPEN TEXT
The Content Experts™

If you are an Open Text partner or customer, visit online.opentext.com for more information about this and other Open Text solutions.

Open Text is a publicly traded company on the NASDAQ (OTEX) and the TSX (OTC).

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