

Open Text Managed Hosting Services

Your easy ECM Suite Solution: done fast, done right

Deploying Enterprise Content Management (ECM) solutions quickly and correctly can be a challenge. This is why even sophisticated IT organizations around the world use Open Text Managed Hosting Services to minimize deployment time while maintaining the highest service levels possible.

Rapid Deployment

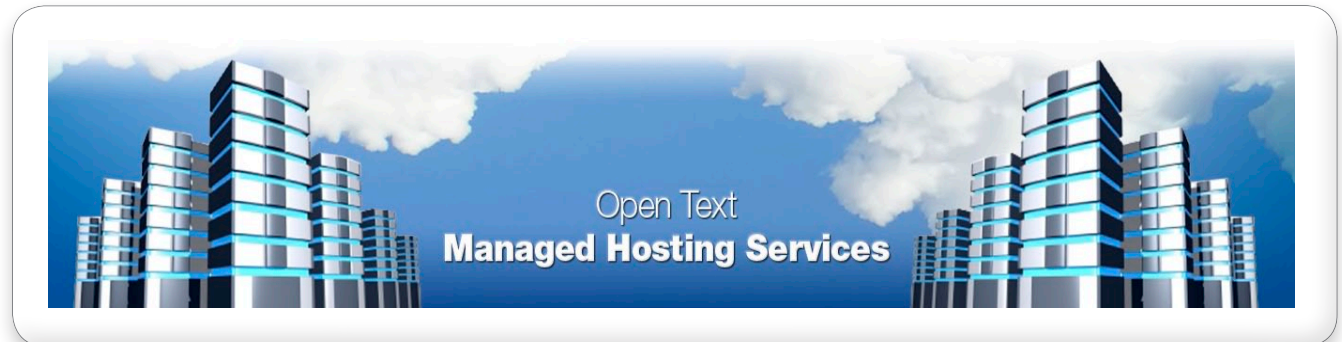
Our world-class IT infrastructure, operations, and support are optimized specifically to host Open Text ECM Suite applications. This allows us to provide you with un-equaled speed of deployment for even complex solutions.

Expertly Managed

We manage the nuts and bolts and let you focus on the business needs of your system. Open Text ECM Suite experts administer and implement all operational aspects such as initial setup, configuration, performance tuning, and procedural controls.

Minimize Total Cost of Ownership

Paying for monthly use rather than making a large initial investment in implementation saves on upfront and ongoing IT costs for infrastructure, staff, training, and compliance. Predictable recurring fees will also result in improved cash flow management.



Flexibility

We offer a variety of hosting solutions, all of which can easily be adjusted as required. Varying contract terms allow you to tailor your hosted solution to accommodate a wide range of deployment periods. Even if integrations or customizations are required, the flexibility is there with an Open Text Managed Hosting solution, if and when you need it.

Unified Customer Support

Our integrated hosted offerings allow you to benefit from our direct relationships with Open Text Services, Support, and Product Development. These relationships provide our customers with a combined effort through unified support. This, along with our dedication to providing solutions in the ECM market, makes us an integral part of the Open Text team of content experts.

Compliance and Risk Management

Open Text Hosting Services provides robust, scalable, and secure enterprise-class solutions using the latest technologies and methods. Operations are monitored 24/7, with on-call staff responding to alerts. We provide an assured level of service, availability, and quality with defined service level agreements, fault-tolerant solution and infrastructure design, and audited operational controls. Our solutions use an implemented COBIT model for policy, procedure, and controls development in combination with SAS-70 Type II audits, to provide guaranteed levels of operation and confidence in your business solution.



Hosting Facilities

Our hosting service utilizes world-class data centre facilities and enterprise infrastructure, providing an environment capable of satisfying strict service-level agreements.

Security

- 24-hour video surveillance
- 24/7 on site security personnel
- Biometric and electronic key physical access
- Off-site secure data storage
- Intrusion detection and redundant firewalls

State of the Art Facility

- Fail-safe climate control systems
- Dual backup power strategy featuring UPS and generators with established fuel supply services
- Computer safe fire suppression system
- Flood sump pits and elevated cabling
- Datacenters meet TIA-942 datacenter standard III or better

Connectivity

- Primary and secondary, fail-safe global IP backbone
- Remote location acceleration technologies

Our enterprise-class offering provides:

- Fault-tolerant global internet connectivity
- Fault-tolerant solution architecture
- Promptly deployable, operationally managed solutions
- System, database, and application level monitoring
- Dual backup power via UPS and generator
- Fail-safe climate control systems
- Fail-safe fire detection and suppression systems
- 24-hour video surveillance & access monitoring
- Biometric & electronic key access
- 24/7 On-site security & critical on-call
- Flood water detection & sump pits
- Secure off-site data storage services

Architecture

- Enterprise grade hardware and equipment
- Scalable, fault-tolerant application and backend services
- Network fault-tolerance with load balancer, router, switch, and interface redundancy
- SAN & NAS using RAID technology
- Remote facility failover options

Operations

- 24/7 solution monitoring
- 24/7 on-call emergency support
- Backup, restore, and disaster recovery options

www.opentext.com/cloud

NA Sales NAhosting@opentext.com
+1 800 499 6544

EMEA Sales EMEAhosting@opentext.com

Asia Sales ASIAhosting@opentext.com

www.opentext.com