



Optimize the use, productivity and adoption of your OpenText™ solutions

Operating and maintaining advanced Enterprise Information Management (EIM) solutions can be a complex challenge. Balancing the key objectives of availability and performance while ensuring user adoption and satisfaction will challenge most IT teams. The OpenText™ Optimize Service Programs provide a solution to help you and your business succeed.

Achieving your business objectives requires in-depth technical know-how and expertise in EIM deployment and operational management. For many organizations, it is difficult to develop and retain these specialist skills in-house. OpenText understands these challenges and has designed the OpenText Optimize Service Programs to help alleviate some of those pressures. Where better to find that expertise than from the pioneers of EIM software?

The OpenText Optimize Service Programs are focused on helping customers optimize and protect the use, productivity, return on investment, overall user adoption and satisfaction of OpenText software.

**PROTECT**

- Around-the-clock self-serve online tools and product resources
- Easy access communications channels
- Optional extended hours of support coverage
- Optional extended maintenance

**ENABLE**

- Public or private training courses
- eLearning
- Service Transition and Operational Readiness
- Strategies to increase user adoption

**ASSIST**

- Expert assistance
- Solution Services (for customizations and integrations)
- Continued improvement through Health Checks, Performance Reviews, Upgrade Assessments and more
- Administrative help

**MANAGE**

- Proactive monitoring
- Enhanced monitoring tools
- A full Managed Service, including Program Management, Help Desk and Administration
- Hosting

**OPTIMIZE BENEFITS FOR ALL PROGRAMS**

- *Online tools and resources to help you do more on your own*
- *Support when you need it, thanks to hours that suit your business requirements*
- *Maximized system availability*
- *Improved productivity of your in-house team*
- *A higher level of user satisfaction*
- *Best practice advice from OpenText experts*
- *Maximum value from your OpenText investment*
- *Techniques and strategies to increase user adoption*

## The Programs



### Protect

#### The FOUNDATION on which our service programs are built

With access to the Knowledge Center and My Support, you are given a wealth of information and easy access to OpenText Support experts through a variety of channels.

Discover the true potential of your solutions by searching thousands of Knowledge Base articles or by reading through Champion Toolkit Case Studies and Best Practice documents.

Stay up to date on the latest product developments by referring to our Product Roadmaps, receiving Customer Alert emails and attending OpenText Live webinars.

When you can't find a ready-made answer, contact us and open tickets through a variety of channels, including the convenient My Support account management site, Discussion Forums, Live Chat email and phone. Optional after-hours support can also be arranged, ensuring you're fully protected from critical issues any time, anywhere.



### Enable

#### TEACHING you how to do things RIGHT

Empower your technicians to take matters into their own hands by providing them with product-specific training delivered by OpenText experts who know your system, your business and your unique needs and challenges.

Our targeted in-person and online curriculum and certification programs will give your IT administrators, knowledge and confidence they can apply in their everyday responsibilities. Your teams will discover new ways to troubleshoot issues, improve system performance, streamline upgrades, increase user adoption and more.



### Assist

#### HELPING you get things RIGHT

Take a proactive approach to optimizing your OpenText environment with our Optimize Assist program. Our team of experts will keep a close eye on your systems with regular health checks and assessments that can uncover potential issues before they occur and reveal opportunities for cost savings and enhanced performance.

Trust our team of experienced OpenText specialists can help you scale your environment, resolve complex challenges, and customize your OpenText solution to achieve your business goals. Plus, we'll ensure effective delivery of the program and maintain an open line of communication through an assigned Service Program Manager (SPM) with an intimate knowledge of your system and unique business requirements.



### Manage

#### RUNNING things for you the RIGHT way

Allow OpenText to take care of your troubleshooting and administrative duties with our Optimize Manage program, which provides proactive and reactive strategies to keep your systems in peak condition. Free up your IT staff and cut back on in-house resources so you can focus on what's most important to you—the successful operation and growth of your business.

Our experts will keep a close eye on your systems and provide regular reports so you're always aware of the performance of your solution. OpenText technicians on the front lines of your systems, will minimize downtime, and quickly resolve issues.

Plus, our Managed Hosted Services option allows you to have OpenText host your solution in a secure and tailor-made environment under the watchful eye of OpenText experts. This can provide added cost predictability and accelerated time to implementation, all while ensuring your systems are monitored 24/7 and compliant with regulations specific to your region and industry.

#### Services Program Manager (SPM)\*

We aim to provide each customer a personalized experience through a dedicated SPM—your single point of contact for managing delivery of our services.

They will work with you to create a service transition and delivery plan at the start of your program and are responsible for the ongoing relationship between you and OpenText.

SPM will have in-depth knowledge of your applications and any customizations implemented within your environment.

More importantly, they will develop an understanding of your business and its use of the applications and recognize the service levels on which your business relies.

A secondary SPM is named to your account in order to provide continuity in the event that your primary SPM is unavailable.

#### Solution Experts

Solution Experts are experienced OpenText consultants who become familiar with the operation of your OpenText environment and deliver the technical scope of the program to which you subscribe.

#### Contact [optimize@opentext.com](mailto:optimize@opentext.com) for more information.

*\*May not be available for all programs.*