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Premium Support

Enterprise Support Manager (ESM)

Advocacy and Escalation Management
Your ESM champions your priorities inside OpenText, fast-tracking critical issues to reduce disruption.

Strategic Support Governance
Your ESM provides structured oversight, including regular reviews, tracking, and alignment to your business goals.

Service Quality and Accountability
A dedicated ESM drives stronger coordination, clearer ownership, and a smoother support experience.

Risk Mitigation for Mission-Critical Systems
Your ESM anticipates risks and ensures escalation paths, processes, and resources are ready when it matters.

Strategic support leadership

With a Premium Enterprise Support Manager (ESM), you gain a strategic support advisor who aligns support delivery to your business goals. Your ESM focuses on non-technical support management, ensuring case progression, coordinating escalation, and providing quarterly business reviews.

Your ESM builds strong relationships with your technical contacts and acts as your ambassador across OpenText teams—R&D, Product Management, and Customer Support—to make sure support delivery consistently meets your objectives.

By regularly reviewing and monitoring your priority incidents, your ESM helps prevent delays, coordinates additional resources when needed, and guides case progression to maintain momentum and reduce operational disruption.

What's included

Your Premium Enterprise Support Manager (ESM) provides strategic support management for a product group (region limitations apply), and supports no more than six customers to ensure focused attention on your support success. Your Premium ESM is available during business hours. You may schedule your ESM to visit your site up to four days per year to gain an understanding of your product implementation and business priorities to better manage your support experience.

Onboarding to set you up for success

Your ESM begins with onboarding by meeting with stakeholders, reviewing your environment, and building a support plan to define deliverables, processes and personnel involved in the delivery of support. This ensures a clear understanding of goals, processes, and responsibilities.

Single point of contact

Your ESM acts as your primary support management contact, partnering with OpenText teams to ensure escalations happen quickly, and solutions to requests are handled in a timely manner.

Priority Support

Incident resolution is provided through the Priority Support queue for the products covered by your ESM, with enhanced target response times of 30-minutes for severity 1 and 1-hour for severity 2 incidents and assignment to more experienced support agents.

Incident and escalation management and advocacy

Your ESM tracks incident trends in a dashboard, hosts case reviews, and provides recommendations to prevent recurrence and enhance supportability. Your ESM advocates for your business needs, coordinating escalation with engineering and product teams to ensure fast, visible progress.

Business reviews

Your ESM will host quarterly reviews to provide insight into recurring trends, review version currency and contribute recommendations to improve future supportability and reduce repeat incidents over time.

Learn more

Learn more about Premium Support, or Contact Us for more information.

About OpenText

OpenText enables the digital world, helping organizations securely manage information at scale, visit opentext.com.

www.opentext.com