

In their pursuit to be the best, professionals trust the best.

When an experienced climber packs their gear in preparation to ascend the epic heights of the Himalayas, they don't pack old equipment, or rope that is damaged or frayed. They know that up on the North Face of Everest, their life will be in the hands of this equipment, their technology, and the support of their team. When times get tough, doubt is unacceptable.

In today's business, the same can be said of the digital technology that powers critical infrastructure and empowers people, networks, and the flow of information. With so much riding on the performance and stability of your Information Management systems, trust the OpenText experts who develop and live-and-breathe them to keep them healthy and help you when you need it.

opentext[™]

Protection against the unexpected

OpenText™ Global Customer Services (GCS) offers industry-leading service and technical knowledge, and more expertise than anyone else when it comes to OpenText products and solutions. Our teams of highly trained technicians are strategically positioned around the world, ready to assist you in your troubleshooting, updating and operation-critical needs. Most importantly, we offer trusted, proven protection against the unexpected.

That's why we've given the foundation on which our service programs are built the name Protect. It's a simple but powerful word that embodies our dedication to help you succeed with OpenText products, and our commitment to being there when you need us.

Inside Prime Protect

With Prime Protect, all customers have continuous access to OpenText innovation, self-serve online tools and product resources, easy-access communication channels, and support coverage.

Prime Protect also keeps customers up-to-date on the latest software updates and patches, and provides assistance to stay current. By installing the latest releases and patches, you enhance the stability of your system and ensure that your OpenText software environment is performing at optimal capacity and maximizing your investment.

Tools	
Documentation for all product releases	⊘
Library of articles describing proven solutions to known issues	⊘
Technical tips and instructions for installing, administrating and troubleshooting	\odot
Product-specific newsletters, communities, papers and blogs	\odot
Technical alerts, and overviews of the latest releases and patches	⊘
Ability to open support requests by email, phone or online portal	⊘
Ability to request license keys	⊘
Online self-service management and tracking of open support requests	⊘
Reduced issue resolution times with tools for proactive support and service automation	⊘

Trust	
Years of leading innovation in digital solutions, and exceptional customer service	30
Customers around the world, in over 140 countries	100,000
Average satisfaction rating given by customers following an experience with OpenText GCS	9.6/10
Support from the organization that develops and owns the source code	
All products and solutions developed with security as a top priority	⊘
Critical patch updates, security alerts and notifications	⊘

opentext[™]

Expertise	
Dedicated Global Customer Services technicians stationed around the world	1,600
24×7×365 support coverage for Critical (P1) and Serious (P2) issues	
5×8 support coverage for normal (P3) support requests during standard local working hours	\otimes
Highly trained technicians and engineers localized around the world	
Customer-authorized technical points of contact	6

Innovation	
Continuous product development and maintenance	\otimes
Product patches and releases	\otimes
Product enhancement input	\otimes
Access to Developer Network and active community of peers	\bigcirc

Additional program options

With an OpenText Prime Protect subscription, you can expand your coverage to include other support offerings, such as Extended Support, OpenText Standby Support, and OpenText TechConnect programs.

Extended Support

For product releases in the Sustaining Maintenance phase of their support lifecycle, Extended Support offers expert-level technical support and an escalation path to R&D for critical issues.

Standby Support

The impact of system downtime is greatly reduced over nights and weekends, which makes these great times to perform system maintenance like upgrades and server migrations. Planning for these events while trying to anticipate all unforeseen issues can be a daunting task, even for seasoned IT professionals.

The Standby Support program offers a cost-effective remote safety net for your planned system events. Anytime—day or night—we can arrange for a highly experienced technical specialist to assist your in-house service management teams to resolve challenges faced when making changes to your business-critical production environment.

opentext[™]

TechConnect programs

Operating and maintaining advanced IM solutions can be a complex challenge. Balancing availability and performance while ensuring user adoption and satisfaction will challenge most IT teams. The OpenText™ TechConnect and TechConnect Fax Solutions Edition programs provide assigned technical experts and a proactive solution to help you and your business succeed. For more information on TechConnect, including options for customers with citizenship requirements, visit our website.

More information

For more information, contact your Renewals Specialist or email supportprograms@opentext.com.

About OpenText

OpenText enables the digital world, creating a better way for organizations to work with information, on-premises or in the cloud. For more information about OpenText (NASDAQ/TSX: OTEX), visit opentext.com.

Connect with us:

OpenText CEO Mark Barrenechea's blog

Twitter | LinkedIn