



opentext™

TechConnect

Assemble a dream team to maximize your solution

Leverage experience and attract new users.

Customizing, deploying and maintaining advanced Enterprise Information Management (EIM) solutions can be a complex undertaking. So many technical decisions need to be made, and everyone with a stake in the project seems to have different requirements. How can you bring everything together to implement a solution that attracts users and meets business needs? By trusting the industry's best to show you the way.

● Advanced **technical expertise**

● One-window **communication**

● Improved **issue support**



The TechConnect advantage

As the name suggests, our TechConnect program connects you with OpenText experts who have superior technical knowledge and experience gained from many other successful enterprise system deployments. These experts will work directly with your in-house service management and IT teams to help optimize your systems and processes, and further the achievement of your business.

What are the benefits?

You've made an investment in OpenText solutions to grow your business, lower operational costs and reduce information governance and security-related risks. OpenText TechConnect helps you get the most of that investment.

Advanced technical expertise: While your assigned technical expert works closely with your team and operates as your single point of contact for technical issues, you also have the entire OpenText technical service team ready to assist. Expect ongoing practical knowledge transfer between our teams and an improved understanding of OpenText solutions.

One-window communication: Your TechConnect Technical Lead can assist with issue and escalation management, centralized communication and reporting, and tailoring service delivery. Our Technical Leads engage in and provide proactive and preventive expert assistance.

Improved issues support and increased user satisfaction: Help your internal IT department by leveraging OpenText's support competencies. Our program is designed to proactively address risks, minimize downtime, and streamline operations to improve efficiency, accelerate your end-user adoption and allow the business to focus on just that — the business.

What's included?

	TechConnect Program
Continuous innovation	
Product research and development	✓
Product patches and latest releases/versions	✓
Support resources	
Telephone and online issue reporting	✓
Online Knowledge Base and learning resources	✓
Standard OpenText hours of operation	✓
1 hr initial response target for all issues regardless of severity*	✓

*Hours of operation are defined by customer's software maintenance program.

TechConnect Program

Support resources	
Assigned Technical Lead responsible for all support requests	Technical lead delivery during standard business hours; out of hours coverage and response determined by customer's software maintenance program
Program planning, regular status calls and reporting	✓
Issue and escalation management	✓
Service delivery and communication plan	✓
Site inventory	✓
Configuration review	✓
Private support program workspace	✓

A complete list and explanation of program deliverables, including the responsibilities of your Technical Lead, can be found in the [TechConnect Handbook](#).

More information

For more information about the TechConnect program and additional options, [contact supportprograms@opentext.com](mailto: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](https://www.opentext.com).

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