opentext™ | Premium Support

Success Story

East-Asian health authority trusts OpenText™ Premium Support for assistance with complex solution network

Enterprise solutions do not come in one-size-fits-all packages; their value is realized when integrated with other systems and tuned to fit the needs of the business. For this customer, Premium Support has proven invaluable in coordinating and conducting their symphony of technology.

As the world increasingly relies on the near-instant movement of information across connected—though sometimes disparate—systems, the importance of a holistic cybersecurity strategy has never been greater. That's why one east-Asian health authority has chosen OpenText™ Fortify™, alongside the protection and guidance of OpenText Premium Support, to cover their broad application portfolio and ensure their code is secure.

With 43 hospitals and institutions, 49 specialist outpatient clinics, 74 general outpatient clinics, 90,000 employees and 30,000 hospital beds under their purview, this health authority is responsible for a high number of internal and external (outsourced) IT projects. These projects often include applications that gather, structure and transmit protected health information, high-value data and life-or-death instruction. Security is paramount.

The authority has chosen to access Premium Support through Flexible Credits, which provides short-term assistance with special projects or extra support in the case of unexpected events. It was through the use of these Flexible Credits that the authority was introduced to Premium Support Engineer (PSE) Johnson, who has become an unofficial—though critical—member of the customer's IT team.

When an incident occurs, Johnson is on hand to provide knowledgeable assistance and a direct path to other OpenText support resources who may need to step in to help. On a more regular cadence, he provides high-quality remote support and user experience consultation. On occasion, Johnson has visited onsite to help resolve more complicated issues.

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What has been most impressive to this health-industry customer is Johnson's knowledge and experience that extends beyond OpenText products. His technical acumen, coupled with his intimate knowledge of the authority's systems and business requirements, allow him to support the customer from a holistic operational perspective and go the extra mile. The result is effective consultation, quick response times, and resolutions that fit within the context of the authority's overall IT vision.

As the health authority grows, they expect to increase their Fortify licenses and Flexible Credit allotment. You can be sure that as they do, PSE Johnson will be on standby, ready to assist.

More information

For more information about how the OpenText Premium Support program can help you get the most out of your OpenText technology investment, visit our website:

🌐 Premium Support   🌐 Premium Support Flexible Credits

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.