

Success Story

Large North American university completes successful, efficient upgrade with expert guidance from Flexible Credits

After cashing in OpenText Premium Support Flexible Credits for their OpenText™ Application Lifecycle Management (ALM) upgrade, the only question the customer has now is: “When can we get more?”

When a large North American university faced a complex upgrade of ALM 12.6 to 17.0.1, the IT department decided not to take any chances and looked to OpenText Premium Support for guidance. Ultimately, they decided to supplement their in-house IT resources with short-term assistance by way of OpenText Flexible Credits. With Flexible Credits in their back pocket, the IT team was able to call upon expert Support Engineer Suresh to help them plan and advise their project.

“Suresh brought a logical approach and a sense of discipline to our project,” says the Testing Coordinator whom we interviewed for this story (identified hereafter as “TC”). “It was clear he had done many of these before, so he was able to help us take the right step at the right time and do so in a logical manner. This helped us move forward on the project, and in an efficient manner that allowed us to balance our ‘day jobs’ at the same time.”

Heading into the upgrade project, the IT team identified some risks that they needed to mitigate. Because ALM is used heavily across the university in different departments for application development and defect tracking, it was important that the upgrade cause minimal user disruption and the resulting implementation be as stable as possible. The other major risk identified was not knowing how complex the upgrade might be. “We didn’t want to learn on the job, so to speak,” says TC. “By spending a small amount of money and not taking on this project alone, we largely mitigated the risks of this upgrade.”

On behalf of his team, TC complimented Suresh for his patience, flexibility, and willingness to go “above and beyond.”

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"The most important thing that we gained from our Flexible Credits engagement," says TC, "was the expertise and experience that Suresh brought to our upgrade project... He had countless tips and tricks, and more elegant ways of doing things that saved us so much time... Suresh was able to steer us around problems that we may not have been able to figure out on our own."

A total of 120 Flexible Credit hours were used for this project. Self-directed lab work was provided to the university's IT teams, and Suresh provided remote support through screen shares and step-by-step instruction.

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As a result of this successful experience, the university has purchased more Flexible Credits to aid in an upcoming single sign-on project. When asked if TC would recommend Premium Support to other customers, this is what he said:

"Yes. We could not have [completed this project] without you... You've set a true standard that not many vendors can uphold, and we deal with many... Keep doing what you do; it is definitely a customer pleaser."

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

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