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Fact sheet

OpenText Extended Support

Perform in the present while preparing for the future

OpenText Extended Support benefits:

Guard against critical Priority 1 (P1) issues

Maintain confidence in applications

Troubleshoot with help from Customer Support

While planning ahead, business continues to run—as do applications and datastores. When key software falls behind, critical issues affecting performance and security remain priorities that cannot be left unaddressed.

OpenText Extended Support helps organizations plan for the future at their own pace and in their own way. With Extended Support, companies can continue to receive expert-level technical support and maintain an escalation path to R&D for critical issues for an additional two years past Current Maintenance. This extra level of coverage helps organizations focus on the priorities of business with confidence in their applications and the information they control

Stay efficient

It is essential that IT departments and enterprise systems keep business and customer systems running and performing at the levels users expect. Only through Extended Support can organizations report and receive fixes for P1 critical issues on product versions in Sustaining Maintenance.

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Stay on track

When organizations under Extended Maintenance encounter a defect that results in a P1 critical issue, OpenText will take commercially reasonable efforts to restore production service and get the system back on track.

Stay connected

Keep a direct line open to OpenText Customer Support for troubleshooting and basic support. OpenText can help organizations maintain their existing systems to keep employees and customers satisfied, files available and business moving. Organizations can open tickets online and keep Extended Support close in case they have a question that self-service resources cannot answer.

Services included	Current Maintenance	Sustaining Maintenance	Extended Support*	Limited Extended Support**
Critical (P1) fixes for a product that has entered Sustaining Maintenance*			⊘	
Product R&D including innovations, platform compatibility and regulatory, compliance, data privacy and security updates	⊘			
Product patches and latest releases/versions	⊘	Pre-existing only	Pre-existing only	Pre-existing only
Online issue reporting	⊘		⊘	⊘
Online Knowledge Base	⊘	⊘	⊘	⊘
Call handling/issue resolution with the next available product specialist	⊘		⊘	⊘

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

*Critical Issues as defined in the applicable OpenText Software Maintenance Program Handbook. Refer to opentext.com/agreements for full terms and conditions.

**Limited Extended Support is available once the Extended Support term ends.

Learn more

For more information on our offerings and to speak to an expert about Extended Support, contact supportprograms@opentext.com.

opentext.com/contact