

OpenText Premium Dedicated Support Engineer (DSE)

A dedicated full-time support engineer, providing technical guidance and problem resolution

Premium Dedicated Support Engineer at a Glance

- Senior engineer with deep technical expertise, tailored to your unique environment
- Strategically partners with you to optimize your product environment to ensure business continuity
- Dedicated to one customer, unlimited problem resolution up to resource time
- Dedicated full-time at your site 4 days a week, 1 day remote (full-time remote resources also available)
- Business hours availability, with 24x7x365 prioritized handling for severity 1 issues
- Prioritized target response time of 15 minutes for severity 1 issues, and 1 hour for severity 2 during business hours
- Escalation Management from a Support Account Manager



Find out more about our Premium Support and Flexible Credits offerings at:

[Premium Support](#)

[Flexible Credits](#)

When you need the best possible care of your complex environment, turn to OpenText Premium Support. With Premium Support, you get people on your side who are as immersed and invested in your world as you are. The leading experts in the industry become an extended part of your team. Build a team of named and dedicated support experts that understand your business—helping you to optimize even the most complex software environments and resolve issues quickly if they arise.

Personalized Onsite Technical Guidance and Problem Resolution with a Senior OpenText Dedicated Support Engineer

Your Premium Dedicated Support Engineer (Premium DSE) provides the highest level of support OpenText offers. Dedicated full-time, your Premium DSE develops an in-depth understanding of your implementation, which allows them to optimize your product environment to ensure business continuity, while providing speed to resolution when issues arise.

Your Premium DSE will become a trusted advisor and an integral part of your organization, strategically partnering with you to ensure your OpenText solutions provide maximum benefit. Your Premium DSE will collaborate with other OpenText experts, and will submit enhancement requests and defect reports as needed. With deep technical expertise and an intricate understanding of your systems and business, the Premium DSE is the resource of choice for large scale enterprises, where business continuity is paramount.

With this package, you will also have access to a Support Account Manager (SAM), who is

responsible for quarterly incident reviews and escalation management for Severity 1 issues.

Outside of business hours, you will receive prioritized handling for Severity 1 issues.

Your Premium DSE Package Includes the Following Coverage and Primary Responsibilities

Coverage

- Custom support tailored to your needs
- Business hours availability, plus prioritized handling 24 x 7 x 365 for severity 1 issues
- Prioritized target response time of 15 minutes for severity 1, and 1 hour for severity 2 incidents during business hours
- Dedicated to support 1 customer
- Access to a Support Account Manager, who supports up to 20 customers
- 4 days onsite, 1 day remote/week (full-time remote resources are also available)

Primary Responsibilities

Your designated Premium DSE will:

- Be your full-time OpenText partner
- Develop an in-depth understanding of your product environment and implementation
- Act as your single point of contact, providing technical guidance and owning problem resolution for support incidents opened for you within an agreed product area
- Provide deep technical expertise on products included in this product area, and facilitate issues outside this area as needed
- Provide fast updates on open incidents

Support That Steps Up to Today's Business Challenges. That's Premium Support

OpenText Premium Support. Built for You and Your Business.

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[OpenText CEO Mark Barrenechea's blog](#)



- Develop a strong working relationship with your team, and work closely with them and OpenText experts to resolve issues quickly and efficiently
- Tap into OpenText backline and engineering resources as needed; and submit enhancement and defect reports as required
- Provide a centralized understanding of your incidents and their causes, and recommend strategies for reducing the risk of recurrence
- Apply best practices to help you minimize operational risks and avoid common pitfalls
- Offer technical support mentoring to increase your team's knowledge
- Provide product roadmaps to inform your future plans and to assist in upgrade and migration planning
- Act as a strategic partner in developing plans to proactively improve and maintain your software investment
- Participate in consultative project teams to represent supportability needs and best practices
- As agreed, perform operational tasks to free up capacity within your IT team

Your designated Premium SAM provides:

- Onboarding and education on support resources and processes
- Quarterly incident reviews
- Escalation management for severity 1 incidents
- Advocacy for issues important to you

Description of Premium DSE Package Key Benefits

What	How
Premium Onboarding	Your SAM will provide a personalized welcome package and host a conference call to introduce your Premium DSE. During this process, the SAM will review all details pertaining to your OpenText Premium Support contract and will educate you on available support resources and processes. Your SAM will also provide you with an annual Support Summary Report.
Focused, in-depth problem resolution	Your DSE is on site, immersed in your environment; and this proximity to and familiarity with your environment enables them to prevent most issues from occurring, and to resolve any issues with speed. They will partner with your team, and leverage ties into the OpenText backline and engineering teams to give your issues the priority they deserve.
Experienced, expert technical guidance	Your DSE will take a proactive approach to providing technical guidance that ensures your environment is configured optimally to maximize business continuity. With full participation in your project planning, critical patch and maintenance practices, as well as best practice advice and planning, you will realize the benefits of having an experienced, expert engineer personally overseeing your environment.
Enhanced response times and priority handling after-hours and weekends	You will receive the following prioritized target response times when opening an incident during business hours with your DSE: <ul style="list-style-type: none">■ Severity level one: 15 minutes■ Severity level two: 1 hour After-hours/weekend response: <ul style="list-style-type: none">■ Severity level one: 1 hour
Incident management and advocacy	Your SAM will host quarterly incident review meetings to ensure your incidents are progressing and to review your support experience and make any adjustments. Your SAM will also be your advocate for any issues important to you.
Escalation Management	Your SAM will manage the escalation of any Severity 1 incidents to ensure OpenText management and all needed resources are engaged and to keep your management team updated on progress.

OpenText Premium Support

Software environments can be complex. In today's fast-paced IT climate, having someone you can trust and who understands your software configuration can make all the difference. OpenText Premium Support gives you named and dedicated support personnel who really know your IT environment. A flexible blend of problem resolution, technical guidance and strategic support personnel that champion your success and ensure you're getting the most out of your software investment.

Contact Us

[Contact us today](#) to learn about the Premium Support difference.