OpenText Premium Named Support Engineer (NSE)

A highly technical, designated engineer who provides expert personalized problem resolution.

Premium Named Support Engineer at a Glance:

- Personalized problem resolution
- Senior engineer with deep technical expertise in a product area
- Working knowledge of your environment and implementation
- Business hours access with 1-hour target response for severity 1 & 2 incidents
- Dedicated to 6 customers (max. 35 incidents per customer/year) + optional 10 pack add-ons
- Escalation Management from a Support Account Manager

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.

Experience Enhanced Problem Resolution with a Premium Named Support Engineer

Your Premium Named Support Engineer (Premium NSE) provides expert personalized problem resolution. As your single point of contact for incident resolution for a specific product area, this senior engineer has deep technical expertise and an established knowledge of your unique software environment and implementation. This knowledge, along with the strong relationship they will build with the designated technical contacts within your organization, allows them to customize your support experience and resolve issues fast.

As your trusted technical expert, your Premium NSE will understand your specific needs, handle the reactive support issues related to your particular software solution, provide timely updates on open incidents and coordinate as needed with other OpenText experts to expedite resolution.

With this role, 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.

Your Premium NSE Package Includes the Following Coverage and Primary Responsibilities

Coverage:

- Support for a specific OpenText product area
- Prioritized target response times
- NSE and SAM business hours availability
- NSE support for up to 6 customers (includes max. 35 incidents/year, plus optional 10 pack add-ons)
- SAM support for up to 20 customers

Primary Responsibilities

Your designated Premium NSE will:

- Be your single point of contact for support incidents opened for a specific product area
- Develop an in-depth understanding of your environment and implementation
- Develop a strong working relationship with your team
- Leverage deep technical expertise and knowledge of your environment to resolve incidents more efficiently
- Provide timely updates on open incidents
- Coordinate with other OpenText experts as needed to expedite timely resolution

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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

Your designated Premium SAM will provide:

- 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 the Premium NSE Package Key Benefits

What	How
Premium Support onboarding	Your SAM will provide a personalized welcome package and host a conference call to introduce your Premium NSE. 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 Business Review.
Direct access to a senior expert for enhanced incident resolution	Your Premium NSE is your single point of contact for support incidents opened for a specific product area. You skip the frontline and go directly to one of our most senior product experts. Since the NSE works with only six customers, they develop an understanding of your environment and people; which enables them to tailor support to your needs and resolve issues more efficiently. You may have one or multiple Premium NSEs assigned depending on the product areas covered by your Premium Support contract.
Prioritized target response times	You will receive the following prioritized target response times when opening an incident during business hours with your NSE: ■ Severity level one and two: one 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 market, 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.

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