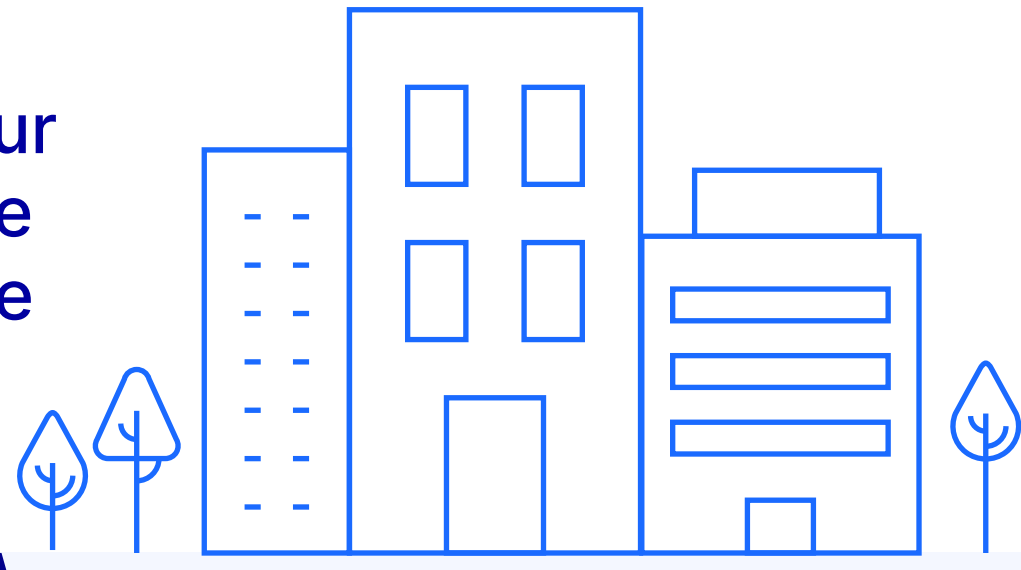




Your journey with OpenText Customer Success Services

See how Customer Success Services supports every step of your cloud journey, helping you maximize the value of your solution to prepare for the road ahead.



“Onboarding should not be an end goal, but instead the start of a continuous process to achieve customer success — in terms of adoption, appreciation and value.”

– Gartner® Evolve Onboarding from a One-Time Exercise to a Continuous Learning Journey, Maria Marino, Michael Maziarka, 28 August 2020.



Prepare

Your customer success manager will get to know your stakeholders and bring you up to speed on key tools and resources. Connect with experts across OpenText who will ensure you have everything you need to achieve your digital transformation goals.



Onboard

We collaborate to define your goals in a success plan, which serves as a comprehensive roadmap to achieving your business priorities. You will also develop a governance framework to help guide decision-making and keep all stakeholders aligned.



Deliver

Ready your business for change and put your vision into practice across your organization by developing a change management strategy.



Adopt

Successful adoption depends on ensuring users are engaged and motivated. Your customer success manager will evaluate your organization's learning culture and build a communication plan to drive awareness and adoption.



Engage

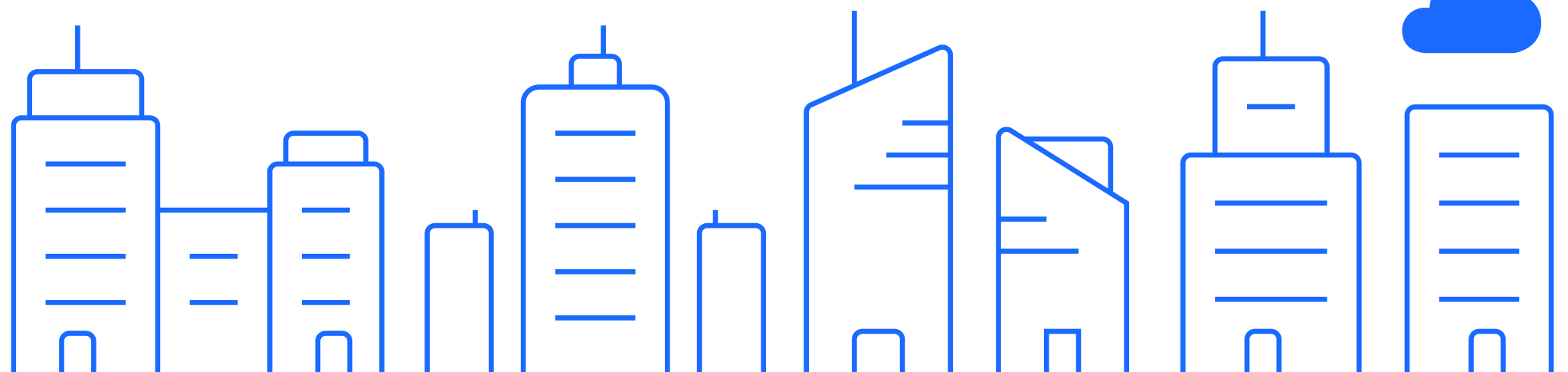
Your customer success manager will continually connect you with OpenText experts, industry peers and product innovators to provide inspiration and guidance for ongoing innovation.



Grow

Go beyond consumption to future-proof your solution. Your customer success manager will help you adapt and plan for growth by providing expert insights on how to best jumpstart new initiatives.

Contact opentextsuccess@opentext.com to find out more.



[opentext.com](https://www.opentext.com)