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Optimize Assist Engagement Handbook

(APJ)

Overview

OpenText provides specialty Optimize Assist program services through the Professional Services group. This Optimize Assist engagement allows OpenText's customers ("Customer(s)") to pre-purchase (to be used within one year from date of purchase) consulting/post implementation services. Descriptions of these services can be found in Exhibit 1.

Optimize Assist services are subject to the terms and conditions as set forth in this Handbook and incorporate by reference the then-current version of the applicable OT Professional Services Programs Agreement (available upon request or at www.opentext.com/agreements, collectively referred to as "Handbook"). Your purchase of Optimize Assist services or the commencement of performance shall constitute your acceptance of the Handbook. In the event of any inconsistency or conflict between the terms and conditions of this Handbook and any other negotiated, signed agreement between OT and Customer, this Handbook shall prevail but only with respect to the Optimize Assist services to be provided hereunder.

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This Handbook, in compliance with necessary requirements related to the services specified hereunder, is OpenText's standard document which applies to all the customers who purchase services from OpenText. Given the standard nature of the services, OpenText has not built any additional costs into the price quoted to handle custom contract or terms and conditions negotiations.

Requirements

- The following requirements can affect the level of effort, and period of performance, required to complete the tasks identified for services within the scope of an Optimize Assist engagement.

- Any estimates of work effort related to the service are for planning purposes only. OpenText will provide services, i.e. a Professional Services resource working with the Customer or working on Customer tasks – up to the number of PS Days purchased.

- Work will begin at the earliest possible date at which OpenText and Customer resources are available, or any other date as otherwise mutually agreed to.

- Customer and OpenText must cooperate in the advance scheduling of Services, recognizing that resource availability will vary. Scheduling is facilitated by a longer lead-time between the date the request is made and the date the requested service is needed by the Customer.

- OpenText and Customer should cooperate in good faith to complete the Services in a timely and professional manner. OpenText's ability to provide the Services is dependent upon the active participation of, and access to, the appropriate Customer resources as may be required by OpenText and assigned by Customer during the performance of these Services.

- In the event that any changes are requested by Customer to the Services, OpenText shall negotiate in good faith any modification to the schedule and/or fees which may be required, and will not begin any work unless authorized by Customer in writing to do so.

- It is essential for OpenText to have required access to the required system(s) whilst performing work (both onsite and remotely). The Customer will provide OpenText teams a method of secure remote connectivity to the dependent system(s).

- The Customer must ensure that their appropriately skilled staff are available during OpenText activities to support the OpenText team. This support may include:

  - Functional and technical clarification of incidents.

  - Assigned service management resource who will work co-operatively with OpenText.

  - Facilitate systems access in the event of problems.

Working Hours

Utilization for PS Days covered by this Handbook is as follows:

- A daily rate of one (1) PS Day per business day (eight (8) hours, on-site or offsite) applies

- Regular on-site working hours are between 8:30 am and 5 pm of the Customer's time zone unless otherwise agreed

- Regular off-site working hours are between 8:30 am and 5 pm Australia Eastern time zone unless otherwise agreed

- For work outside of the agreed upon hours, but on regular business days, OpenText applies a fifty percent (50%) surcharge (one hundred fifty percent (150%) of normal rate)

- For work on weekends OpenText applies a hundred percent (100%) surcharge (two hundred percent (200%) of normal rate)

- A minimum of two (2) hours per day will be charged for remote services and a minimum of eight (8) hours per day will be charged for on-site services

Weekday	Time	Surcharge	Example 1 PS Day (8 reg.business hrs)
Monday through Friday	8:30 AM to 5 PM	0%	8 hours
Monday to Thursday	5:00 PM to 8:30 AM	50 %	5.5 hours
Weekend	Friday 5:00 PM – 8:30 AM Monday	100%	4 hours
Public holidays	24 hours	100%	4 hours

Standby Support

- One PS Day provides twelve (12) hours of standby coverage to secure the resource and up to four (4) hours of troubleshooting time during evenings, regional public holidays or weekends.

- In the event of overages, the Customer will be invoiced for additional PS Days in arrears.

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Engagement

- Please contact Optimize@OpenText.com to schedule Optimize Assist services. An OpenText representative will respond to obtain necessary information to schedule OpenText experts accordingly.

Expenses

- Any expenses for reasonable travel, lodging, meals and communications related to on-site services will be the responsibility of Customer and will be invoiced as they are incurred.

Terms and Conditions

1. This Optimize Assist engagement is an additional program to one of the following: OpenText Software Maintenance, OpenText Protect, and OpenText Protect Anytime Programs (collectively the "OT Software Maintenance Programs").

2. Customer must be a subscriber, through the duration of this Optimize Assist engagement, to an OT Software Maintenance Program.

3. The Optimize Assist engagement period shall be for the duration of the service, or up to twelve (12) months from the date of purchase only, unless otherwise agreed by OT and the Customer in writing.

4. The terms in this Handbook shall apply to the deliverables defined herein for the Optimize Assist engagement. Any additional services requested by the customer will require a separate agreement and be subject to OT's then-current price list at the time the additional services are requested.

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Exhibit 1

This exhibit includes a catalog and description of Optimize Assist services, with examples of deliverables, where applicable. As stated in the Requirements section, any estimates of work effort related to the proposal are for planning purposes only. OpenText will provide services, i.e. a Professional Services resource working with the Customer or working on Customer tasks – up to the number of PS Days purchased.

Unless otherwise agreed prior to delivery of the service, these services include analysis and reporting only. Customers may enhance their service to include implementation of remedies and recommendations at an additional charge and through separate agreement.

All services are conducted remotely unless otherwise agreed in advance.

Contact Optmize@OpenText.com for additional details.

Architecture Review

Engage an OpenText expert to provide guidance on architectural changes that may be required due to evolving business requirements and increasing usage load on OpenText applications. This service is designed to anticipate architectural needs based on the review and analysis of past and current usage and future requirements, thereby minimizing the impact on users as the system continues to evolve over time.

Example Deliverables

- A written architecture review report is provided from OpenText to the customer that may include:

  - Documentation or reference to the current state of architecture and usage impact

  - Documentation or reference to future requirements

  - Technical specifications based on past usage and future requirements.

- Review of report and Q&A

Business Continuity Planning

Engage OpenText specialists to assist in the creation of a business continuity plan to continue operations if a place of business is affected by different levels of disaster.

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Example Deliverables

- Documented technical disaster recovery architecture

- Documented functional disaster recovery build book and operations plan

- Review and Q&A

Capacity Planning

An assessment of the OpenText solution's current resource usage at both an infrastructure and application level, along with the estimated capacity remaining based on the solution's past and projected future growth over time.

Example Deliverables

- Report containing

  - Current state of environment

  - Capacity analysis of current environment

  - Capacity analysis for projected future growth

- Review of report and Q&A

Configuration Review

The OpenText Configuration Review supports the proactive identification of potential problems in the configuration and usage of the OpenText solution. A review will be carried out on the OpenText solutions' installation and configuration. The result of this verification will be summarized in a presentation providing a high level review of the checks performed and containing recommendations for areas of future focus.

Example Deliverables

- Presentation which may include

  - Findings of the review

  - Recommendations to improve performance and health of system

- Review and Q&A

Environment Alignment Assessment

Engage OpenText specialists to assist the Customer and ensure that their various environments (Development, Test, Pre-Production, Production, etc) are aligned properly; i.e. running the same versions, patches, configuration as appropriate.

Example Deliverables

- Review of the related OpenText solution environments

- Documentation of the environments

- Identification of any gaps

- Recommendations for optimized operational efficiency against OpenText best practices.

- Review of report and Q&A

Functional and Technical Mentoring

OpenText specialists assist in providing knowledge transfer and guidance to customer's administrative teams, with a goal of operational improvement and self-sufficiency. Functional and technical mentoring topics are as mutually agreed between OpenText and customer.

Example Deliverables

- Remote access to expert technical specialists for knowledge transfer

- Ongoing remote touchpoints or workshops

Health Check

The OpenText Health Check service supports the proactive identification of potential problems in the configuration and usage of the OpenText solution. A check will be carried out on the OpenText solutions' architecture and installation, configuration, database, and implementation performance. The result of this verification will be summarized in a written report providing an overview of the checks performed and containing recommendations for any improvements.

Example Deliverables

- Report which may include

  - Environment baselines

  - Performance metrics

  - Usage metrics

  - Cluster comparison

  - Recommendations to improve performance and health of system

- Review of report and Q&A

Interim Staff Augmentation

Engage an OpenText expert to provide cover for your own staff when absent on planned or unplanned leave. Activities are mutually agreed between OpenText and the Customer.

Example Deliverables

- On-site or remote OpenText technical specialists working on behalf of the customer.

Onsite and Remote Technical Assistance

Engage OpenText for supplemental onsite or remote expert technical assistance.

Example Deliverables may include:

- In-depth troubleshooting and root cause analysis of issues,

- application of patches to OpenText solutions, and

- any other tasks related to OpenText solutions, as agreed between OpenText and the Customer in advance of the task being performed.

Operational Readiness

Operational Readiness focuses on activities that assist the Service Management team(s) with creating the plans, policies, tools, and knowledge needed to effectively administer and support the solution, or teams new to the solution.

Example Deliverables for this service may include defining and developing the following:

- Relevant help desk services, including customized FAQs

- Training plan for functional administration and support teams

- Functional and technical administration plans and procedures

- An operations handbook and housekeeping procedures

- System monitoring

- System performance reporting

- Capacity management

- An audit plan

- Disaster recovery and business continuity plans

Standby Expert Assistance

OpenText standby services offer a remote "safety-net" for your planned system events and business critical periods. Anytime, day or night, we can arrange for a highly experienced technical specialist to be on-call to assist your in-house service management teams in resolving issues faced when making changes to your business critical production environment.

Standby assistance is provided in accordance with delivery hours as specified on page 3.

Example Deliverables

- Remote access to specialist technical resources during mutually agreed and pre-arranged coverage windows.

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Strategic and Consultancy Workshops

OpenText specialists assist the customer in defining their EIM strategy to expand the use of their OpenText solution effectively over time; understanding how specific EIM technology may be best utilized.

Example Deliverables

- Technical analysis of custom code or reporting
- Architecture recommendations
- Objective review of 3rd party recommendations
- Documented reports that include findings of the analysis and recommendations
- Implementation(*) of recommendations
- Review and Q&A

Service Management Assessment

OpenText specialists review and assess the current policies and processes in place to support and administer the OpenText solution. Following this review, the customer will receive a report documenting potential areas of improvement in the service management plan and high level recommendations to bridge the gaps and correct any deficiencies in order to meet the service level expectations of the business.

Example Deliverables

- Documented service management assessment
- Documented recommendations based on service management assessment analysis
- Implementation(*) of remedies
- Review of report and Q&A

Upgrade Assessment

Ideal for customers who are planning to upgrade to the latest version of OpenText product and desire to leverage the best practices of OpenText specialists.

The Upgrade Assessment may include:

- Current system review (hardware, modules, index, database, patches, client components, integrations)
- Review of customer's existing upgrade plans
- Customizations review
- Integrations review
- Organizational review
- Optional services (i.e. Sandbox installation)

Deliverables may include:

- Documented review of existing systems
- Upgrade outline and plan
- Remediation plan for customizations or integrations
- Review and Q&A

About OpenText

OpenText enables the digital world, creating a better way for organizations to work with information, on-premises or in the cloud. For more information about OpenText (NASDAQ/TSX: OTEX), visit opentext.com.

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