

OpenText Vertica Consulting Services (5-Day)

OpenText Consulting Services are designed to help customers extend the functionality of OpenText products aligned with their organization's unique requirements by providing OpenText Services specialists to complement their own staff capabilities.

Overview

OpenText™ Vertica™ Consulting Services are designed to help customers extend the functionality of OpenText™ Vertica™ products aligned with their organization's unique requirements by providing OpenText™ Vertica™ Services specialists to complement their own staff capabilities.

Service Implementation

During the engagement, a trained OpenText™ Services specialist will be able to perform OpenText Consulting Services per Customer's written request and coordination. Services are conducted in accordance with the product manufacturer's specifications and your specific requirements as provided in the pre-installation questionnaire.

Service Planning and Deployment

The OpenText Services specialist will schedule the delivery of this service at a time mutually agreed upon between OpenText and the Customer, which shall be during local OpenText standard business hours, excluding holidays, unless otherwise agreed by OpenText.

Any services provided outside of standard business hours will be subject to additional charges.

OpenText will provide resources with the following skill set(s) to work at the direction of Customer:

- Ability to perform installation, configuration and troubleshooting of the OpenText software
- Ability to perform evaluation of the current OpenText configuration and implementation of OpenText software products.
- Ability to provide overall expertise and planning knowledge in the deployment of OpenText software products.

The OpenText Services specialist will be available to answer questions during the onsite or remote portions of the service delivery.

Service Eligibility

The Customer must provide the following for delivery of this service:

- Timely access to key stakeholders for facilitating discussions to identify use case requirements.
- Access to OpenText software products
- For any onsite or remote services delivery, any requisite access to the Customer's network and servers including but not limited to VPN token and client software, server names and IP addresses, and

administrative user names and passwords. In addition, the Customer will be responsible for all applicable data backup.

Key stakeholders typically include:

- Executive Sponsor
- Project Manager
- OpenText Operations Manager(s)
- OpenText Operations Analyst(s)
- Incident Responder(s)
- Chief Vertica Officer
- Audit & Compliance Officer(s)

Service Limitations

This service will be delivered as a single, continuous event. Environments requiring multiple engagements or phases over longer periods of time are not included in this service, but can be accommodated at additional cost through a Statement of Work.

Activities such as, but not limited to, the following are excluded from this service:

- Installation and configuration of OpenText software or appliances
- Racking of appliances or servers
- Delivery of standard Education offerings
- Deliverables

Data Sheet

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- Software as a service and outsourcing services
- Performance testing or modeling services that, in the opinion of OpenText, are required due to unauthorized attempts by non-OpenText personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services required due to causes external to the OpenText-maintained hardware or software
- This service offering does not include the sale of additional OpenText products or support services, which shall require the necessary terms and conditions for such purchase pursuant to separate agreement between the parties.
- The services described in this document do not include delivery of services provided by OpenText Software Support, including fixing of software bugs. Customer is responsible for maintaining a valid support contract with OpenText and contacting OpenText Software Support for support-related issues
- Any services beyond the license limitations of the included products

Customer Responsibility

- Contact an OpenText Services specialist within 90 days of the date of purchase to schedule the delivery of the Service
- Coordinate Service deployment on third-party-maintained hardware/software (if applicable) with OpenText
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, attend meetings, and otherwise be available to assist OpenText in facilitating the delivery of this Service
- Ensure that all Service prerequisites as identified in the Service Eligibility section are met

- Ensure the availability of all hardware, firmware, and software required by the OpenText Services specialist to deliver this Service
- Retain and provide to OpenText upon request all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this Service
- The Customer shall provide access and working space at the site as OpenText may reasonably request. The Customer will provide OpenText and OpenText subcontractor staff standard telephone and dial-up or comparable data access to OpenText's Network at industry standard speeds. OpenText shall observe the
- Customer on site work rules and OpenText and safety policies of which it is informed in writing in advance of the commencement of Services.

Duration

Delivery of this Service will not exceed a total of 40 continuous hours in duration and may be performed remotely, onsite, or using a combination of remote and onsite. This Service includes one onsite visit by the OpenText Services specialist.

Terms

OpenText Customer Terms—Professional Services. The services described in this data sheet ("Services") are subject to the *OpenText Customer Terms—Professional Services* posted at www.microfocus.com/en-us/legal/end-user-agreement-terms (the "Terms"). All capitalized terms used in this data sheet, but not otherwise defined, will have the meaning set forth in the Terms.

Rescheduling. Customer may reschedule Services by providing written notice ten (10) or more business days in advance of the scheduled delivery but only if the revised schedule results in completion of delivery within one

year from the purchase date. If Customer notifies OpenText of rescheduling less than ten (10) business days prior to the offering start date, the obligations of OpenText to deliver the Services are considered fulfilled and the rights of Customer to receipt of the Services will expire.

Change in Scope. Changes in scope to the Services are not allowed. Customer may request additional or different services, if available and at additional cost, through a mutually executed statement of work.

Services; Acceptance. Services do not include hardware maintenance and repair, software maintenance, or other standard support services provided by OpenText; software as a service; managed print services; or outsourcing services. Deliverables are deemed accepted upon delivery. Any acceptance criteria or procedures set forth in this data sheet apply only to the Services specified herein and do not apply to any other products or services OpenText may supply or has supplied to Customer, regardless of whether such products or services be used in connection with the Services.

Authorization to Install Software. During the provision of Services, OpenText may be required to install copies of third-party or OpenText-branded software and may be required to accept license terms accompanying such software ("Shrink-wrap Terms") on behalf of Customer. Shrink-wrap Terms may be in electronic format, embedded in the software, or contained within software documentation. Customer hereby acknowledges its responsibility to review Shrink-wrap Terms at or prior to installation and hereby authorizes OpenText to accept all Shrink-wrap Terms on Customer's behalf.

Existing License & Support Agreements. Services may be in support of a Customer license to software under a separate agreement and, in such case, the separate agreement

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shall govern all use by Customer of such software and these terms shall relate solely to the Services. These terms are not intended to modify, amend or in any way affect the licensing, warranty, or other provisions applicable to software products separately licensed by Customer from OpenText or any other party unless expressly provided for in the applicable data sheet.

Payment; Validity. The Services will be pre-billed. Pricing for the offering may vary by country. Customer must schedule delivery to be completed within a period of one (1) year from the date of purchase. Notwithstanding the previous sentence, OpenText's obligations to deliver the Services are considered fulfilled and Customer's rights of receipt of the Services will expire one (1) year from the date of purchase.

Pricing for the offering may vary by country.

Cancellation

To avoid a Cancellation Fee as defined herein, you shall notify OpenText in writing of cancellation or rescheduling at least ten (10) business days prior to the offering start date. Cancellations or rescheduling with less than ten (10) business days notification will incur 100% of the offering fee ("Cancellation Fee"). If you cancel with ten (10) or more business days in advance of scheduled delivery, you may reschedule only if delivery will be complete within one year from the purchase date.

Learn more at
www.microfocus.com/opentext

SKU PS-AA699