opentext™

Premium Support

Dedicated Support Engineer (DSE)

Faster resolution from a top product expert familiar with your IT environment and connected to OT resources.

Proactive issue prevention Your DSE identifies risks before they lead to problems.

Increased IT team productivity Your IT staff can focus on strategic initiatives instead of support and troubleshooting.

Accelerated value from software Your DSE will optimize performance and the value you get from your OT software.

Dedicated expertise for business continuity

With a Premium Dedicated Support Engineer (DSE), you get OpenText's highest level of support—a full-time senior engineer who learns your implementation in depth and partners with you to optimize your environment.

Your DSE acts as your single point of contact for technical guidance and incident ownership, collaborating with OpenText backline and engineering to accelerate time to resolution.

By applying best practices and providing roadmap guidance, the DSE helps prevent issues, reduces operational risk, and ensures your OpenText solutions deliver maximum benefit.

What's included

Your DSE works with a Support Account Manager (SAM) to deliver tailored coverage, proactive guidance, and fast incident resolution. Your DSE also applies OpenText best practices to proactively minimize operational risks and strengthen the stability of your environment.

Dedicated Support Engineer (DSE)

- **Single point of contact:** Your DSE owns problem resolution within agreed product areas and facilitates issues outside the area as needed. Since your DSE develops a deep understanding of your environment, they can anticipate issues early and coordinate with OpenText experts to prevent disruptions.

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- **Prioritized target response times:** Business hours: Sev 1 in 15 minutes; Sev 2 in 1 hour. These enhanced response commitments ensure critical issues receive immediate attention, helping to maintain business continuity even during peak operational periods.

- **Scheduled standby and onsite time:** To accommodate key upgrade or maintenance activities outside of business hours, schedule your DSE on standby twice a year, for up to eight hours per standby.If the DSE is staffed at your office, they can work from the office 4 days a week and 1 day remote.

- **Proactive technical services:** To help you get the most from your OT solution and to prevent problems and optimize performance, your DSE will provide mentoring on best administration practices, perform an annual health check, assist with upgrade planning, and review available product roadmap information as needed.

Support Account Manager (SAM)

- **Onboarding:** Your SAM welcomes you, introduces your DSE, reviews entitlements and processes, and provides ongoing reviews. This onboarding process ensures your team understands how to engage Premium Support effectively and how your DSE will integrate into your day-to-day operations.

- **Incident management and business reviews:** Your SAM schedules regular incident reviews to ensure your incidents are progressing; and also hosts quarterly reviews where your DSE provides insight into recurring trends and contributes recommendations to improve future supportability and reduce repeat incidents over time.

- **Escalation management and advocacy:** Your SAM manages Sev 1 escalations, engages resources, and keeps leadership informed. Your SAM ensures that Severity 1 incidents receive leadership visibility and that all required OpenText engineering teams are aligned to support rapid resolution. They are your advocate with R&D and OT leaders to ensure requests important to you receive the attention they deserve.

Learn more

Learn more about Premium Support, or Contact Us for more information.

About OpenText

OpenText enables the digital world, helping organizations securely manage information at scale, visit opentext.com.

www.opentext.com