opentext™

Flexible Credits catalog

Short-term services available for off-cloud customers

Introduction

Flexible Credits are an OpenText currency that provides a flexible way to obtain additional short-term services when you need them. We know things come up: you have a critical issue and need someone onsite, you could use some advice on an upgrade, or you could use some training to better administer a new solution.

We know what a hassle it is to get a purchase order approved mid-contract for these services. We're here to make your life easier. Flexible Credits can be purchased up-front or at any time during the life of your contract, to provide you with a source of funding for the services you need, when you need them. We want you to have a successful experience with your OpenText solutions, so leverage our Support and Services teams for short-term services when you need us. You can redeem your Flexible Credits anytime during the 12-month period from purchase for Support Services, Consulting Services and Learning Services. Contact us and we will tailor services to meet your needs.

Core program benefits

Convenience - A cache of credits ready to use when you need them, without the hassle of requesting a new purchase order

Flexibility – Use credits for a wide range of services, tailored to your needs

Agility - Quick turn-around on ad-hoc services

Peace of mind – Help is available when you need it, so you can rest easy at night

Support Services

Flexible Credits can be redeemed for a variety of short-term Support Services. We'll build a package customized to your situation using the core building blocks listed below. Contact us at FlexibleCredits@OpenText.com to discuss your unique environment, business needs, and future plans and the Premium Support team will structure a service to help you get things done.

Core building blocks for support services	Flexible Credits
Scheduled Standby for 4 hours outside business hours	**2**
1-day of Remote Support	**3**
1-day of Remote Support outside business hours	**4**
1-day of On-site Support (2 days minimum)	**5**
1-day of On-site Support (outside business hours or less than 1-week notice)	**6**
1-month of a Premium NSE, TAM or ESM	**13**
1-month of a Premium SSE	**26**

To get you started, below is a sampling of Support Services that will help you get the most from your OpenText software investment. Your specific request may require more or less time than the services described below. If you don't see a service that matches your need, contact us at FlexibleCredits@OpenText.com to discuss how we can help.

Support service	Description	Typical time	Flexible Credits
Product Update Advice	An expert review of your upgrade plan with recommendations for improvement. An OpenText Premium Support expert will educate you on best practices to help you avoid common problems. The expert will then be available via Scheduled Standby as you perform the update to provide remote technical support in the event of any problems. This does not replace the need for a Professional Services engagement to provide a comprehensive upgrade plan for large, complex upgrades, and to perform the upgrade for you.	1 Remote Day 2 On-site Days 8 hours Scheduled Standby	**17**
Technical Mentoring	An informal white-board session to share knowledge with your staff. A session with a Premium Support expert may include an overview of best practices in administering your product, tips on how to leverage features and functionality, advice on how to optimally maintain and configure your solution, techniques and tools to isolate problems quickly, or other topics at your request.	2 On-site Days	**10**
Product Planning	A product planning session to review the product roadmap and help solidify a software update strategy and practice to ensure you are always running a supported, full feature version of the product. The session with a Premium Support expert includes sharing of product release schedules, patching practices to align to best practices, and discussion of feature and functionality differences between versions.	1 Remote Day 2 On-site Days	**13**
Onsite Assistance	Premium Support on-site assistance for critical troubleshooting, configuration and maintenance, or other tasks as agreed.	2 On-site Days	**10**

Support service	Description	Typical time	Flexible Credits
Remote Assistance	Remote collaboration with a Premium Support expert who will connect to your system to assist with troubleshooting, configuration and maintenance, or other tasks as agreed.	2 Remote Days	**6**
Scheduled Standby	An experienced Premium Support expert will be available remotely at a specific time and date, outside of business hours, while you perform updates or maintenance. Prior to the on-call period, talk to this expert for up to an hour to seek advice and to familiarize them with your system and planned changes. During the on-call period, reach the engineer with a target 30-minute response time.	8 hours	**4**
Premium NSE, TAM or ESM	Work with a designated Premium Support expert to get focused attention on a critical problem or a direct contact to work with during a key project.	1 month Up to 24 hours 9×5, remote	**13**
Premium SSE	Work with a designated Premium Support SSE to get focused attention on a critical problem or a direct contact to work with during a key project.	1 month Up to 40 hours 9×5, remote	**26**

Consulting Services

- Flexible Credits may be redeemed in 1-week increments for select types of Consulting Services that include activities beyond the scope of Support Services but are time-based rather than being tied to specific deliverables or objectives.

- Requests will be reviewed to determine if the scope is appropriate for Flexible Credits or if a Statement of Work is required at additional cost.

- Consulting Services may be limited to 3-weeks at a time.

The number of Flexible Credits needed for Consulting Services varies by country.

Note: For Content, Experience, and select Analytics and AI and Cyber products, only the following services are available at this time:

Archive Center Base Upgrade	The Archive Center Base Upgrade provides an in-place upgrade of a standard deployment of Archive Center to the latest version and covers 2 environments (prod + test) or up to 2 servers
Archive Center Enhanced Upgrade	The Archive Center Enhanced Upgrade provides an upgrade (in-place or parallel) of a deployment of archive center to the latest version and covers 2 environments (prod + test) or up to 4 servers/environments.
Adoption Strategy Development FasTrak	The OpenText Adoption Strategy Development FasTrak helps close the gap between technology and people. As part of this modular package, OpenText Professional Services profiles user groups, identifies learning objectives, considers behavioral aspects and develops a holistic plan for maximizing user adoption.
Cloud Readiness Assessment FasTrak	OpenText's Cloud Readiness Assessment Service provides analysis and advice to organizations considering running their OpenText Information Management solution in the cloud. The engagement delivers a cloud readiness report recommending a transition approach to minimize business disruption while maximizing the use of cloud technologies in the architecture of the future state system
Upgrade Assessment FasTrak	OpenText's Upgrade Assessment Service provides analysis and advice to organizations who are planning to upgrade to the latest version of an OpenText product or solution and wish to leverage the best practices of OpenText specialists in developing an optimal upgrade strategy

Learn more at https://www.opentext.com/services/consulting

Learning Services

Flexible Credits may be used for Learning Services. See the offerings and number of Flexible Credits required below:

Training service	Description	Flexible Credits
Instructor-Led Training	Traditional training delivery with an instructor. Courses are offered virtually and in classrooms worldwide. Courses typically are taught with hands-on labs where you can practice concepts taught within the course.	Public 2/student/day
Subscriptions	Self-paced courses, available 24×7×365 whenever an Internet connection is available. OpenText Learning Subscriptions provide you with access to all the courses in your Learning Path.	Standard-10 Premium-14

Training service	Description	Flexible Credits
Certifications	OpenText certifications allow you to validate your skills and expertise. Certification is valid for three years. Share your digital badge to recognize your achievement.	1 per attempt

*The above pricing is applicable for Australia, Belgium, Canada, Denmark, France, Germany, Netherlands, Sweden, Switzerland, United Kingdom and the United States. Reach out to us at FlexibleCredits@OpenText.com for pricing for other countries.

Learn more at https://www.opentext.com/learning-services/

How to buy

You can buy Flexible Credits in two ways:

1. Upfront with your license or at renewal—to enjoy extra spending power and easy procurement for up to a year.

2. Any time during the life of your contract—to cover needs or issues that pop up throughout the year.

How to redeem Flexible Credits

Flexible Credits can be redeemed for services up to 12-months from purchase date, or until the end of the Flexible Credits contract, whichever is longer. Unused Flexible Credits do not carry forward to the next contract period. You should plan far enough in advance so the services can be delivered before the Flexible Credits expire.

For Cybersecurity, Dev Ops, OSM and Portfolio solutions, the Flexible Credits menu on the Support Portal allows you to check your Credit History or submit a Delivery Request to redeem your Flexible Credits for services. A Support Services, Learning Services or Consulting Services representative will contact you to discuss your needs and arrange for delivery.

For other solutions, email FlexibleCredits@OpenText.com and include the following information:

Subject line: Flexible Credit redemption

Body of email:

- Description of service being requested

- # of Flexible Credits being redeemed (if you know)

- Requested start date for service

- Service Contract#

- Contact name, email and phone number

- Country (and state if in the U.S.) where service will be delivered

A Premium Support manager will contact you to discuss your needs and arrange for delivery.

Please contact OpenText at least three weeks before you would like to receive services so we have time to schedule the appropriate resources.

Flexible Credits policies

See the Flexible Credits Handbook for the terms that govern the purchase and use of Flexible Credits.

Premium Support

After we assist you with short-term services, you can continue to work with an OpenText expert through our Premium Support program, which provides you with direct access to designated senior support engineers. Availability ranges from remote support to dedicated on-site resources. Learn more about Premium Support.

More about Flexible Credits

For more information about OpenText Flexible Credits please Contact us or email FlexibleCredits@OpenText.com.

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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