OpenText Integration Services for DevOps

Let us help you quickly implement your integrations so you can easily share up-to-date information across applications and teams.

Service summary

OpenText™ Integration Services for DevOps uses OpenText Connect data synchronization software to deliver rapid, scalable, and secure integrations across applications and teams.

No more custom scripts to build or individual integrations to maintain. Once OpenText Connect is in place, you can share current information across applications and teams with full visibility and traceability. You'll solve your DevOps and Value Stream Management integration problems and gain consistent, extensible integration capabilities for the future.

Choose the fixed-price package that works for you—small, medium, or large—and start integrating your vital DevOps toolchain applications now.

Packaged services

Our Professional Services team works with you to implement OpenText Connect—whether it's deployed off cloud or on cloud

Throughout the implementation, we work side by side with you and coach your team. We share our recommended practices to advance your team's self-sufficiency in using, configuring, and maintaining your solution. Our small, medium, and large service packages meet a range of use cases—from simple to complex. Choose the one that suits your needs.

Small Service scope—runs for 10 days

The OpenText Integration Services for DevOps Small Service is for customers who are just starting out with OpenText Connect or have a simple use case implementation. It's the right option for kicking off the integration of two applications. Coverage includes:

- A plan for your OpenText Connect implementation, including design and architecture.
- Base deployment in 1 production environment.
- Configuration of 2 out-of-the-box (OOTB) connectors to 2 data sources.
- Configuration of synchronization (excluding queries).
- Base hands-on mentoring for administrative/support resources for up to 2 days.

Medium Service scope—runs for 20 days

The OpenText Integration Services for DevOps Medium Service is for customers who are ready to move to a common integration platform or have a mediumlevel complexity use case. Coverage includes:

- Implementation of OpenText Connect, including design and architecture.
- A workshop to understand the detailed integration requirements.
- Base deployment in 1 development and 1 production environment.
- Configuration of up to 4 OOTB connectors, each with a single data source.
- Configuration of synchronization, including queries limited to 1 query per data source.
- Base hands-on mentoring for administrative/ support resources.

Large Service scope—runs for 40 days

The OpenText Integration Services for DevOps Large Service provides the tools and capabilities needed to integrate customer applications in complex use cases—such as environments with multiple data sources or requiring 1 custom connector. Coverage includes:

- Implementation of OpenText Connect, including detailed architecture and design.
- A workshop to understand the detailed integration requirements.
- Base deployment in a development and production environment.
- The development of a single custom connector using the OpenText Connect API Dev Kit and the configuration of 1 OOTB and 1 custom connector OR integration of up to 6 data sources.
- Synchronization configuration, including queries.
- Base hands-on mentoring for administrative/support resources.

	Small	Medium	Large
Delivery type	Remote only	Remote only	Remote only
Competency coaching	✓	✓	✓
Architecture design	✓	✓	✓
# of data sources	Up to 2	Up to 4	Up to 6
Detailed design		Partially included	✓
Custom connectors			✓
Rules, calculated values, and queries	Partially included	✓	✓
Validation	✓	✓	✓
Go-Live	✓	✓	✓
Duration	10 days	20 days	40 days

Figure 1. Scope table for OpenText Integration Services for DevOps

Service limitations

This service does not include:

- Procuring licenses.
- Troubleshooting third-party tools.
- Managing communications within or between your teams.
- Creating user acceptance test cases or scripts and executing user acceptance testing.
- Performing any integrations that OpenText doesn't support OOTB for the small and medium service or that cannot be integrated using the API kit for the large service.

Customer requirements

- Contact an OpenText Professional Services specialist within 90 days of the purchase date to schedule delivery of the 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 Professional Services specialist to deliver this service.
- Provide our team with remote access to your environment and data.
- Assign a service sponsor who can help solve issues.
- Assign managers and other personnel to work with our team throughout the service.
- Provide access to subject matter experts and administrators who are responsible for your product.
- Participate in knowledge transfer between the implementation team and your staff.
- Provide network connectivity, rack space, power, and cooling at the customer site (or equivalent capacity in a cloud service provider) to support the OpenText solution.
- Perform backups before our team makes any changes and back up the target systems and work.
- Provide support for planned and emergency changes as part of your change management process.
- Approve any changes planned for the environment.

Service eligibility

To be eligible for this service, you must own or concurrently purchase the required OpenText products.

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 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 prebilled. 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.

The Professional Services difference

OpenText Professional Services delivers unmatched capabilities through a comprehensive set of consulting services. These services help drive innovation through streamlined and efficient solution delivery. We provide:

- Proven software-solution implementation expertise.
- More than 20 years of experience helping large, complex, global organizations realize value from their OpenText software investments.
- Rich intellectual property and unparalleled reach into product engineering.
- Technology-agnostic assessment approach with no vendor lock-in.
- Education and support services to ensure adoption.

Learn more at

OpenText Professional Services

opentext.com

SKUs

PS-AB246—Connect Implementation—Small Service

PS-AB247—Connect Implementation—Medium Service

PS-AB248—Connect Implementation—Large Service

opentext™