



Premium Support

Named Support Engineer (NSE)



Direct access to a senior support expert

for faster, more effective issue resolution.



Personalized support

tailored to your environment and needs.



Priority response times

for your most urgent issues.

Powering Your Success with Personalized Support

In a fast-paced digital world, software environments are more complex than ever. Having a trusted expert who understands your infrastructure and is committed to your success can make all the difference.

Your **Named Support Engineer (NSE)** becomes an extension of your technical team—delivering expert support, accelerating issue resolution, and aligning with your business goals.

With deep industry experience, the NSE quickly diagnoses and resolves complex challenges, reducing downtime and maintaining consistent performance.

Your Premium NSE takes the time to understand your specific needs, manages reactive issues, provides timely updates, and collaborates across OpenText to drive faster resolutions. This tailored approach ensures efficient, knowledgeable support that fits your environment.

This powerful combination of technical expertise and personalized service helps your team stay focused, agile, and ahead of the curve.

What's included

To ensure your long-term success, you'll be supported by a dedicated Named Support Engineer (NSE) and a Support Account Manager (SAM), working together to deliver personalized, high-touch service.

Onboarding for long-term success

A smooth onboarding experience lays the foundation for lasting value. Your Support Account Manager (SAM) introduces your Premium Named Support Engineer (NSE), reviews your support entitlements, and walks you through key resources—ensuring you're equipped to fully leverage your support plan. This proactive start, reinforced by an annual support business review, helps align support with your evolving goals and drives continuous improvement.

Single point of contact

Skip the queue and connect directly with your dedicated NSE during business hours—supporting no more than six customers to ensure personalized, high-touch service.

Prioritized target response times

During business hours, the NSE prioritizes your incidents with the following response commitments:

- **Severity Level 1:** Response within 30 minutes
- **Severity Level 2:** Response within 1 hour

Escalation management

In the event of a Severity Level 1 incident, your SAM will coordinate escalation efforts—mobilizing the necessary resources and keeping your organization informed throughout the resolution process.

Incident management and advocacy

The SAM serves as customer advocate during quarterly incident reviews, ensuring your critical issues receive the attention and urgency they deserve. In addition, the SAM will identify opportunities to enhance your overall support experience.

Learn more

Learn more about [Premium Support](#), or [Contact Us](#) for more information.

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](https://www.opentext.com).