opentext™ | Premium Support

Success Story

Global commodities trader calls upon OpenText™ Premium Support to help improve performance of their cloud solution

When a major player in physical commodity trading began to experience performance degradation in their cloud environment, Premium Support helped the customer optimize their solution and ensure efficient delivery of vital building and energy resources.

Minerals, metals, and energy are foundational components of modern society that come from all corners of the world. The trade and movement of these resources requires complex supply chain management and the help of specialized IT applications that are in use around the clock. The global economy can't wait on downtime caused by updating, testing, staging, and releasing these applications.

To help structure their application lifecycle management (ALM), this customer has chosen OpenText™ ALM Octane, which gives this customer's agile teams and DevOps toolchains insight, traceability, analytics-focused end-to-end visibility, centralized testing, and continuous quality of their house-built application projects. The customer has also chosen OpenText™ UFT One for AI-powered functional testing, OpenText™ LoadRunner Enterprise (LRE) for collaborative performance and load testing,

and OpenText™ ALM/Quality Center for their "single pane of glass" through which they can govern ALM activities and implement rigorous, auditable lifecycle processes. All of this is delivered through the OpenText Public Cloud.

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When the customer reported instability in their performance testing service, Premium Support was engaged through Flexible Credits to investigate. Enterprise Support Manager (ESM) Deepa served as the customer's point of contact and worked closely with OpenText SaaS support and engineering teams to expedite system diagnostics and run full-scale tests to identify the root cause.

Deepa remained available throughout the project to provide dedicated support in the case of test/system failure and relay detailed post-performance test analysis reports from OpenText engineering. As a result of these reports, the team made configuration and hardware changes to cloud infrastructure that stabilized the SaaS applications and now have everything running smoothly.

In the end, this OpenText customer was incredibly pleased with the service, expertise, and direct communication they received by way of Premium Support. The experience has encouraged them to purchase additional ALM and LRE licenses and more Flexible Credits. Deepa and the team have developed a close partnership with this customer— one that will continue to grow.

More information

For more information about how the OpenText Premium Support program can help you get the most out of your OpenText technology investment, visit our website:

[🌐 Premium Support]   [🌐 Premium Support Flexible Credits]

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.