Customer Success offerings

Maximize business outcomes with OpenText and take the guesswork out of success



Highlights

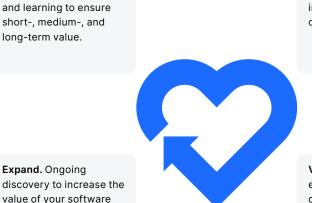
- Take aim at business objectives and outcomes
- · Maximize user adoption and solution capability
- · Reduce time to value
- Solve adoption challenges with access to expert resources
- · Get help planning and operationalizing your solution strategy

Applicable portfolios and products

- · Analytics & Al
- · Cybersecurity
- DevOps
- IT Operations
- Vertica

L.O.V.E.™ by OpenText™

Beyond a successful deployment, our L.O.V.E. methodology focuses on the entire customer journey, from delivery through to outcomes. It includes onboarding, adoption, planning, and ongoing engagement for future growth and optimization of your OpenText solutions.



Operate. Best-in-class implementation and operations.

investment.

Land together. Listening

Value. Regular success engagements, proactive communications, and reporting to springboard innovation.

Passionate about enabling OpenText customers to achieve their ideal business outcomes

Objectives vary among businesses and shift over time. Whether you are just beginning your journey with OpenText, or are looking for ways to increase adoption and enhance the value from your established solutions, OpenText Customer Success offers two service experiences designed to help you overcome your biggest business challenges and scale for future growth.



Invest in your success with OpenText Enhanced Service

Optimize your solution and reach your goals faster

Work alongside the Customer Success team to crystallize your business goals and develop a Customer Success Plan that helps define expectations, reduce time to value, and guide the success of your OpenText solution.

Our Enhanced Success offering includes:

- An assigned Customer Success Manager [CSM] to guide you through your success journey and advocate for you within OpenText. Starting with a Welcome Event to align our teams and kick off together.
- A Joint Success Plan that defines expectations, goals, and metrics that drive the value of the solution.
- Success Services that support you and ensure faster time to value.
- Periodic success reviews to maximize your investment.
- Solution advances and plan upgrades to keep you up to date and maximize value from innovation.

Features and benefits

	Features and benefits	Enhanced
Service structure	Term	12 months
	Framework	L.O.V.E.™ by OpenText™
Land together	Dedicated CSM	✓
	Welcome event and kickoff Contract walkthrough License activation and support process Objectives and outcomes workshop	~
Operate	Joint Customer Success Plan (JCSP) • Documentation and review • Governance and decision-making • Proactive risks and issues management	~
Value	Success review meeting CSP review and update Objective (re)alignment and refinement Value realization discussion	(Bi-annual)
Expand	Solution version currency Highlight key solution advances Provide guidance on the upgrade approach and process	~

Contact us

Invest in services that maximize adoption and focus on meeting your business objectives. Access OpenText experts to leverage insights into industry, data, and thought leadership. Quickly realize tangible value from your solution and drive long-term success.

Contact us today to find out how Customer Success Services can help you chart your course.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: opentext.com.

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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 Micro Focus; 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 Micro Focus may supply or has supplied to Customer, regardless of whether such products or services be used in connection with the Services.

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Payment; Validity. The Services will be pre-billed. 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, Micro Focus'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.

Customer Success Enhanced Service PS-AB249 to PS-AB266 & PS-AB285

