opentext™

Priority Support

Fact Sheet

Rapid response
Minimize downtime with fast response

Expert assistance
Get help from experienced professionals

Peace of mind
Critical issues are prioritized and handled urgently

Enhanced productivity
Reduce the impact of technical issues on operations

Expert assistance and rapid response when you need it most

When issues affecting your business-critical software occur, a rapid response from an experienced professional is what is needed most.

With Priority Support, you are not merely receiving assistance; you are leveraging the expertise of our more seasoned support professionals, who excel in rapid diagnosis and efficient issue resolution.

Whether it is a Severity 1 (Critical) or Severity 2 (High) issue, our experts are always ready, ensuring there is no waiting in line. Your issues are promptly directed to a Priority Support specialist, guaranteeing the fastest possible response.

Within just 30 minutes for Critical issues, and 1 hour for High severity issues, you will have expert assistance on hand to minimize downtime and ensure your business continues to run smoothly.

And we will be there to support you during maintenance or updates outside of business hours. Schedule a time with an expert to review your plan and have them available on-call for two four-hour periods or one eight-hour period—the choice is yours.

With Priority Support, you are in good hands. It's a partnership built on trust and reliability. Customers know they can count on Priority Support to be there when they need it most.

What's included

Faster response time

Receive expert assistance within 30 minutes for Severity 1 (Critical) issues, and 1 hour for Severity 2 (High) issues, ensuring minimal disruption and maximum efficiency.

Priority Routing

Severity 1 (Critical) or Severity 2 (High) issues go straight to our most seasoned support professionals.

Scheduled Standby

Two four-hour periods of Scheduled Standby are available to use outside of business hours, providing you with a safety net and peace of mind during maintenance and updates.

Scheduled Standby is a short-term service provided through Flexible Credits.

Contact us

Contact us today to discover how Priority Support can elevate your support experience.

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.