opentext™

UltimateCare

Handbook

Overview

The UltimateCare services described in this OpenText UltimateCare Handbook (hereinafter referred to as "Handbook") are governed by the then-current version of the applicable Software Maintenance Program Handbook ("SMPH"). In order to receive these services, the OpenText Customer ("Customer") must be a subscriber, through the duration of UltimateCare, to one of the OpenText Software Maintenance Programs. Capitalized terms referenced but not defined herein have the meaning assigned in the SMPH.

Customer's purchase of UltimateCare shall constitute acceptance of this Handbook. In the event of any inconsistency or conflict between the terms and conditions of this Handbook and any other agreement between OpenText (OT) and Customer, this Handbook shall prevail with respect to the OpenText UltimateCare services provided hereunder.

This Handbook provides an overview of the services Customers receive with UltimateCare and policies for usage.

UltimateCare – Program Deliverables

The following deliverables are provided as part of UltimateCare.

- A Support Account Manager (SAM) will be assigned to coordinate delivery of services, provide quarterly program reviews, and work with Customer to select services from the UltimateCare Catalog.

- Customers may select up to four (4) of the following packages from the UltimateCare Catalog during their annual subscription period:

Packager	Description
Operational Readiness Assessment	An OT expert will assist Customer in developing plans and policies and developing the knowledge needed to effectively administer, support and maintain an OT solution being implemented.
Upgrade Assessment	An OT expert will provide analysis and advice to a Customer who is planning to upgrade to the latest version of an OT product. Best practices, tactical guidance, and product or version specific advice will be provided. An upgrade strategy will be provided for a single application and server.
Health Check	An OT expert will assess Customer's OT solution architecture, configuration, patch currency, usage and other factors that affect stability and performance. Recommendations will be provided to optimize systems and leverage best practices to help prevent problems and minimize critical events.
Environment Alignment Assessment	An OT expert will assist the Customer to align production and test / dev / pre-production environments (i.e., running the same versions, patches, and configuration) for the selected OT solution so that development and QA efforts are more representative of Production, and to help avoid issues when promoting changes.
Disaster Recovery / Business Continuity Review	An OT expert will review Customer's current disaster recovery process and failover procedures for the implemented OT solution. A summary of findings and recommendations for improvement will be provided.
Quarterly Release and Patch Guidance	OT will provide a quarterly release and patch evaluation, recommend mandatory and / or optional patches for the OT solution, and provide 4 hours of on-call Scheduled Standby support for Customer during the installation of the releases and patches.
2-months Premium Support (NSE, TAM, or ESM)	A designated Premium Support expert will be assigned 9x5 remote for focused attention on a critical problem or to provide expert support advice. Customers will receive one sixth of the resource's time during the 2-month period, for either a Named Support Engineer (NSE), Technical Account Manager (TAM) or Enterprise Support Manager (ESM).
Go Live Hypercare Support	An OT expert will be assigned to be available during the critical go-live period to work with Customer's staff and help address any support issues that arise. OT will work in close coordination with Customer's deployment team on support requests and will provide regular status updates to Customer's project lead. An 8-hour on-call Scheduled Standby will be provided during the key go-live period.

Packager	Description
Scheduled Expert Assistance	Customer will receive access to an OT support expert for up to 40 hours over 5 consecutive business days. This expert will be available remotely and can supplement Customer's capacity by advising on technical, administrative, or operational tasks. This may include incident troubleshooting, system configuration, routine maintenance, mentoring staff or other services, based on mutual agreement. *Onsite support is not included but can be arranged separately with additional travel costs applied.*

How to request UltimateCare services

After purchase, Customers will request services through the Support Account Manager (SAM). The SAM will work with the customer to select services from the catalog, coordinate delivery of the services, track service usage and provide quarterly program reviews.

Terms and Conditions

1. UltimateCare is an additional program to one of the following software maintenance programs: OpenText Prime Protect or Business Support (collectively the "OT Software Maintenance Programs").

2. Customer must be a subscriber through the duration of UltimateCare to an OT Software Maintenance Program.

3. The UltimateCare program period shall be twelve (12) months unless otherwise agreed by OT and the Customer in writing.

4. Although UltimateCare is purchased for a specific product group, the services may be provided for any OpenText product under an active maintenance agreement.

5. UltimateCare will renew each year. OT will send a renewal notice prior to the end of the current term and Customer shall pay OT as invoiced.

6. OT reserves the right to increase UltimateCare fees in line with reasonable increased costs of service delivery on an annual basis (up to 10% per annum).

7. If either Customer or OT does not wish to renew UltimateCare, it must notify the other party in writing of its intent not to renew at least ninety (90) days prior to the end of the then-current subscription term.

8. UltimateCare does not assign dedicated support resources other than the Support Account Manager (SAM). Dedicated support is available through the Premium Support program.

9. Customer may request up to four (4) UltimateCare packages per 12-month contract term. Unused UltimateCare services will not be subject to refund and shall expire at the end of each 12-month UltimateCare contract term. Customer should plan far enough in advance that services can be delivered before the subscription period expires.

10. OpenText reserves the right to modify the UltimateCare services. Please contact an OpenText representative for program updates or refer to the latest UltimateCare Catalog.

11. Unless otherwise stated, services will be provided between 8am and 5pm local time on local business days, excluding bank and local public holidays.

12. Work will begin at the earliest practicable date at which OpenText and Customer resources are available or any other date as otherwise mutually agreed.

13. Customer must cooperate with OpenText in the advance scheduling of services, recognizing that resource availability will vary. Scheduling will be facilitated by a longer lead-time between the date a request is made and the date the requested service is needed by the Customer.

14. If on-site services are agreed upon, any expenses for reasonable travel and lodging will be the responsibility of Customer and will be invoiced as they are incurred.

15. OpenText and Customer shall cooperate in good faith to complete the services in a timely and professional manner. OpenText's ability to provide the services is dependent upon the active participation of, and access to, the appropriate Customer resources as may be required by OpenText and assigned by Customer during the performance of these services.

16. It is essential for OpenText to receive access to the required system(s) while performing work. Customer must provide OpenText personnel a method of secure remote connectivity to the dependent system(s).

17. Customer must ensure that appropriately skilled staff are available during OpenText activities to support the OpenText team. This support may include: (a) functional and technical specs;. (b) an assigned management contact who will work co-operatively with OpenText.; and (c) systems access as needed for the service.

18. The terms in this Handbook shall apply to the deliverables defined herein for the UltimateCare program. Any additional services requested by Customer will require a separate agreement and be subject to OT's then-current price list at the time the additional services are requested.

Learn more at
https://www.opentext.com/support

About OpenText

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