

# 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 & AI
- 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.

**Land together.** Listening and learning to ensure short-, medium-, and long-term value.

**Operate.** Best-in-class implementation and operations.



**Expand.** Ongoing discovery to increase the value of your software investment.

**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 Signature Service

### Partner with OpenText to reach your solution's full potential





Partner with your Customer Success Manager (CSM) to build out your success strategy and roadmap for long-term success. Proactively consult your CSM, who intimately knows your solution and will advocate as your trusted advisor within OpenText to help accelerate ROI and create a tailored success plan. Go beyond the technical implementation and partner with Success Services to realize your business objectives sooner, take advantage of subject matter experts (SMEs) to unlock additional valuable offerings, and adapt the plan as your business priorities change.

Our Signature Success offering includes:

- All features of our Enhanced service, along with the following additional features:
- An assigned OpenText Executive Sponsor to ensure the right level of ownership and accountability within OpenText is maintained throughout the journey.
- Your dedicated CSM working with your team or your implementation partner of choice to connect you to resources across OpenText, including access to your optional SME Professional Services days.
- Guidance on any aspect of license management, whether that be to understand entitlements, access specific licenses, or support the renewal of your Enterprise License Agreement (ELA). Your CSM will be available throughout.
- Your CSM working with you to define a medium- to long-term roadmap to ensure your solution goes beyond short-term goals and beyond your expectations.

## Features and benefits

Features and benefits		Signature
<b>Service structure</b>	<b>Term</b>	12 months
	<b>Framework</b>	L.O.V.E.™ by OpenText™
<b>Land together</b>	<b>Dedicated CSM</b>	✓
	<b>OpenText Executive Sponsor</b>	✓
	<b>Welcome event and kickoff</b> <ul style="list-style-type: none"> <li>• Contract walkthrough</li> <li>• License activation and support process</li> <li>• Objectives and outcomes workshop</li> </ul>	✓
<b>Operate</b>	<b>Joint Customer Success Plan (JCSP)</b> <ul style="list-style-type: none"> <li>• Documentation and review</li> <li>• Governance and decision-making</li> <li>• Proactive risk and issues management</li> </ul>	✓
	<b>Implementation oversight</b> <ul style="list-style-type: none"> <li>• Facilitation of adoption issues</li> <li>• Solution question/understanding</li> <li>• Support user adoption</li> </ul>	✓

Features and benefits		Signature
Value	<b>Success review meeting</b> <ul style="list-style-type: none"> <li>• CSP review and update</li> <li>• Objective (re)alignment and refinement</li> <li>• Value realization discussion</li> </ul>	 (Quarterly)
	<b>License management</b> <ul style="list-style-type: none"> <li>• Compliance and renewal support</li> <li>• Activation/Usage reporting</li> <li>• Entitlement assistance</li> </ul>	
Expand	<b>Solution version currency</b> <ul style="list-style-type: none"> <li>• Highlight key solution advances</li> <li>• Provide guidance on the upgrade approach and process</li> </ul>	
	<b>Success roadmap (medium to long-term)</b> <ul style="list-style-type: none"> <li>• Definition workshop and roadmap creation</li> <li>• Solution roadmap discussion with Product Management</li> <li>• Planned upgrades and business case support</li> </ul>	

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

## Connect with us

[Contact](#) | [X \(formerly Twitter\)](#) | [LinkedIn](#)

## Terms

**Micro Focus Customer Terms-Professional Services.** The services described in this data sheet (“Services”) are subject to the Micro Focus Customer Terms—Professional Services posted at [www.microfocus.com/en-us/legal/end-user-agreement-terms](http://www.microfocus.com/en-us/legal/end-user-agreement-terms) (the “Terms”). All capitalized terms used in this data sheet, but not otherwise defined, will have the meaning set forth in the Terms.

**Rescheduling.** Customer may reschedule Services by providing written notice ten (10) or more business days in advance of the scheduled delivery but only if the revised schedule results in completion of delivery within one year from the purchase date. If Customer notifies Micro Focus of rescheduling less than ten (10) business days prior to the offering start date, the obligations of Micro Focus to deliver the Services are considered fulfilled and the rights of Customer to receipt of the Services will expire.

**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.

**Authorization to Install Software.** During the provision of Services, Micro Focus may be required to install copies of third-party or Micro Focus-branded software and may be required to accept license terms accompanying such software (“Shrink-wrap Terms”) on behalf of Customer. Shrink-wrap Terms may be in electronic format, embedded in the software, or contained within software documentation. Customer hereby acknowledges its responsibility to review Shrink-wrap Terms at or prior to installation and hereby authorizes Micro Focus to accept all Shrink-wrap Terms on Customer’s behalf.

**Existing License & Support Agreements.** Services may be in support of a Customer license to software under a separate agreement and, in such case, the separate agreement shall govern all use by Customer of such software and these terms shall relate solely to the Services. These terms are not intended to modify, amend or in any way affect the licensing, warranty, or other provisions applicable to software products separately licensed by Customer from Micro Focus or any other party unless expressly provided for in the applicable data sheet.

**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 Signature Service PS-AB267 to PS-AB284 & PS-AB286.