OpenText Public Cloud (SaaS) Customer Success

Unlock value, reduce risk, and achieve more with OpenText Public Cloud (SaaS) Customer Success Services

Your Customer Success Manager provides:

Timely product roadmap updates and insights so that you can prepare users for new capabilities

Personalized advice to help you drive adoption, optimize usage, and scale value

Influence within OpenText to ensure that your voice helps shape product direction

One point of contact that simplifies communication and keeps your success plan on track

Maximize ROI and business value with Customer Success Services

Whether you're just getting started on your journey with OpenText or whether you're optimizing mature solutions, your business goals are our priority. As your needs evolve, so do our strategies to support you. OpenText Customer Success Service offerings are designed to accelerate time to value, drive adoption, and unlock the full potential of your investment. From onboarding to optimization, we partner with you to overcome critical business challenges, deliver measurable outcomes, and scale for future growth.

Public Cloud (SaaS) Customer Success Services

Accelerate business outcomes with tailored Success Services

Partner with your named Customer Success Manager (CSM) to co-create a tailored Success Plan that aligns technology adoption with your strategic business goals. This collaborative engagement goes beyond implementation. Your CSM serves as a strategic advisor, helping you define clear business outcomes, deliver results faster, and maximize the long-term impact of your OpenText investment.

Through regular touchpoints, proactive guidance, and measurable success metrics, your CSM ensures your organization stays focused on achieving results, adapting to change, and scaling value across your business.

Features and benefits

Your subscription includes a strategic partnership with a named CSM focused on aligning our solutions with your business objectives, delivering value faster, and ensuring sustained engagement throughout your success journey.

Features and benefits	
Digital welcome experience and on-demand resources	A seamless, easy start with a tailored welcome kit to help quickly get oriented.
Named Customer Success Manager	A strategic partner who understands your business, advocates for your needs, and drives measurable outcomes.
Guided onboarding and entitlement activation	White glove guidance to streamline your solution activation and onboarding, ensuring accelerated value.
Outcome-driven success planning and reviews	Collaborative planning and quarterly reviews focused on achieving your most important business outcomes.
Strategic advocacy and partnership	Advocating for your needs to help shape priorities and drive alignment with your strategic objectives.
Proactive adoption and engagement insights	Continuous tracking of usage trends to identify opportunities and drive deeper value.
Product roadmap and feature reviews	Timely updates and roadmap insights to help you plan ahead and leverage new capabilities

Contact us

Go beyond the cloud with OpenText Customer Success Services. Empower your organization to realize value faster and drive long-term success. Accelerate adoption, align with strategic goals, and achieve measurable outcomes through expert guidance, data-driven strategies, and industry insights.

opentext.com/contact

opentext™