OPENTEXT™

OpenText Cloud
WORLD'S LEADING BUSINESS NETWORK

OpenText Managed Cloud Services

Derive Maximum Value from the OpenText Cloud with Managed Cloud Services

Technology can be powerful, but it cannot always replace the human factor of business knowledge, technical expertise, and pure manpower. OpenText Managed Cloud Services brings together the power of a cloud platform with dedicated skills and deep experience to optimize and execute your business process in the OpenText Cloud. Managed Cloud Services offers a range of services to support an organization's goals to optimize processes, create efficiencies, manage costs, and increase customer satisfaction. OpenText offers Managed Cloud Services (MCS) as either Managed Private Cloud (MPC) or Cloud Outsourcing.

Managed Private Cloud

Enabling a private cloud infrastructure for your Enterprise Information Management Solutions

Managed Private Cloud Services (MPC) from OpenText combines the benefits of a cloud solution with the security and control of an on-premises deployment; enabling organizations to manage, exchange, and socialize enterprise information in an easy and scalable cloud. Managed private cloud services enable organizations to:

- Maintain control and management of core assets while still moving to a cloud environment
- Address a resource gap in skills and bandwidth with subject matter experts
- Optimize operating costs through flexible pricing and deployment strategies
- Enable organizational elasticity for faster turn around and business agility

OpenText Managed Private Cloud Services helps reduce the cost, time, and staff needed to care and drive your OpenText solution. Use MPC to eliminate the need for CAPEX investment in infrastructure and free up your expert IT staff to concentrate on other business-critical items. MPC Solutions can also accelerate your deployment scenario, allowing you to reach go-live, enablement, and return on investment in a shorter time frame.

TOP 10 BENEFITS OF MANAGED CLOUD SERVICES

- *Time to productivity*
- *Best-of-Class resources experienced in EIM and cloud*
- *Lowering operating costs*
- *Reduced risks of security and compliance*
- *Improved strategic focus for IT senior resources*
- *Strategically repurposing talent towards high value projects*
- *Optimizing process for workloads ideal for cloud*
- *Addressing Resource Gaps when in-house resources are not available*
- *Conserving capital that would have been applied to in-house infrastructure*
- *Confidence. Leverage a skilled partner in EIM for your cloud applications*

Cloud Outsourcing

Enabling a cloud infrastructure for your B2B integration.

Cloud Outsourcing from OpenText provides on-demand services for delivering business value in industries where success is often driven by the effective deployment of supply chain logistics. Cloud Outsourcing allows your organization to free up internal resources to focus on core business objectives, reduce costs, and fill gaps in internal expertise. Our experts perform all of the day-to-day activities such as mapping, connectivity, onboarding, testing, monitoring, and end-user support on your behalf. You can leverage our teams to quickly build out your connectivity to business partners, scaling the number of people on your projects as you see fit. Cloud Outsourcing enables organizations to:

- Re-focus resources on core competency
- Realize over 40% savings in operating costs
- Improve responsiveness to new business partner requirements
- Rapidly onboard new business partners around the globe

OpenText Cloud Outsourcing empowers your organization with the capacity and marketplace advantage to focus on what it does best, while alleviating you of the costs, complexities, and resource drains associated with running mission-critical B2B operations.

Run Your Business with OpenText Managed Cloud Services

Whether you are supported by our Managed Private Cloud or our Cloud Outsourcing, OpenText provides proven and trusted superior services. From easy and rapid onboarding, to ensuring your cloud strategy is supported by global operations for backup and recovery, OpenText Managed Cloud Services ensures you get the service levels you need to run your business in the cloud.

Onboarding

Whether you are moving a business process to the OpenText Cloud or you are onboarding a new partner into the Trading Grid network, onboarding with OpenText is simple, fast, and managed. Getting up and running should not be a lengthy complex process, your business needs to be up and running immediately in order to capitalize on the benefits of integrating into a cloud infrastructure.

OpenText combines OpenText products and infrastructure into a business-ready solution. An OpenText MCS delivered solution goes beyond the infrastructure tier and into operational application management. When you select Cloud Services, the team not only designs and deploys the architecture and the COTS application to support your solution, they also operationally administer it for you and work closely with your users and business partners to enable them to seamlessly interact with you. Operational administration includes both infrastructure and application monitoring, as well as care and feeding (ongoing mini health checks) to assure the ongoing operational performance of your solution. Expert maintenance ensures that your solution will always operate at the highest level of efficiency.

Onboarding
- ✓ Platform Allocation
- ✓ Solution Implementation
- ✓ Readiness Reviews
- ✓ Deployment
- ✓ Partner Onboarding

Global Customer Service
- ✓ 24X7 Global Support
- ✓ 11 Languages
- ✓ Application Monitoring
- ✓ System Monitoring
- ✓ Proactive Alerts

Cloud Engineering
- ✓ Product Management
- ✓ Release Management
- ✓ Application Security
- ✓ Compliance

Program Management
- ✓ Focused Delivery Manager
- ✓ Status and Scorecards
- ✓ Governance and Service Reviews
- ✓ Implement and New Requests

Cloud Operations
- ✓ Infrastructure and Data Center Operation
- ✓ Change Management
- ✓ Problem Management
- ✓ Escalation of Cloud Infrastructure Failures

Incident Management
- ✓ SWAT Calls
- ✓ Production Service Disruption Management
- ✓ Incident Reports

Global Customer Service

With OpenText MCS, you have 24x7 access to our team of global technical support professionals ready to help you in your local language. Our teams monitor the availability of your solution around the clock–checking that not only the infrastructure supporting your solution is up and running, but that the application is ready and available for use on-demand. Using state-of-the-art Customer Relationship Management (CRM) and Service Management systems, the team stays in close touch with our clients to ensure timely communication of events and subsequent updates. Daily, weekly, and monthly evaluation using key performance metrics ensure that OpenText is meeting customer satisfaction goals.

Cloud Engineering

OpenText Managed Cloud Services provide an assured level of service, availability, and quality with defined service level agreements, fault-tolerant solution design, and audited operational controls.

Our policies and procedures root from the industry standard ITIL/ COBIT methodologies to provide guaranteed levels of operation and confidence in your cloud-based business solution. Changes are managed through deployment in accordance with the OpenText standardized change management approach, which balances risk management against the need for change.

Fault-tolerant and resilient solution architecture supports all MCS solutions. World class data center facilities, along with enterprise grade infrastructure, combine to provide an environment capable of satisfying the high availability required by corporations today. Fault tolerance is available to be built into the infrastructure and application components of MCS solutions, including server clustering and load balancing. Our enterprise grade supporting network and devices are resilient-by-design through highly available, virtualized technologies.

Security

- 24 hour video surveillance
- 24X7 on site security personnel
- Multi-access security zones
- Strict Access control policies and procedures tracked with an enterprise tracking system
- Regularly scheduled control audits
- Biometric, mechanical, and electronic key physical access
- Off-site secure data storage
- Intrusion detection and redundant firewalls

Facilities

- Datacenters meet TIA-942 datacenter standard III or better
- Reinforced structure
- Fail-safe climate control systems
- Dual backup power strategy featuring UPS & generators with established fuel supply services
- Computer safe fire suppression system
- Flood sump pits and elevated cabling

Connectivity

- Fault-tolerant OC192 global IP backbone connections
- Remote location acceleration technologies
- Additional connectivity such as VPN connections, DS3, or MPLS integrations can be accommodated

Architecture

- Enterprise level hardware, virtualization and equipment
- Scalable, fault-tolerant application and backend services
- Network fault-tolerance with load balancer, router, switch, and interface redundancy
- Enterprise SAN & NAS using RAID technology
- Remote facility failover options available

Program Management

As an MCS customer, you are able to access a direct communication channel to talk to the experts in our cloud teams regarding your solution. This discussion is used to receive notices from us about your services, and to contact your Cloud Services team with general questions and information requests. This discussion is monitored by Cloud Services Team staff during OpenText business hours (9 am - 5 pm EST, Monday to Friday, excluding OpenText holidays). One example of how a customer would use our communication channel is initiation of a change request to modify your solution configuration.

Cloud Operations

Your MCS solution is monitored for availability and health on many different levels. Automated alerting solutions check the availability of your solution every several minutes. These automated alerting systems check everything from the availability of your URL through the application health all the way to the capacity and health of the underlying infrastructure components. Detected events that fall outside of the expected operational norms, even those alerts that are a warning or non-service impacting, are escalated and managed to resolution. Event management helps insure that issues with your solution are caught and triaged before they become service impacting.

Incident Management

OpenText follows the ITIL process for Incident Management, with procedures detailing management and escalation of issues on a round-the-clock, 24x7 basis. Our Network Operations Centers (NOCs) are staffed on a 24x7 coverage basis to ensure immediate response to service-impacting incidents. Incidents can be raised either by our automated alerting systems or by direct report from a customer or staff member, and are triaged through our IM process with a goal of resolution as soon as possible. After resolution, incidents are reviewed and discussed with the team, to allow multi-disciplinary discussion and trend analysis, allowing lessons learned to feedback and strengthen our offering against recurring issues.

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