Expert Programs to help maximize the value of your Enterprise Information Management (EIM) systems

Operation and maintenance of advanced EIM solutions can place high demands on the organization's IT personnel as they strive to maximize availability and response times, minimize risk to the organization, and, above all, ensure that user satisfaction is maintained at a high level.

Achieving these objectives requires advanced technical know-how and expertise of EIM deployments. But for most organizations, these specialist resources are not readily available in-house due to issues of knowledge, costs, time, and complexity. Where better to find in-depth specialist knowledge and expertise than from the authors of the EIM software?

Your Business Needs Met
OpenText recommends a complete service program that develops into a long-term relationship. The OpenText Optimize Program:

- Provides a range of flexible, proactive services to support your organization's service management team to achieve your deployment goals
- Provides you with on-demand access to a team of highly skilled and experienced Solution Experts who will work with your in-house technical and service management teams to assist with individual challenges
- Will help mitigate risks by diminishing system downtime
- Can minimize your investment in background activities while maximizing reliability, availability, and functionality of EIM applications
- Helps with service transition and knowledge transfer
- Can be blended with the OpenText Optimize Enable offerings to ensure your ongoing education needs are planned and budgeted for
- Provides support for customizations that enhance your solutions

Service Level Options
OpenText Optimize Assist programs are tailor-made and personalized to meet your service delivery and service support needs.

Key features and benefits
- Jointly agreed-upon annual plan to provide you with the specific services your organization requires.

KEY FEATURES
- Tailor-made personalized program, customized to your organization's specific requirements
- Select from a range of proactive services
- Access to a team of specialists
- Preventative support for your critical systems
- Named contact who understands your business and becomes your trusted advisor
- Service management through a mutually agreed service delivery plan

BENEFITS
- Maximize system availability
- Improve productivity of your in-house team, leading to reduced costs
- Maintain high level of user satisfaction
- Receive expert advice when required
- Keep systems tuned and optimized via regular assessments
- Unlock the value of your technology investments
- Support for your complete solution

OPERATION AND MAINTENANCE OF ADVANCED EIM SOLUTIONS CAN PLACE HIGH DEMANDS ON THE ORGANIZATION'S IT PERSONNEL AS THEY STRIVE TO MAXIMIZE AVAILABILITY AND RESPONSE TIMES, MINIMIZE RISK TO THE ORGANIZATION, AND, ABOVE ALL, ENSURE THAT USER SATISFACTION IS MAINTAINED AT A HIGH LEVEL.
Proactive services reduce your operating costs and improve customer satisfaction by minimizing unplanned downtime.

A tailor-made personalized program that meets the specific needs of your business to maximize the value from and investment in the organization’s EIM deployment.

Preventative support helps avoid new system issues and unplanned downtime.

Leverage collective knowledge and expertise of a team of specialist consultants to help you resolve challenges quickly, leading to higher productivity of your staff.

All the services are developed and delivered within the Information Technology Infrastructure Library (ITIL) framework.

A dedicated management team consisting of a Services Program Manager (SPM) and Solution Experts that understand that your business is responsible for effective service delivery of the subscribed program.

**Services Program Manager**

The SPM is responsible for service-oriented delivery and strategic management across the portfolio of solutions. The SPM is your overall single-point-of-contact (backed up by a team of SPMs with extensive technical and management experience). A mutually agreed upon service delivery plan and schedule will be formed at the start of your program.

**Solution Experts**

Solution Experts are responsible for becoming familiar with all of the technical operations of your OpenText software environment and for delivering the technical scope of the program to which you subscribe.

The OpenText Optimize Assist Program is based on three principles:

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**Program Offerings**

Subscribers may choose from any of the numerous packaged services offered in the services catalogue, including:

- Regular system reviews
- Health check and system audit
- Performance and capacity review
- Upgrade assessment and planning service
- Patch deployment service - keeps your system up-to-date with the latest EIM software patches
- Application support service - for customizations and integrations

**Strategic offerings**

- Architecture review
- Business continuity planning review
- Service management assessment
- Service transition

**Expert on demand service**

- Onsite troubleshooting
- Standby expert support during business-critical events/schedule
- Technical deep diving

**How to Begin**

For more information about Assist programs and the Enable and Manage categories of the OpenText Optimize program, please contact optimize@opentext.com

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