
In January, I released my book titled "The Intelligent & Connected Enterprise." In it, I talk about how information is a strategic asset. Several leading industry analyst firms predict that by 2020, 10% of organizations will have a highly profitable business unit specifically for productizing and commercializing their information assets.

At OpenText, we believe that you own your information and it is not for sale. OpenText will never sell your information; we value your trust. And we advocate that information is for the good. Our opinion has been forged through 25 years of experience and over one exabyte of information under our management.

Using information for the good, our Voice of the Customer program gives us an “outside-in” view of our company and a deeper understanding of what customers expect and deserve. It helps us to create new products, services, and memorable customer experiences.

I invite you to learn more about our Voice of the Customer program and what we are doing to improve the customer experience by reviewing the 2019 Customer Experience Report. Thank you for providing continuous feedback. It helps shape who we are and drives innovation to support your digital transformation.

Mark J. Barrenechea
Vice Chair, CEO & CTO

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ACE Awards

OpenText is proud to be named a Confirmit ACE Award winner

“We are very proud to be a recipient of a 2019 Confirmit ACE Award, as it reinforces our enterprise-wide commitment to complete customer-centricity,” said Cori Knorr, VP, Customer Experience, OpenText. “Working alongside Confirmit to custom build a Voice of the Customer (VoC) program has not only provided us with more actionable data and insights, but also better business outcomes. The ACE Awards are motivating us to progress our program even further so our customers see that we are always working to stay ahead of the curve, and striving to move the benchmark higher with our competitors.”

“We are delighted to honor OpenText with a 2019 Confirmit ACE Award,” said Ken Østreng, CEO of Confirmit. “Customer Experience is a critical component of great business decision-making and it is wonderful to be able to recognize organizations who truly understand this. The Confirmit team is proud to work with companies who are committed to customer-centricity across the entire experience ecosystem.”

Voice of the Customer Program – We are always listening

What is your OpenText experience?

At OpenText, we are committed to providing great customer experiences. From the first interaction with an OpenText employee all the way to ticket resolution, we want to make sure that your experience with us is as positive and seamless as possible.

Our Customer Experience (CX) team evaluates every piece of feedback that we receive from our customers and implements action plans to help us exceed our customers’ expectations. Through surveys, focus groups, forums, social media and more, your interactions with OpenText allow us to better understand your business and technology needs and inspire us to continue innovating.

We want to know what you expect from us and the future of your OpenText products! Share your OpenText experience with us by reaching out to cx@opentext.com.

The power of a single customer experience

At OpenText we understand the importance of having a great customer experience, so we work hard to make each touchpoint you have with us as seamless and as low effort as possible.

The OpenText Relationship Survey is the cornerstone of our Voice of the Customer program. The Relationship survey helps us to understand how our customers perceive their experiences with us and allows us to identify areas where we can improve to meet our customers’ unique business and technology needs.

Additionally, our transactional surveys measure customer satisfaction of a specific interaction with OpenText, whether it be a Customer Support ticket or a Professional Services engagement. Responses to the transactional survey are used to provide coaching and training, and to drive process improvements to ensure each time you work with OpenText, it is a success.

The OpenText Voice of the Customer program is a formal approach to collecting customer insights and incorporating them into business decisions. No survey goes unread.

Customer satisfaction is our top priority and we’ve got the numbers to prove it. More customers would recommend OpenText products and services to others than ever before and 9.5 out of 10 customers are satisfied with the service they receive from Technical Support. While encouraging, we won’t rest until 100% of our customers are satisfied.
Succeed with OpenText

PBS Succeeds with OpenText™ AppWorks™

America’s premiere Public Broadcast Network and media enterprise continues their industry-leading innovation to manage and distribute marketing, promotional, and program content for all their member stations with OpenText Media Management and workflow orchestration using OpenText AppWorks.

Products: OpenText AppWorks, OpenText Media Management

Michelin succeeds with OpenText™ Business Network

“We were looking for a scalable solution with security. We found that OpenText B2B Managed Services was completely in line with our strategy and this is why we moved to Managed Services. I would say that we are extremely happy.”

- Jean-Luc Faye, EDI Manager, Michelin

Products: OpenText™ Active Intelligence, OpenText™ Active Invoices, OpenText™ B2B Managed Services, OpenText™ BizLink™ on Linux, OpenText™ Cloud, OpenText™ Trading Grid™

OpenText was cited as a leader in The Forrester Wave™: Software For Digital Process Automation For Deep Deployments Q2 2019

Forrester®

WAVE LEADER 2019

Software For Digital Process Automation For Deep Deployments

IDC MarketScape: Worldwide Multi-Enterprise Supply Chain Commerce Network 2018 Vendor Assessment

IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor’s position within a given market. The Capabilities score measures vendor product, go-to-market and business execution in the short-term. The Strategy score measures alignment of vendor strategies with customer requirements in a 3-5 year timeframe. Vendor market share is represented by the size of the icons.
Customer success story

Pacific Life establishes a coordinated approach focusing on agility, business objectives and a cloud-first model.

Financial enterprise aligns information governance and technology with content strategy built on OpenText to mitigate risk

For Pacific Life, aligning information governance with integrated content technology is the recipe for effective content management in the 21st century. Best known for insurance, Pacific Life also offers investments, annuities, real estate and even aircraft leasing. Not surprisingly, risk management across such a diverse company poses difficulties, and like other financial services companies, Pacific Life is subject to strict data and cybersecurity regulations. Departments across the enterprise had deployed their own solutions. However, managers quickly found themselves wrangling multiple content management platforms. Pacific Life reevaluated and established a coordinated approach focused on agility, business objectives and a cloud-first model, with OpenText™ Content Suite at its center. Content Suite maximizes the value of content and enables an organization to share, collaborate, analyze and make decisions with content, while mitigating risk through governance, compliance and security.

The company used OpenText™ Cloud Managed Services to consolidate ECM with a focus on integration, security and risk management. “Part of our program is getting rid of duplicative technologies and getting really good at those that we have a roadmap built for,” explained Riley McIntosh, manager for Enterprise Content Management at Pacific Life. Now thousands of Pacific Life employees use Content Suite to share unstructured data securely throughout its lifecycle. Pacific Life relies on deep expertise from Cloud Managed Services to maintain its foundational system. “We’re much more agile in delivering our solutions now that we’re leveraging OpenText Cloud Managed Services,” McIntosh said. “We’re not dealing with the red tape internally to get servers spun up or deal with networking or storage. That’s all managed by OpenText... it’s much more efficient.”

Before selecting Cloud Managed Services, Pacific Life completed cost comparisons for hosting, but the partnership with OpenText proved the deciding factor. “It truly was a partnership... we’ve really been thrilled with the performance.”

Results

- Gained secure hub for critical data
- Reduced risk
- Redeployed IT resources
- Increased agility in delivering business solutions

“Our vision is to deliver and support effective and efficient content management across the enterprise, while allowing for business unit flexibility. With OpenText, our team works much more effectively because we have the program, services and strategy along with the technology.”

Riley McIntosh
Manager for Enterprise Content Management, Pacific Life
Customer focused culture

Every employee plays a part in building a better OpenText Customer Experience. By empowering our employees to keep our customers at the center of everything we do, and by establishing a positive culture of active listening, teamwork and innovation, we can reach our goal of becoming the most trusted partner in the lives of our customers.

We believe a great customer experience is built on the foundation of the experiences had by our employees—both work-related and personal. That's why, at OpenText, we recognize the accomplishments of employees in everything they do.

Our employees bring diverse and unique skills, interests, and passions to the table every day, and it's these differences that help make our company a success. We believe that's worth celebrating!

OpenText is proud to be one of Canada's top 100 employers

OpenText Elite Customer and Partner Loyalty Program

Our success is created by champions who go the distance to set themselves apart from the competition. That's why we created the OpenText Elite customer and partner loyalty program. We want to celebrate YOU – the modern-day digital innovators whose dedication is at the center of all we do. OpenText wants to reward your loyalty and the time and effort you've committed to our mutual achievements.

What is OpenText Elite?

Loyalty is rewarded with loyalty

To tell the OpenText story, we need support from customers and partners like you. The OpenText Elite program recognizes and rewards you for participating in different programs and activities. For customers, this includes investing in joint go-to-market activities, helping to drive digital transformation and promoting their partnership with OpenText.

OpenText Elite gives back to our customers and partners in the form of Elite Points, a token of appreciation for their continued support. Redeem Elite Points towards passes to attend the annual Enterprise World or EnFuse user conferences, Professional Services, Learning Services or the OpenText Elite eShop.

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To tell the OpenText story, we need support from customers and partners like you. The OpenText Elite program recognizes and rewards you for participating in different programs and activities. For customers, this includes participating in activities like press releases, success stories, user groups and speaking to prospective customers or analysts about their success. For partners, this includes investing in joint go-to-market activities, helping to drive digital transformation and promoting their partnership with OpenText.

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Here are more reasons to join:

- Get recognized as an EIM advocate by sharing how your OpenText solutions have transformed your organization
- Raise your profile as a leader within your organization and industry
- Network with like-minded peers in exclusive Elite-only activities to share your successes and best practices
- Help us help you: Influence product roadmap to create solutions that help you work better

When you tell your story, OpenText wants to share it with the world. OpenText is committed to continuously rewarding you, our customers and partners, for your value, loyalty and investment. For more information, visit www.opentext.com/elite.
Community commitment

Corporate social responsibility at OpenText
At OpenText, we understand the importance of doing good while doing well. That’s why we’re committed to corporate social responsibility (CSR). We believe in using information for the good, and we’re in a unique position to help make the world a better place with our EIM products and strategy. OpenText contributes to communities across the globe, encourages employees to volunteer, and is committed to reducing our carbon footprint.

United Nations Global Compact
In November 2018, OpenText joined the United Nations Global Compact (UNGC) initiative, a platform for responsible business practices that are key to achieving the United Nation’s 17 Sustainable Development Goals by 2030. Joining the UNGC is an important step to a more sustainable future for everyone, and an example of how information can be used for the good.

Information for the good
Our Enterprise Information Management (EIM) solutions equip Intelligent and Connected Enterprises to use information for the good—to create the world’s best businesses, design and market life-changing products, fuel top talent, empower people, and improve health, safety and quality of life. OpenText takes pride in supporting customers who make a difference and enables them to engage and improve their communities, create ethical supply chains, and impact the planet in a positive way.

Diversity and inclusion
As one of Canada’s largest software companies, OpenText is deeply committed to building, maintaining and cultivating a diverse and inclusive culture and workforce. Although our overall gender diversity average remains in line with the industry, we recognize there is more progress to be made and we are committed to improving our numbers. We have the ability and responsibility to create a more gender-balanced world. Diversity and inclusion are critical to the success of OpenText and our society.

In 2015, OpenText launched the Women in Technology Program. The program was designed to educate employees, provide leadership opportunities, create engaging events, and share ideas to further discussions about the advancement of women in technology. To learn more about our commitment, visit opentext.com/IWD or read Mark Barrenechea’s blog at blogs.opentext.com/international-womens-day-2019.
About OpenText

“90% of the world’s Fortune 500 companies use OpenText Enterprise Information Management (EIM)”

We pride ourselves on many things here at OpenText: we are the undisputed leader in EIM, we are one of Canada’s top 100 employers and we work with the absolute best customers in the industry.

Our Enterprise Information Management (EIM) solutions equip Intelligent and Connected Enterprises to use information for the good—to create the world’s best businesses, design and market life-changing products, fuel top talent, empower people, and improve health, safety and quality of life. OpenText takes pride in supporting customers who make a difference and enabling them to engage and improve their communities, create ethical supply chains, and impact the planet in a positive way.

We support over 100,000 global companies in 114 countries and 12 languages and endeavor to provide world-class customer service, so that our customers can maximize their investments in OpenText solutions and services.

Our relationships with our customers are central to our success. It’s important that we take time to say “thank you for choosing OpenText.”

Our promise to our customers

OpenText strives to...

• Enrich the way people use information
• Foster innovation
• Be trusted in our relationships
• Be committed to excellence in all that we do
• Work with our stakeholders, demonstrating honesty and passion towards common goals

Contact

We value your feedback. Let us know how we are doing at any time!

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