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Customer Experience Report

Investigate. Evaluate. Innovate.
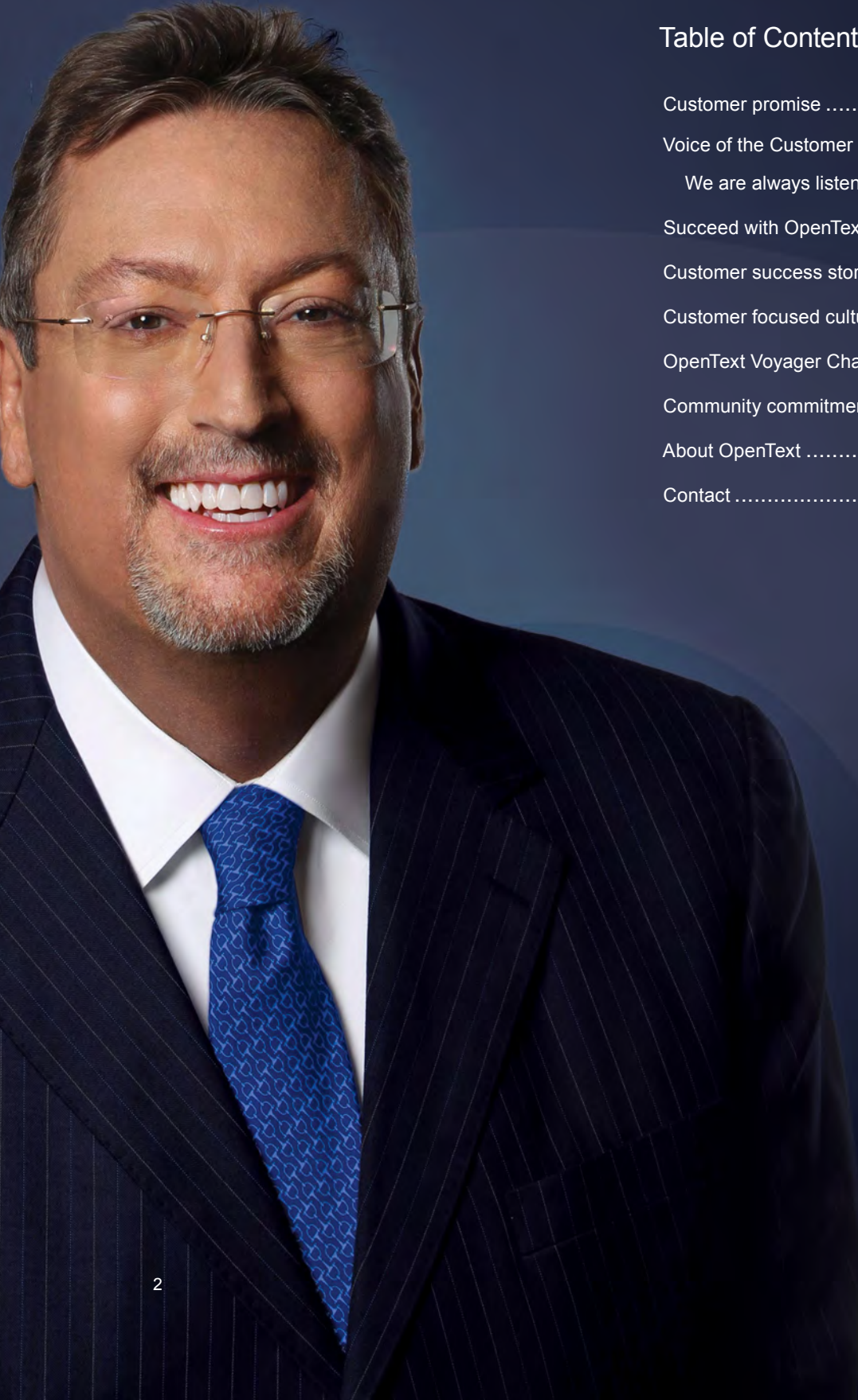
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Message to our customers

Welcome to the FY22 Customer Experience Report.

The global coronavirus pandemic has affected our families, our businesses, and our communities. Together, we are facing an unprecedented situation.

While this past year has been challenging in many ways, the global pandemic has strengthened our purpose to help our customers build resilience and prepare for success in the days after coronavirus.

Whether that is enabling life-saving work to continue remotely, reducing paper-use through digitization, stopping ransomware attacks, or helping police forces to identify criminals– the work that we do every day continues to be a source of incredible pride.

Behind the scenes, I have brought the Customer Support and Engineering organizations under one umbrella. The new combined organization will allow OpenText to continue delivering innovation, exceptional performance, and unparalleled customer experiences. We will be able to respond to customers more quickly and comprehensively than ever before.

At the same time, we have focused on delivering the modern experience that customers want and expect. Our Customer Support organization has embarked on a business transformation project to deliver an ever-higher standard of customer service and our recently launched OpenText Voyager program provides customers and partners with new opportunities to expand their skills, share their knowledge and become industry advocates.

This year OpenText is celebrating its 30th anniversary. As I look back on our history, I am amazed at how far we have come, and how bright the future is. 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 FY22 Customer Experience Report.

Mark J. Barrenechea

Mark J. Barrenechea
Vice Chair, CEO & CTO

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Customer promise

At OpenText, our values chart our course and lead to our repeated successes

Be deserving of trust

The world's most trusted companies trust OpenText, and we demonstrate that in our actions every day.

1

We sweat the details

We think critically and embrace creativity to produce results.

2

We aim high

Once we achieve something, we raise the bar higher.

3

We, not I

We are on this journey together, so we support our colleagues around the globe to exceed customer expectations and solve interesting problems.

4

We deliver the unexpected wow

We tap into our creativity to find ways to deliver incredible experiences for customers and colleagues

5

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 **9.6 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!

9.6/10 SATISFIED
★★★★★

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Succeed with OpenText

ATCO succeeds with OpenText™ Extended ECM Platform

ATCO

ATCO Australia uses OpenText™ Extended ECM Platform to manage, secure and govern their information assets, from legal and operational documents to contracts and work orders. Recently, they shifted their information management system to the OpenText™ Content Cloud. "By moving to the cloud, access speeds are much faster—almost twice as fast. Additionally, we are now using the latest features and functionality with integration into leading business applications like Microsoft 365," said Chris Marshall, General Manager IT at ATCO Australia..

Heathrow Airport succeeds with OpenText™ Documentum

Heathrow
Making every journey better

OpenText Documentum reliably keeps aircraft flying by managing 180 ongoing projects while lowering costs. "Throughout its life, the solution has never had a major failure and users unquestionably rely on it," Andrew Manington, Document Manager, Heathrow Airport Ltd. "We are currently studying how Documentum might be expanded to allow for even greater levels of access, flexibility and agility while further decreasing CAPEX."

OpenText™ Extended ECM has been named a leader by Forrester in The Forrester Wave™: Content Platforms

Q2 2021
Source: Forrester
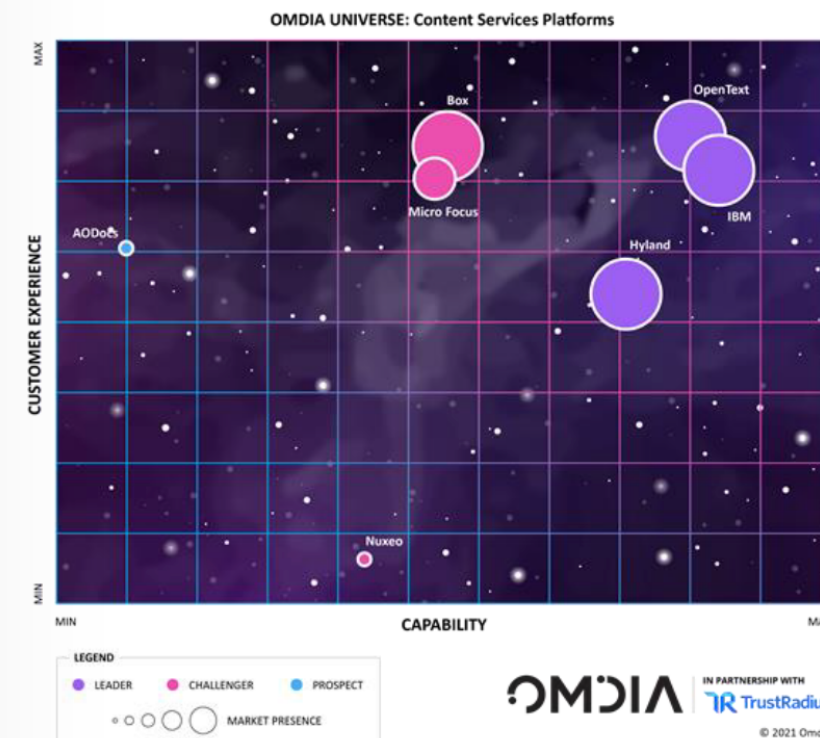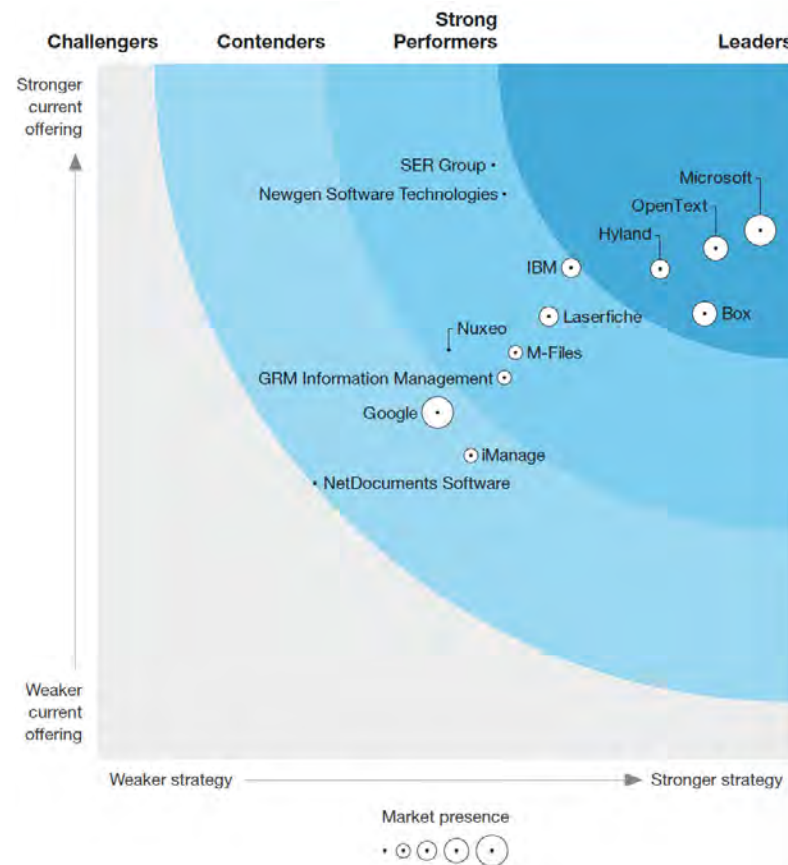
OpenText™ Documentum™ named a leader in 2021 Omdia report

April 15, 2021

Omdia has named OpenText™ a leader in Digital Experience Management (DXM) in the Omdia Universe: Selecting a Digital Experience Management Solution, 2020-21 report for "its comprehensive DXM capabilities and its headless and decoupled architecture, which allows it to be used alongside existing technologies."

Source: Omdia

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Customer success story

Tata Power Delhi Distribution Limited Collaborates with OpenText to Enable a Remote Workforce and Empower Consumers During the Pandemic.

OpenText Documentum keeps remote workers connected to critical business content and helps drive a nearly 35 percent increase in digital payments

Tata Power-DDL is a joint venture between Tata Power, India's largest integrated power company, and the Government of NCT of Delhi. When the pandemic struck approximately 70% of their employees shifted to remote work. The company needed to ensure employees, customers, regulators and external stakeholders retained access to mission-critical content and business processes. With Documentum, Tata Power-DDL was able to keep critical users connected and working to provide power to customers, including hospitals, essential utilities like water supply, and pharmacies and laboratories on the front lines of the pandemic.

"OpenText Documentum helped during the COVID-19 situation," said Santadyuti Samanta, Head of IT at Tata Power Delhi Distribution Limited. "We needed to establish communication with authorities, including the Delhi government, healthcare organizations and municipal corporations, so we created workflows on top of Documentum. Access was provided to people inside and the outside of the organization. As a result, we have remained resilient, enabled our employees to work from home, and continued to deliver for our customers throughout the pandemic."

Leveraging Documentum's ability to integrate with key business applications, Tata Power-DDL was also able to help customers by implementing digital self-service payment options so they could easily view and pay their bills on time via the web, SMS and apps such as WhatsApp and Paytm. Samanta reported, "The result was a dramatic and lasting increase in electronic payments via mobile channels. Digital payments increased from 61% to nearly 96% during the pandemic and remained at 89% when the lockdown was lifted."

Additionally, with Tata Power-DDL's call centers operating at half capacity during the lockdown, digital communication channels were critical. With OpenText™ Documentum™ xCP, a case management framework that allows developers to rapidly design and deploy solutions, Tata Power-DDL built a mobile application for its employees as well as an online self-service portal for customers to help maintain customer care levels.

"Tata Power-DDL's digital innovation journey laid a foundation that enabled them to quickly adapt and respond to their internal and external customers' needs in a time of crisis," said OpenText Chief Product Officer Muhi Majzoub. "We are proud to be a part of the work Tata Power-DDL is doing to help keep their people and communities connected and safe."

Results

70% of workforce enabled for secure remote work with workflows in OpenText Documentum xCP

Online payment increased from **61%** to close to **96%**

Critical operations and customer service **standards maintained** despite significant business disruption

TATA POWER-DDL

"In this pandemic situation, we have developed a lot of innovative work processes using OpenText Documentum xCP to solve the problems we are facing. As a result, we have been able to be resilient during this pandemic but also comply with the need to stay at home."

Santadyuti Samanta
Head of IT,
Tata Power Delhi Distribution
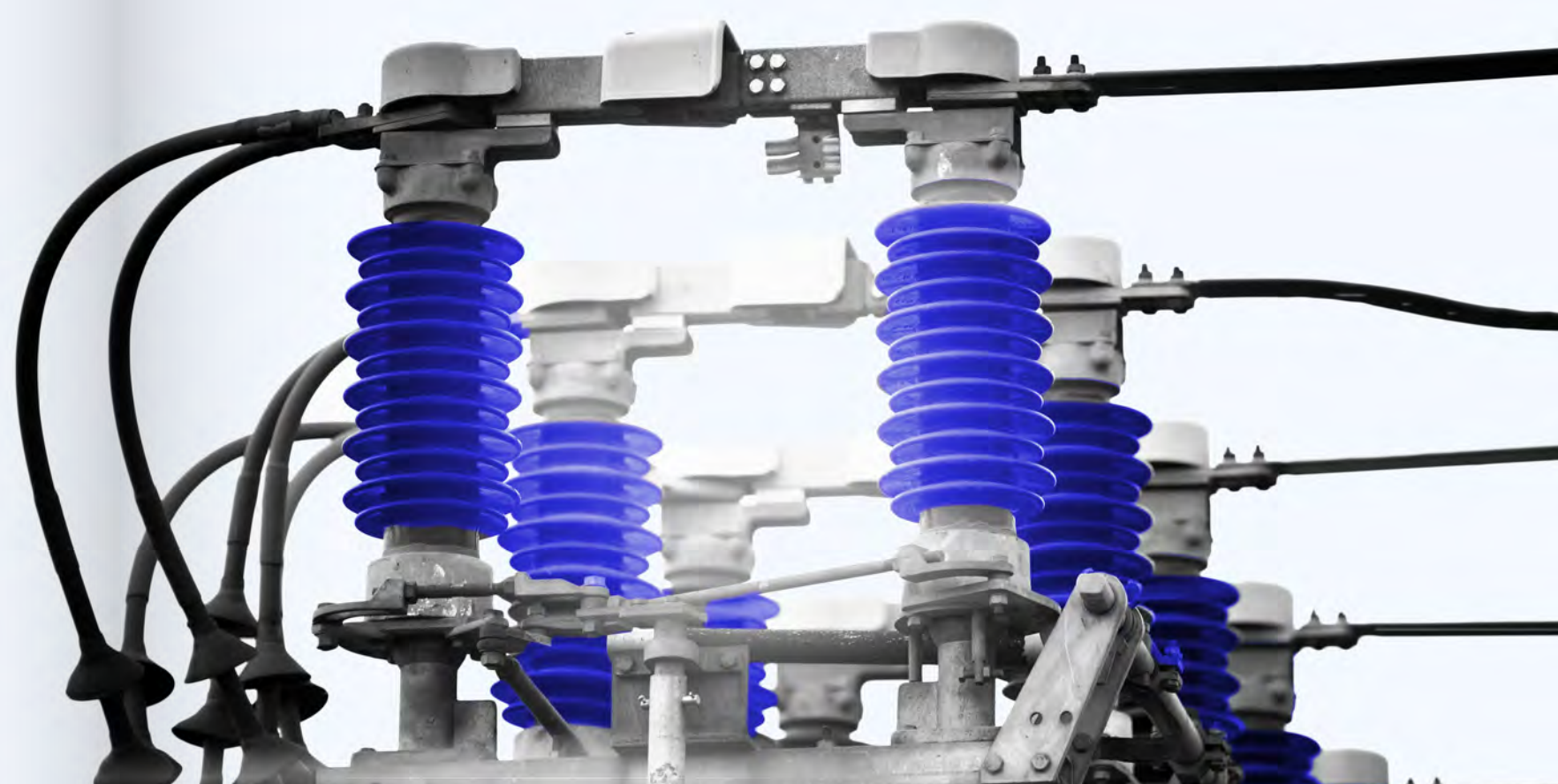
Customer focused culture

Every OpenText employee plays a role in delivering a great customer experience. By empowering employees to keep customers at the center of everything they do, and by establishing a positive culture of active listening, teamwork, and innovation, we can reach our goal of becoming a trusted partner to 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!

WATERLOO AREA'S
TOP EMPLOYERS
2021

OpenText Voyager Champions Program

OpenText Voyager Champions unites a special community of advocates who are successful and outspoken about their use of OpenText products, services, and solutions. Let's work together to share your story and experience to nurture the tech community and support others on their path to success.

Becoming an OpenText Voyager Champion

This part is easy. Any member of the OpenText community that participates in an activity within an 18-month time period is automatically qualified for the program. Voyager Champions have the opportunity to build a community and network of like-minded individuals, while sharing and exploring new innovations in Information Management.

Program benefits:

- Raise your profile within your organization and industry
- Access an exclusive community of innovators and influencers
- Raise brand awareness with a global audience
- Influence product strategy and roadmaps
- Get recognized in exclusive promotions and communications
- Connect with OpenText leadership
- Enjoy VIP treatment at events

Advocacy activities:

Advocacy can take many forms and we understand each person has a different comfort level and requirements in telling their story. From a large stage to a small one, from public to private, we will work with you to customize co-marketing opportunities that work with your comfort level and company restrictions.

For more information, visit our website OpenText Voyager Champions | OpenText or refer to the brochure.

Here are just a few examples of advocacy activities:

Testimonials	Speaking engagements
Media and analyst activities	Marketing initiatives
Private reference calls	Community participation

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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 Information Management (IM) solutions and strategy.

OpenText aims to make the world a better place by doing business responsibly and taking strategic actions to advance societal goals.

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. Addressing climate change is a global challenge that's becoming increasingly urgent, public, and connected. As a tech industry leader, OpenText has both an obligation and an opportunity to take action that will improve the well-being of our customers, our planet, and our society as a whole.

Technology for the good

Our IM 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

With over 14,000 employees spread across 35 countries, working across teams and cultures to innovate and deliver solutions to our clients, is part of who we are. Our culture is embraced in the day to-day and reinforced through the design of our talent programs. From flexibility in how we work to a commitment to ensuring fairness in our recruiting and development processes, our goal is to harness the power of diversity.

Download our Corporate Citizenship Report to see how we aspire to advance societal goals and accelerate positive change.

About OpenText

Incorporated in 1991, OpenText, The Information Company, enables organizations to gain insight through market-leading information management solutions, on-premises or in the cloud. The comprehensive OpenText Information Management platform and suite of software products and services provide secure and scalable solutions for global companies and governments around the world.

Information is made more valuable through our software. By connecting information to digital business processes, it is enriched with analytics. Information is protected and secure throughout its entire lifecycle. Information captivates customers. Information connects and fuels some of the world's largest digital supply chains in manufacturing, retail and financial services.

By the numbers

3.386B FY21 revenue

14,300 employees in **34** countries

75,000 Enterprise customers
470,000 SMB customers

100M end users

Contact

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

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**

cx@opentext.com

twitter.com/OpenText

youtube.com/user/opentextcorp

linkedin.com/company/opentext

instagram.com/opentext

flipboard.com/@OpenText

OpenText Global Corporate Headquarters
275 Frank Tompa Drive
Waterloo, ON
N2L 0A1
Canada
+1 (800) 499-6544

www.opentext.com | **www.opentext.com/cx**