

OpenText™ Content Suite Platform Cloud Edition Overview



Shift your business' software maintenance budgets and IT resources to more **strategic revenue and value generating** activities. Access the market-leading EIM solution at an entirely predictable operating cost.



Enable organizational **elasticity** for faster deployments and maximum **business agility**. Remove the burden of ever having to upgrade software yourself and ensure that you are **always** on the latest and most advanced product available to meet your business needs for EIM.



Allow your organization to **focus on your core competencies** while we focus on ours:

- Managing the infrastructure
- Optimizing performance of your EIM applications

Standard package pricing

Per User Price (100 user minimum) includes infrastructure, application management, support and right to use the software.

Add-on optional services and software components to the base package when you need them.

Simplified pricing with a single "all-in" user price that gives you a clear view of TCO and the operational savings delivered by your cloud service.

Options pricing

Premium Services and Business Continuity Options are sold as separate bundles and billed annually.

Enhanced Security Options are sold individually and billed annually.

Additional storage and network traffic can be added as needed and billed on a monthly basis.

Bill of materials

OpenText™ Content Server
OpenText™ Records Management
OpenText™ Connected Workspaces
OpenText™ Imaging Enterprise Scan
OpenText™ Enterprise Connect
OpenText™ Directory Services
OpenText™ Automatic Document Numbering
OpenText™ Communities
OpenText™ Wiki

OpenText Content Suite Platform, the foundation for OpenText Enterprise Information Management (EIM) offerings, is a comprehensive enterprise content management (ECM) system designed to manage the flow of information from capture through to disposition.

Content Suite Platform, Cloud Edition is an enhanced version of our on-premises software product optimized for deployment in the OpenText Cloud.

Standard packages

System Monitoring and Uptime - Your 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 the availability of the application and help to ensure that issues with your solution are caught and triaged before they start to affect service.

Standard Test Environment - All of our deployments include both a Production environment and a Test environment. The Test environment is a reduced scale site intended for change control activities.

Up-Time Management - OpenText follows the ITIL process for Incident Management (IM), with procedures detailing management and escalation of issues around the clock. Our Network Operations Centers (NOCs) are staffed 24x7 to ensure immediate response to incidents affecting service. 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. As part of your service, OpenText provides you with access to our cloud support organization either by email, phone or over the web.

System Maintenance - System maintenance includes deploying mandatory hotfixes and quarterly cumulated patches.

Backup - OpenText protects your business data with daily incremental and weekly full system backups. Backups are encrypted and stored in an alternate data center facility located in the same geographic region as your primary system deployment, where they are retained for a period of 30 days.

Disaster Recovery - Disaster Recovery (DR) planning and preparation is an important aspect of OpenText Cloud operations. Our Managed Cloud Services product deployment architectures are designed to maximize the resiliency of your system and to minimize the impact of a system failure. The DR "best effort" services provided under a standard OpenText Managed Cloud Services Agreement(s) can be extended with the Business Continuity option to provide specific Recovery Point Objective (RPO) and Recovery Time Objective (RTO) commitments.

VPN - 1 VPN Connection included.

Included Storage - 1 GB storage per user. The standard package includes 1 GB of storage per user. Unlike other cloud offerings, our solution offers flexibility where unused storage can be shared among users as needed.

Included Data Transfer - 1GB per user per year.

Application Availability - The standard package includes 99-percent application availability for Production System.

Delivery Manager - A designated Delivery Manager (DM) is your single point of contact and accountable for all Cloud Managed Services. Acting as your advocate for excellent service and ongoing satisfaction, the Delivery Manager ensures a consistent service (delivered according to the contract). The Delivery Manager schedules regular calls (usually monthly) to review your SLA performance and any ongoing support interaction. The Delivery Manager will use these sessions to understand your business priorities and requirements and coordinate our internal business units as they work together for your success.

Performance add-ons

Enhanced security options	Premium services bundle	Business continuity bundle
<p>Additional VPN: Add another layer of protection to your deployment by extending your corporate network to the cloud-based CSP environment with a secure point-to-point VPN connection.</p>	<p>Major upgrades: Future-proof your cloud service and better manage costs by adding a Major Upgrade option to your deployment. This service ensures that your system stays at the cutting edge of capability and performance by including one upgrade performed per a twenty four month service window.</p>	<p>High availability: Increase the availability of your CSP solution by adding redundancy to each critical component of the cloud deployment architecture. Removing single points of failure in standard package architecture with load balancer dual node configuration enables OpenText to deliver a higher target SLA and helps reduce or even eliminate the need for unscheduled system downtime.</p>
<p>Encryption at rest: Your data is secured in transit by SSL encryption. Encryption is extended to the content stored in the cloud solution when you add the Encryption at Rest option to your solution.</p>	<p>Anywhere support: Is your business "always on?" If so, your support should be too. OpenText offers all-day, every day access to our support organization for help with any issue, regardless of severity level. This enhanced support service is ideal for customers with business-critical solutions and globally dispersed user communities.</p>	<p>Premium test system: The Premium Test System option dedicates a test environment for your use that exactly matches production in both configuration and server sizing. This enhancement to the standard reduced scale test environment is well-suited to customers with peak-load testing requirements.</p>

Functional add-ons

<p>Brava! add-on: View, annotate and collaborate on virtually any file</p>	<p>Content Intelligence add-on: Build custom applications, views, actionable dashboards, reports and workflow/process interactions</p>	<p>Microsoft Office Online add-on: Co-author and web edit documents stored in Content Server</p>
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Questions? Email cloud@opentext.com for all cloud assistance