

EXECUTIVE BRIEF

# Partnering for the Information Advantage

Professional Services—working together on your journey to success



 **3,000+** EIM experts

 **100% product certified** consultants

 **40,000+** delivered engagements over 25 years

 **2,000+** Managed Services customers

Organizations expect a lot from their enterprise information management (EIM) solutions to solve challenges and achieve business results. They require an exceptional user experience, from systems that are always available at optimal performance, while effectively securing information.

Implementing a successful EIM solution has many challenges and different points of risk where a project can fail. Not all organizations want to maintain the necessary in-house skills and expertise to plan, deliver and adopt a successful EIM solution.

OpenText Professional Services engages customers to enable successful digital transformation by providing comprehensive services across all phases of the EIM solutions lifecycle. These range from planning to implementation, through to adoption, operation and continuous improvement.

## Plan strategically, execute tactically



- Business vision & EIM plan
- Planning: implement, adopt, operate
- Resource for success: project & center of excellence

- Involve the business & manage scope for early benefits
- Accelerate using best practices & expert tools
- Leverage EIM experts to go faster & reduce rework

- Communicate & mobilize
- Educate the team to build expert readiness
- Business & solution go-live hypercare

- Focus on the business experience
- Manage the application, maximize availability
- Benefit from improved solution

- Assess EIM adoption
- Learn lessons & refine plans; evolve & improve
- Foster buy-in & innovation

***“In OpenText, we’ve found a partner who has provided us with excellent support and has helped us stay within our very ambitious timeframe.”***

**Axel Laufersweiler**  
Senior Project Manager  
B. Braun Melsungen AG

[🔗 Hear the full Success story](#)

***“[OpenText Professional Services] expertise and experience ... has been invaluable to us.”***

**Jonathan Ruffin**  
Senior Application Developer,  
PJM Interconnection

[🔗 Read the full Success story](#)

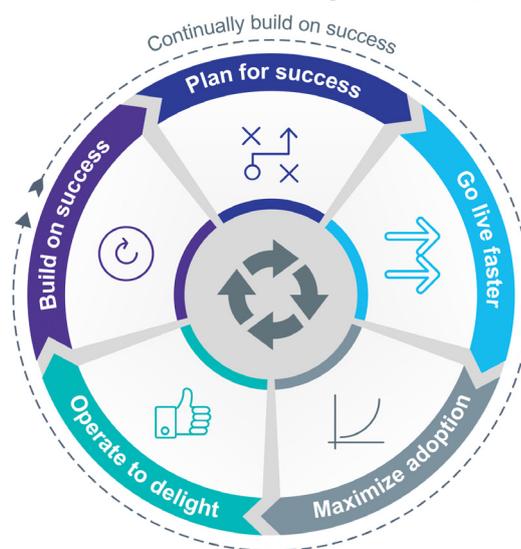
OpenText Professional Services offers the largest pool of OpenText EIM product and solution certified experts in the world. They bring market-leading field experience, knowledge and innovative creativity from field experience spanning more than 25 years and 40,000 engagements. The delivery teams are global and organized into Centers of Excellence allowing the capability and flexibility to align with customer engagement model requirements and preferences.

With over 2,000 Managed Services customers, OpenText Professional Services also securely operates, monitors and optimizes EIM solutions for organizations, providing customers flexibility and security with guaranteed service levels, as well as predictable operating costs.

As the product vendor, OpenText delivers as one team! Professional Services has unparalleled access to Customer Support and Product Engineering experts and have strong relationships with stakeholders and experts in those organizations. This comes from a mutual accountability to both a customer's success, and their satisfaction with OpenText products and deployed solutions. Customers benefit from this one-team accountability and innovative problem-solving commitment.

Contact OpenText Professional Services to see how they can optimize your EIM digital transformation.

## We're with you throughout the journey



- Plan for success**
  - EIM strategy advice for: build, adopt, operate
  - Project planning for EIM specifics
  - Inform your EIM center of excellence program
- Go live faster**
  - Certified experts: build & adopt
  - Efficiency: expert operation in-project
  - Packages/tools, reusable IP
  - Largest global EIM team
- Maximize adoption**
  - EIM communications & launch readiness
  - Training, certification, coaching & support
  - Experts to operate, coach & support
- Operate to delight**
  - Managed Services
  - Operations assistance
  - Solution diagnostic, performance tuning, upgrade, enhance, integrate, migrate, digitization, etc.
- Build on success**
  - Adoption assessment & support
  - Managed service optimization
  - EIM strategy advice to refine plans & establish EIM center of excellence & innovation

**Your EIM business partner**  
We do this all the time  
We can help you too

## About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: [opentext.com](https://www.opentext.com).

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