# Global Customer Support eBook

An in-depth look into OpenText's industry leading
Customer Support organization

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# Letter from Muhi S. Majzoub

In July 2021, the Customer Support and Customer Experience teams joined my Engineering organization. These teams have worked collaboratively together for many years so bringing them together under one umbrella was a natural extension of those synergies and relationships.

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.

Our journey to deliver an ever-higher standard of customer service is not just about our recent organizational changes. Earlier this year, the Customer Support organization embarked on a business transformation project to enable them to deliver the modern experience that customers want and expect. Think immediacy, personalization, and convenience.

What makes this project really unique is its focus on digitization and automation. Using customer data and insights, OpenText will be able to take a more proactive approach to improving our products and quickly identify and resolve customer issues. By increasing self-service effectiveness and capabilities, we will be able to deliver a personalized digital experience with low-effort digital support options.

I'm really excited about our journey to an ever-higher standard of customer service. In the meantime, I invite you to learn more about OpenText Customer Support and the ways we deliver customer success. Flip through our eBook to learn more about what Customer Support can do for you.

**Muhi S. Majzoub**
EVP, Chief Product Officer

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"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

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# The Customer Experience

Keeping our customers at the center of everything we do

## The truth is in the numbers

For more than two decades, OpenText™ has produced innovative online solutions that change the way organizations conduct their business and the way people gather, store and use information. Our Information Management (IM) technology is leading the industry. We have earned the trust of the world's top Fortune 500 companies and helped these organizations flourish, lower costs, reduce information governance and security related risks, and support their digital transformation.

＊ More than **100,000** customers in **140** countries

＊ The **top 20** global brands trust OpenText

### OpenText, a global leader in IM
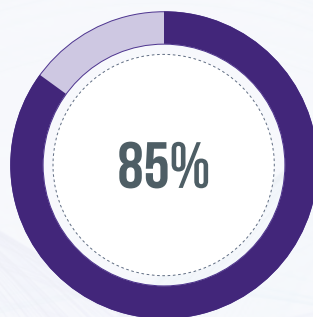
**85%** — **17** of the world's top **20** Financial and Insurance institutions trust OpenText

**100%** — **20** of the world's top **20** Life Sciences companies trust OpenText
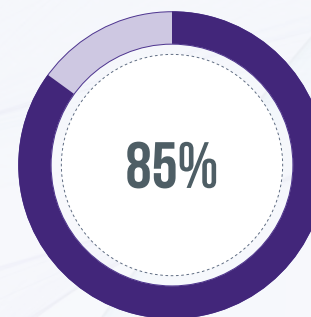
**85%** — **85** of the **100** largest companies in the world are OpenText customers

## What's 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.

## Voice of the Customer program–We are always listening

### What is the power of a single customer experience?

As a customer, you understand the importance of having a great customer experience. Whether you're buying a car, booking a hotel or purchasing enterprise software, you want your experience to be as quick and easy as possible. At OpenText, we're working to create a seamless experience for our customers—one that breeds loyalty and customer satisfaction.

The Customer Experience (CX) Team acts on valuable feedback received through our Voice of the Customer (VoC) Program. We listen to our customers in a number of ways, such as surveys, Product Advisory Council meetings, beta programs, online discussions and events. We then analyze the feedback to identify areas for improvement, and build action plans to keep everyone moving towards our shared goal of an exceptional customer experience. Our Voice of the Customer Program is a systematic approach to collecting customer insights and incorporating them into business decisions.

The OpenText Relationship Survey is the cornerstone of our Voice of the Customer program. We use a common industry metric, known as NPS, to learn what our loyal customers love, and identify areas where we need to do better. By gaining an understanding of how our customers perceive their experience with us, we can determine their business and technology needs, and continually improve the OpenText Customer Experience. No survey goes unread.

## 9.6/10
★★★★★
Satisfied

"OpenText makes it easier and quicker to retrieve the information we need, improving and accelerating our decision-making processes."

Pornthip Chusuwan, Head of IT

Betagro

# Customer Support

Ensuring customer success and satisfaction through effective issue resolution

Protecting you from the unexpected and providing you with the personal attention you require is the basis of OpenText Customer Support. Together, our tightly integrated teams of product experts help ensure your business operations are running smoothly, respond to your support requests, reconcile tickets, and report issues and feedback to development for review.

## The Customer Support experience

We take pride in the high expectations placed on us by our customers, and strive to exceed those expectations with a culture that fosters extraordinary customer service and demands unparalleled results. OpenText's excellent support services deliver on customer needs with fresh, innovative ways to customize and optimize OpenText implementations. In addition, our teams are equipped with powerful, state-of-the-art tools that assist with the dissection and resolution of complex challenges, giving you more time to focus on your business operations.

With our maintenance program options, customers can rest easy knowing that we're keeping an eye on things.

Software Maintenance Program Handbook (SMPH)–What we offer:

| | | | |
|---|---|---|---|
| | Top-tier support programs and customizable options to fit the needs of your business | | Unlimited support requests |
| | 5 year product lifecycle | | Ability to specify points of contact for administrative and issue management |
| | Access to product updates and new releases | | Professional Services engagement to deliver trusted advice on optimizing solutions |

View the full Software Maintenance Program Handbook here: www.opentext.com/agreements.

# OpenText Support provides continuous innovation

Keeping pace with change requires that organizations respond quickly to changing market, business and user requirements to deliver the best customer, partner and employee experiences possible.

At OpenText, we are committed to continuous innovation. Our investments in research and development drive product innovation, increasing the value of our offerings to our customers.

With OpenText Support, you have continuous access to the latest products and features including OpenText Cloud Editions (CE). Cloud Editions are cloud-native solutions that can run anywhere and make the adoption of new products and features faster and easier. An evolution of Release 16, Cloud Editions (CE) build on, and include, all innovations from previous Release 16 Enhancement Packs.

Cloud Editions (CE) let customers implement anywhere, while making it simple and cost-effective to maintain and update. With the agility that Cloud Editions (CE) introduce, organizations can respond quickly to changing market, business and user requirements.

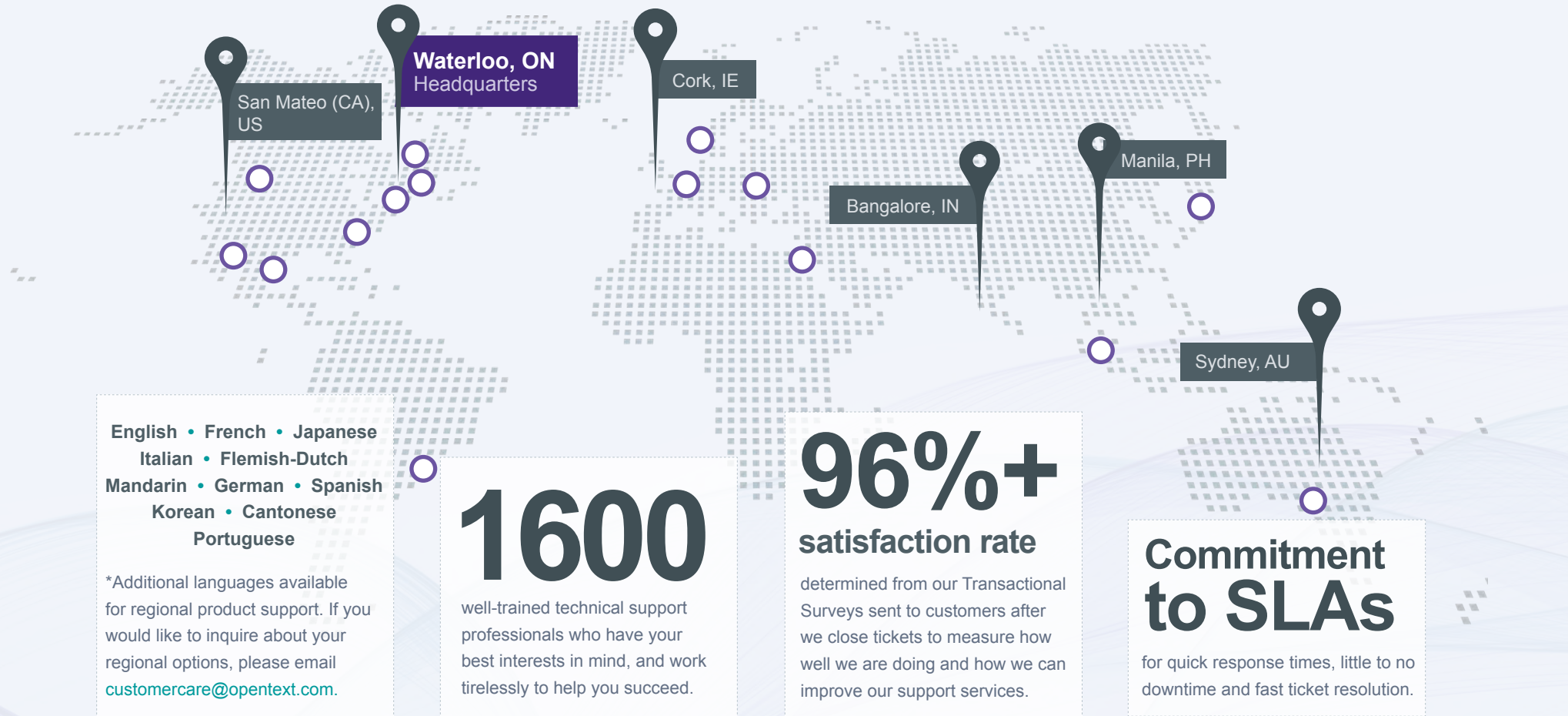**CLOUD EDITIONS** IS THE NEXT GENERATION OF '**RUN ANYWHERE**' SOFTWARE

CLICK TO PLAY VIDEO IN NEW WINDOW

> On-prem, cloud, hybrid
> We support wherever you are deployed.

– Muhi S. Majzoub, EVP, Chief Product Officer, OpenText

View Muhi's Blog

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## Worldwide Support delivers

San Mateo (CA), US

**Waterloo, ON** Headquarters

Cork, IE

Manila, PH

Bangalore, IN

Sydney, AU

**English • French • Japanese Italian • Flemish-Dutch Mandarin • German • Spanish Korean • Cantonese Portuguese**

*Additional languages available for regional product support. If you would like to inquire about your regional options, please email customercare@opentext.com.

# 1600

well-trained technical support professionals who have your best interests in mind, and work tirelessly to help you succeed.

# 96%+
## satisfaction rate

determined from our Transactional Surveys sent to customers after we close tickets to measure how well we are doing and how we can improve our support services.

# Commitment to SLAs

for quick response times, little to no downtime and fast ticket resolution.

"OpenText enables SRP to reach out more efficiently and more precisely with our messaging so we can deliver content faster to market"

Bill Garmen, Senior Technical Strategist, Creative Productions
Salt River Project

# Support programs

## OpenText Prime Protect

With more than 100,000 customers—including the top 20 global brands—OpenText is trusted by many of the world's leading companies.

With trust comes responsibility for OpenText to create positive business outcomes for customers every time. That's why we created the Prime Protect support program.

Prime Protect is the level of support that OpenText customers need to manage their increasingly complex business processes and succeed.

The newly expanded program simplifies our support offerings and addresses the higher expectations of our customers.

| What's included | Prime Protect |
|---|:---:|
| Product research and development | ✓ |
| Product patches, latest releases | ✓ |
| Online documentation and resources | ✓ |
| Initiate support requests through My Support, phone or email | ✓ |
| Hours of operation: Mon-Fri local business hours | ✓ |
| 24x7 coverage for Severity 1 and 2 issues | ✓ |
| 5x8 coverage for Severity 3 issues | ✓ |
| Technical points of contact | 6 |

# OpenText support options and services

OpenText Customer Support provides a wide range of support options and services to assist your service management teams in proactively managing your OpenText solutions. Among other things, our services help you achieve peak system performance and reliability, process effectiveness and operational efficiency. These proactive support options and services are enhancements to your OpenText support programs and can be leveraged when the time is right for your organization by contacting supportprograms@opentext.com.

| Add-on options | Value |
| --- | --- |
| **Authorized points of contact** | Additional points of contact with ability to open support tickets |
| **Standby** | Supplement your existing support program with a few days of extra help, including after-hours support for special projects or planned maintenance activities |
| **TechConnect** | Assigned Technical Consultant (first point of contact for all tickets) |
| **TechConnect Citizen Edition** | Citizen Edition provides support delivered by citizens of a country or region |
| **Extended Support** | Receive expert-level technical support, and maintain an escalation path to R&D for critical issues that affect performance and security, for product releases in the Sustaining Maintenance phase of their support lifecycle. |

# OpenText Managed Services

## Managed Services experts ensure optimal solution maintenance for maximum availability

Operating and maintaining advanced Information Management (IM) solutions can be a complex proposition for any organization. Delivering on these requirements requires in-depth technical know-how and expert knowledge of IM deployment and operational management. Many organizations need additional skills and resources to accelerate and streamline their digital journey.

OpenText™ provides a range of Managed Services support options with agreed upon service level agreements (SLA's) to meet business needs.

> ❝ OpenText B2B Managed Services really helped us to deliver on our service-level agreements with our internal customers as well as with our trading partners. ❞
>
> – Siva Raja, Senior Manager for IT Services, Matson Logistics

## More about OpenText Managed Services

For additional information about OpenText Managed Services please visit www.opentext.com/managedservices. To speak to a Managed Services expert, please email profservices@opentext.com.

## Managed Services support options

**Standard**

• Shared team working from a shared work queue to achieve standard SLA interval commitments.

**Premium**

• Small shared team with specific knowledge of customer's technical configuration, operational processes and high quality transactions.

• Dynamic notification, response and resolution time performance commitments.

**Dedicated**

• Team focused on supporting a single customer with no fewer than five FTEs.

• Custom reporting and delivery requirements with special attention paid to unique operational support needs.

## OpenText Cloud Support Services

OpenText non-stop customer commitment keeps business up and running 24x7.

At OpenText, customers are at the core of business. 22 of the Gartner's top 25 global supply chains put their trust and investments into our products and services, so we need to provide 100% satisfaction. OpenText Cloud Support Services is ready 24x7 to ensure your business doesn't miss a beat.

Our support services include a dedicated production services team to proactively monitor all processes and business transactions within the production system.

We provide 24x7 transaction monitoring, exception management and incident management support.

Our support specialists offer a breadth of technical expertise, advanced support technologies and the confidence to resolve situations and protect the success of your business and your investments. Companies leverage our experts so they can focus on their core mission, not B2B complexity.
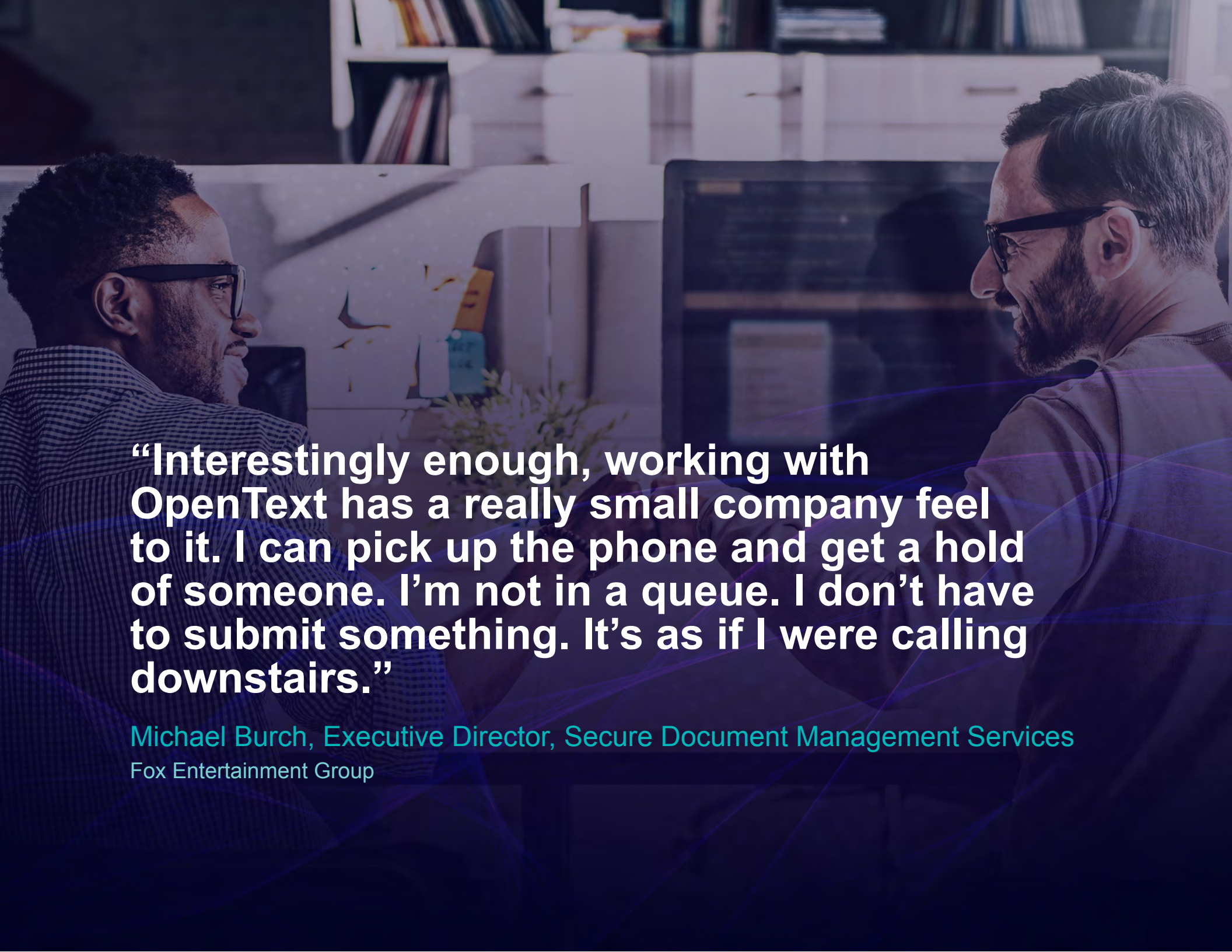
### Our experts

Operate the
**world's largest**
business network

Connect over
**600,000**
companies across the world across multiple industries

Manage
**31 million**
identities

Ensure over
**24 billion** transactions are successfully exchanged across our network every year

Process
**$8 trillion**
in transaction value each year

"Interestingly enough, working with OpenText has a really small company feel to it. I can pick up the phone and get a hold of someone. I'm not in a queue. I don't have to submit something. It's as if I were calling downstairs."

Michael Burch, Executive Director, Secure Document Management Services
Fox Entertainment Group

# My Support

One place. One community. Always online.

Delivering mission-critical services to its customers and partners, OpenText My Support facilitates interactions from users all over the globe. It's the one-stop-shop for logging, updating and reporting on all cases, downloading core product releases, patches and fixes and collaborating with peers and our teams at OpenText.

In addition, My Support offers a seamless web experience for users to engage across a variety of interactions for cases, forums, software, articles, technical documentation, alerts and more! Visit My Support at support.opentext.com.

## Resources

Our team of experts are always online to help you solve the toughest problems. Together with our customers, partners and internal technical analysts, we've got the know-how to help you achieve your solutions' fullest potential.

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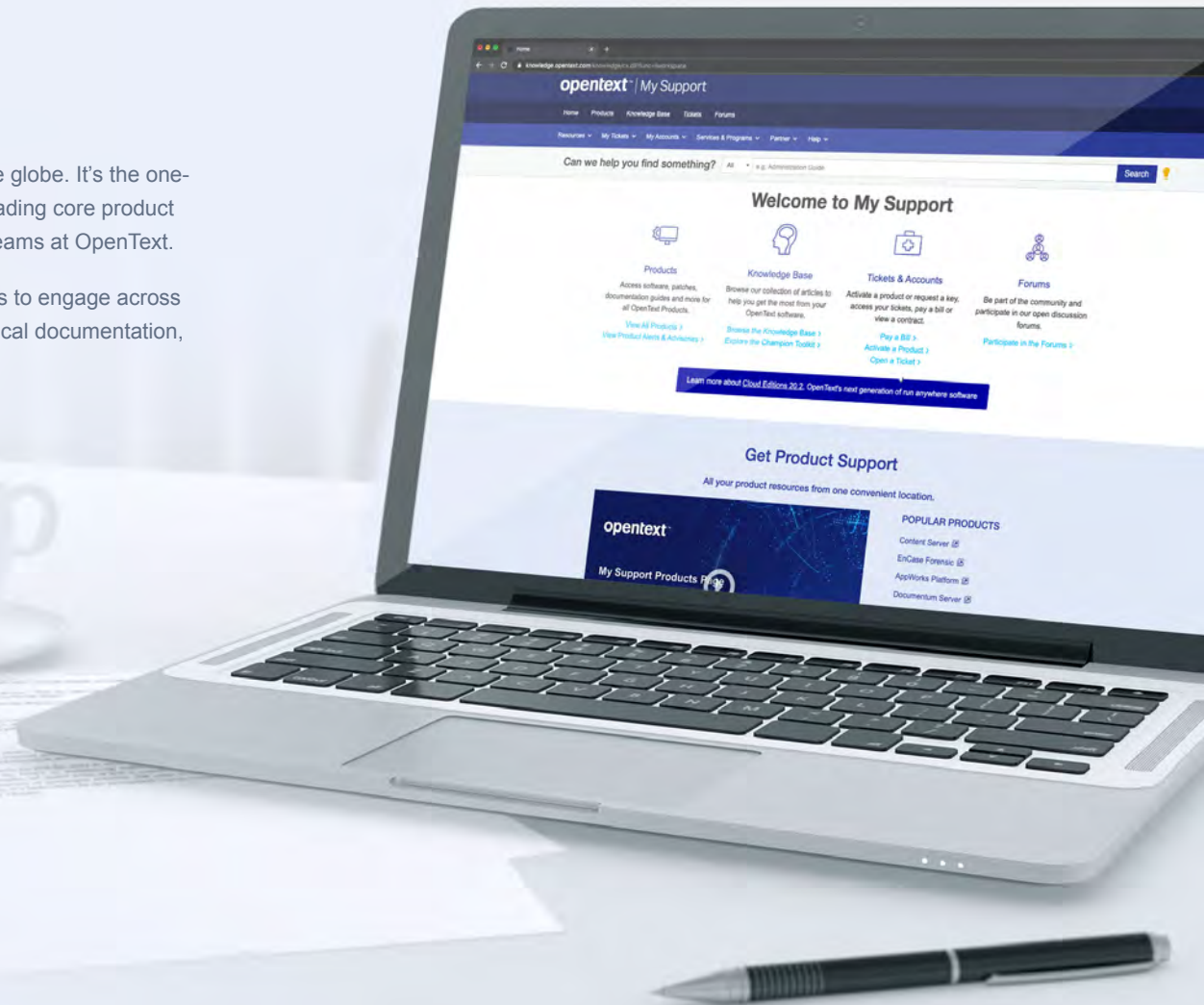
## Knowledge Base

Access thousands of Knowledge Base Articles (KBAs) for expert tips and tricks about your solutions. Find resolutions, how-to's and FAQs quickly and keep an eye on the status of issues as they appear. All our KBAs are written by product experts and technical support staff in close collaboration with software developers, ensuring that you get the most out of your OpenText solutions. Get what you need for a successful implementation, migration, upgrade or resolution—from release notes to roadmaps, patches, software downloads, releases, best practices, product overviews, webinars and more.

### Customer alerts →

We believe that relationships are built on trust. We want to earn your trust, which is why we deliver important Customer Support-related notices and product-specific alerts to your email inbox as soon as there is news to report. Through transparent and honest communications, we hope to give you a thorough understanding of what OpenText is working on and what's new with your products.

### Support documentation →

With an OpenText support plan, customers can be assured that they will be kept updated with the most relevant and recent support information for their OpenText solution. When it comes time to evolve to other support plans for legacy products, we let our customers know well in advance and help facilitate this transition as seamlessly as possible.

### Champion Toolkits →

No respectable tradesperson would be caught without his or her set of reliable tools, and you shouldn't be either. Luckily, you can keep the Champion Toolkits on hand for in-depth case studies, white papers, best practices—even videos—to help you construct and maintain the OpenText implementation of your dreams.

## Support resources

### Forums →

My Support offers secure social collaboration and peer-to-peer support for our customers. In total, My Support enables customers to collaborate and innovate with one another, deepening relationships and building trust with the organization.

### Upgrade Central →

No product upgrade is without its headaches, but we strive to make things a little easier by offering all of our release content, including best practices and technical documentation, in one convenient location. Upgrade Central is the go-to site on My Support for learning about new features, release schedules, upgrade paths and more.

### Live Chat →

Our Live Chat operators are standing by for general inquiries and quick guidance.

# Online support programs

**OpenText Live webinars** →

All our webinars are recorded, which allows busy customers around the world to view our sessions at their leisure. Our webinars provide a look into new and upcoming OpenText software while also delivering expert advice, how-to knowledge as well as tips and tricks that add value to our solutions. OpenText Live covers customizations, upgrades, product roadmaps and everything in between. Subscribe to receive invites to upcoming webinars!

**Beta programs** →

With beta programs, you can get a behind-the-scenes look at the next major iteration of your OpenText product before it is released. Betas give you the chance to test out new features and functionality, and bounce ideas and concerns off our development team. We just toss you the keys and let you play.

# Account administration

Your security is of the utmost importance to us, which is why, with assigned administrative roles, you can update your contact details and system information, specify points of contact on your account or manage your bills on the portal.
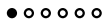
**Ticket management** →

Create tickets and license key requests easily using the My Support ticket and license key wizard. With one convenient location to monitor the status of feature requests and development progress, you are always in control.

# Ticket escalation and resolution process

OpenText is committed to resolving support tickets as quickly as possible and providing a consistent experience for all of our customers. Customer satisfaction scores prove we deliver on this commitment, and the continued success of our customers speaks for itself.

### Monitoring

OpenText Customer Support has a well-refined monitoring process to ensure that important issues are never missed. Our teams keep an eye on accounts to spot any anomalies (such as high ticket counts or long ticket times) and work quickly to address issues before they occur.

**1**

### Issue handling

When a support request is opened, our friendly, specially trained Customer Service Representatives (CSRs) are available to take your case around-the-clock. With an unparalleled depth of knowledge of OpenText IM systems, CSRs work closely with you until resolution, and provide valuable information to improve implementation efficiencies, performance and security.

**2**

### Escalation

You are given full control of your tickets through My Support, enabling you to escalate issues if required. If a ticket has undergone a priority change, the system notifies our team immediately so that we may respond to valid requests and work quickly to resolve the issue. Additionally, when our teams come across particularly challenging tickets, they may escalate internally to find the right experts to provide input and assistance.

**3**

## Analysis

We put ourselves in your shoes so we are that much more sensitive to how impactful certain issues can be. Using Structured Problem Analysis (SPA), an issue-resolution tool that helps us gain a wider insight into customer service requests, we're able to work across teams and collaborate effectively. Coupled with our Knowledge Centered Support (KCS) methodology, our product specialists can capture, transform and share relevant knowledge as part of the problem-solving process and expand that knowledge for you to use for your OpenText software implementation.
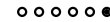
4

## Resolution

While time-to-resolution is the key to ensuring customer satisfaction, our teams are passionate about their work and make every effort to ensure your business gets back up to speed. Our teams consist of people who helped build our products from the ground-up and who have seen every kind of OpenText implementation there is. Using powerful, state-of-the-art tools, our experts can efficiently investigate and resolve complex challenges while engaging in meaningful conversations with you to ensure that your needs are met.
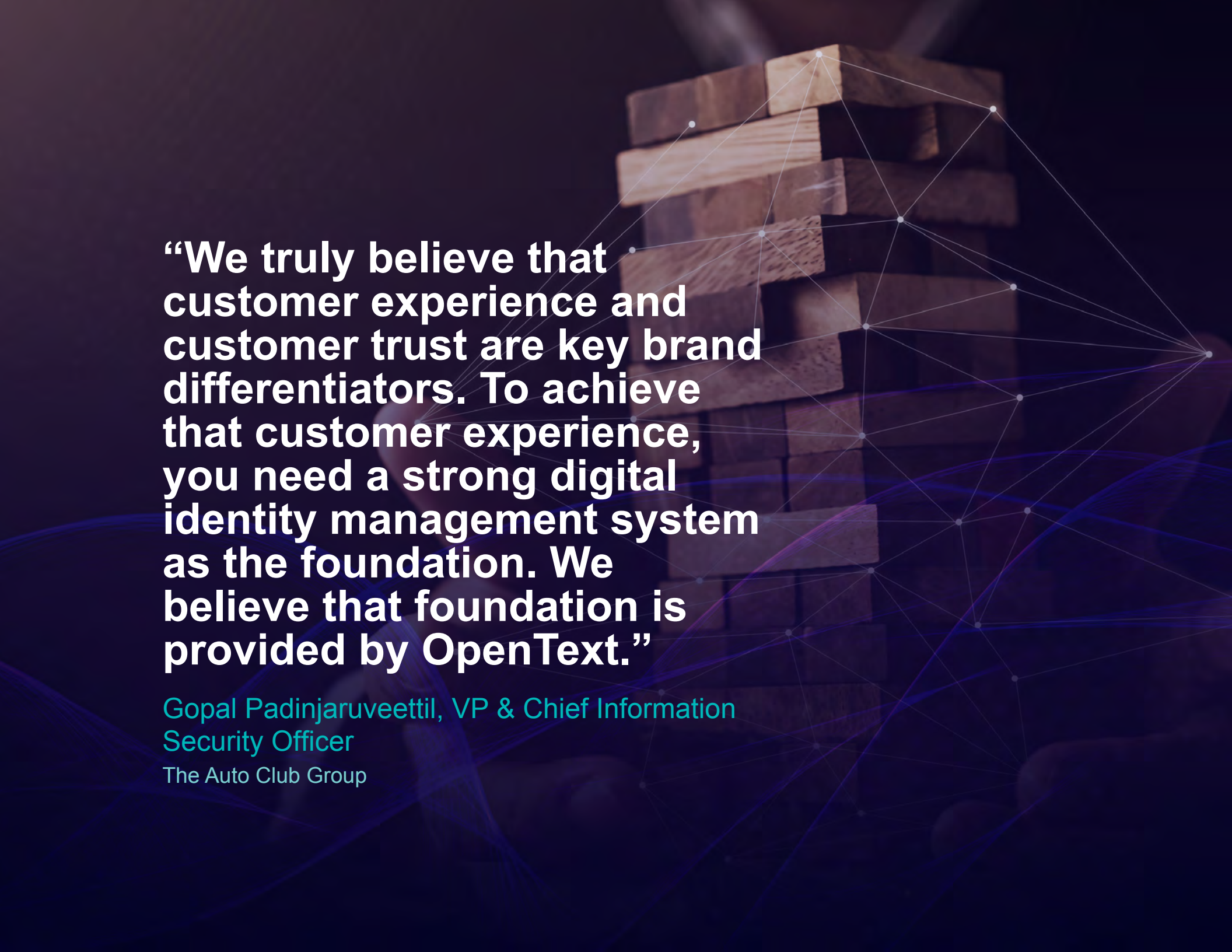
5

## Satisfaction

After every ticket is resolved, we send you a Transactional Survey to get your impression of our support systems and see what we can do to improve. These surveys are the measure we use to determine our 93%+ customer satisfaction rate. They include valuable information to help us get ahead of the curve and find out what you need most from us.

6

"We truly believe that customer experience and customer trust are key brand differentiators. To achieve that customer experience, you need a strong digital identity management system as the foundation. We believe that foundation is provided by OpenText."

Gopal Padinjaruveettil, VP & Chief Information Security Officer

The Auto Club Group

# Adoption and Learning Services

Ensure system success and user adoption through self-paced, on-demand, instructor-led learning, certifications and custom education services

OpenText offers a robust and comprehensive portfolio of Adoption and Learning Services and receives outstanding customer satisfaction ratings from students. For more information, please email training@opentext.com.

### Instructor-led learning →

Develop the technical know-how and creative vision it takes to meet the most demanding business challenges.

### Self-paced online training →

Get the training you need when you need it.

### Certifications →

Validate knowledge and skills with OpenText product and role-based Certification Exams.

### User adoption services →

Accelerate and sustain effective user adoption, resulting in engaged and efficient user communities.

> " The training was very well designed and perfectly executed. My instructor had a lot of real-life examples to share which helped our understanding. "

"OpenText supports the operations of South African National Parks to enable us to meet our mandate of biodiversity conservation and to achieve our vision of having a connected society."

Kamal Pillay, Chief Information and Technology Officer
South African National Parks

# Connecting with OpenText

We are pleased to provide several opportunities for customers to engage directly with OpenText executive leadership and product management through in person, virtual or invitation-only events. This allows us to leverage your insights and feedback to improve our business and product strategy, and most importantly, to help you maximize your OpenText investments.

## OpenText World

OpenText World is an invaluable opportunity for customers, partners and colleagues to explore, learn, network and drive complete digital transformation home. OpenText World features more than 200 workshops, live demos and a variety of breakouts, user meetings and forums to help customers maximize the value of their OpenText solutions.

Register today to attend the next OpenText World! Visit www.opentext.com/opentext-world or email opentextworld@opentext.com.

## What's at OpenText World

**Breakouts and training courses**

Learn best practices with hands-on sessions designed to target specific product suites and platforms.

**Developer Lab**

Join OpenText engineers at fun, informative sessions that will help attendees understand how to build solutions and use OpenText technologies.

**Innovation Lab**

Influence future product development through collaboration and testing with OpenText designers and researchers.

# More ways to connect

## OpenText Live

OpenText Live is a webinar series that delivers weekly updates from OpenText experts and partners. The webinars cover the latest OpenText product releases, as well as the industry trends and demands, to help guide your organization's digital transformation journey. Subscribe to these free events or visit OpenText Events and Live Webinars.

## User groups

User groups provide you with the opportunity to share best practices and experiences within a regional user community, and allow you to network with OpenText leaders and experts to gain insights and knowledge for your OpenText products and solutions. User groups are hosted according to industry or OpenText product, and are held both in-person and virtually. For more information, contact usergroups@opentext.com.

## OpenText Navigator Champions Program

The OpenText Navigator Champions Program unites a special community of advocates who have found success through their use of OpenText products, services, and solutions, and want to share it with the world. Tell your story to help nurture the tech community and support others on their path to success.

## Become an OpenText Navigator Champion

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

For more information, visit the OpenText Navigator Champions website or refer to the brochure.

## Customer Advisory Boards (CABs)

CABs are invitation-only events for CIOs, CTOs and other customer executives hosted by OpenText Vice Chairman, CEO and CTO, Mark Barrenechea, and members of the OpenText executive leadership team. For more information, contact vipcustomerevents@opentext.com.

## Product Advisory Councils (PACs)

PACs are hosted by our product management and product marketing leaders for technology professionals who want to directly influence the strategic development of OpenText products and solutions. Please contact vipcustomerevents@opentext.com for more information on our Product Advisory Councils.

## Social

Get access to important resources anytime, anywhere: Connect with us online!

| Twitter → | LinkedIn → |

"We don't see OpenText as just a supplier—this is a close partnership. Having people who really understand the product, and who've been working with it for years, is a huge benefit."

Ben Denison, Chief Technology Officer
Serious Fraud Office

# Contact

For more information about OpenText Customer Support and the programs we offer, visit us at opentext.com/support or contact us at supportprograms@opentext.com.

OpenText, The Information Company, a market leader in Information Management software and solutions, enables enterprises to manage, leverage, secure and gain insight into their enterprise information, on-premises or in the cloud. For more information about OpenText (NASDAQ/TSX: OTEX), visit www.opentext.com.

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flipboard.com/@OpenText

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