

Optimize Assist Program

Expert programs to help maximize the value of your Enterprise Information Management (EIM) systems

The Optimize Assist Program provides you with enhanced proactive and preventative services delivered directly by OpenText experts to ensure your critical systems have maximum availability with minimum risk.

Optimize Assist provides your IT personnel with just the right level of support they need to meet your business needs by combining a mixture of proactive services and training that is personalized to your individual requirements. System health checks, performance assessments and capacity reviews are just a few of the key services you can receive under the Optimize Assist Program along with our Solution Services package for any of your personalized software (such as integrations or extensions).

Achieving system objectives requires advanced technical know-how and expertise of EIM deployments. But for most organizations, these specialist resources are not readily available in-house due to issues of knowledge, costs, time, and complexity. Where better to find in-depth specialist knowledge and expertise than from the authors of the EIM software?

Your Business Needs Met

OpenText recommends an Optimize Assist Program that:

- Provides a range of flexible, proactive services to support your organization's service management team to achieve your deployment goals
- Provides you with access to a team of highly skilled and experienced Solution Experts who will work with your in-house technical and service management teams
- Will help mitigate risks by diminishing system downtime
- Can minimize your investment in background activities while maximizing reliability, availability, and functionality of EIM applications
- Helps with service transition and knowledge transfer
- Provides support for custom extensions and integrations that enhance your solutions

KEY FEATURES

- *Tailor-made personalized program, customized to your organization's specific requirements*
- *A range of proactive services*
- *Access to a team of specialists*
- *Preventative support for your critical systems*
- *Named contact who understands your business and becomes your trusted advisor*
- *Service management through a mutually agreed service delivery plan*
- *All services are developed and delivered within the Information Technology Infrastructure Library (ITIL) framework*

BENEFITS

- *Maximizes system availability*
- *Improves productivity of your in-house team, leading to reduced costs*
- *Maintains high level of user satisfaction*
- *Delivers expert advice when required*
- *Keeps systems tuned and optimized via regular assessments*
- *Unlocks the value of your technology investments*
- *Provides support for your complete solution*
- *Allows you to focus on critical business processes*
- *Improves adoption due to system continuity*

OPENTEXT OPTIMIZE ASSIST



Services Program Manager (SPM)

The SPM is responsible for service-oriented delivery and strategic management across the portfolio of solutions. The SPM is your overall single point of contact (backed up by a team with extensive technical and management experience). A mutually agreed upon service delivery plan and schedule will be formed at the start of your program. The SPM may also deliver incident/problem management service options, such as:

- Management of priority call handling
- Management of all escalations and on-site support
- Provision of regular status meetings and reporting on outstanding tickets
- Notification of known issues and patches relevant to your OpenText software solution

Solution Experts

Solution Experts are responsible for becoming familiar with all of the technical operations of your OpenText software environment and for delivering the technical scope of the program to which you subscribe.

Program Offerings

Subscribers may choose from any of the numerous packaged services offered in the services catalogue, including:

Regular System Reviews

- Health check and system audit
- Performance and capacity review
- Upgrade assessment and planning service
- Patch deployment service - keeps your system up to date with the latest EIM software patches
- Solution Services - for custom extensions and integrations

Strategic Offerings

- Business continuity planning review
- Capacity planning
- Configuration review
- Environment alignment assessment
- Function and technical mentoring
- Service management assessment
- Service transition
- Interim staff augmentation
- Operational readiness
- Strategic and continuity workshops
- Service management assessment

Additional Services

- On-site troubleshooting
- Standby expert support during business critical events
- Technical deep diving
- On-site and remote technical assistance

Service Level Options

The OpenText Optimize Assist Program is tailor-made and personalized to meet your service delivery and service support needs.

How to Begin

For more information about OpenText Optimize programs, please contact optimize@opentext.com