

Optimize Cloud Enhanced Program

Support and upgrades for customized cloud solutions

For OpenText customers who have opted for all the benefits of the OpenText Private Cloud, customers often also have unique business needs that require them to customize or upgrade their software for a competitive advantage. The Optimize Cloud Enhanced Program will mitigate risks to ensure support levels that match or exceed customer expectations for their Cloud solutions.

OpenText™ Managed Services in the Cloud brings together the power of a cloud platform with dedicated skills and deep experience to manage your application in the OpenText Cloud. Our Managed Services supports an organization's goals to digitize processes, create efficiencies, manage costs, and increase customer satisfaction.

Overview

The Optimize Cloud Enhanced Program provides additional Cloud Services that are delivered by the OpenText Services experts who are most familiar with OpenText solutions and best practices. This provides you with the assurance that your cloud solution is being managed in the best way possible.

Business Challenge

Complex business solutions involve product customizations, integrations and processes needing consistent SLAs

Major upgrades planned, scoped and implemented via the Optimized Services team (ongoing patches and minor versions already included in the Base Service)

Delivery Managers (DM) are critical to success. A dedicated DM can help with more proactive support, enhanced reporting and improve success rates

Customers have responsibility for all content, processes, enablement and adoption. Expert assistance may be needed

Consider

Custom Solution Service

Major Upgrade Service

HyperCare Service

Business Administration Service

www.opentext.com/contact

opentext™ | Cloud

KEY BENEFITS

- Higher level of reporting and personal communication
- Maintenance for custom code
- Major Upgrade Services included
- Best-in-Class resources experienced in enterprise information management and cloud services
- Support to meet your business challenges

HOW TO GET STARTED

For more information about the OpenText Optimize program, please email optimize@opentext.com