Optimize Services Overview

Optimize the use, productivity, and adoption of your OpenText solutions

Operating and maintaining advanced Enterprise Information Management (EIM) solutions requires comprehensive skills. Optimize Services programs provide assistance to help you balance key objectives of availability and performance, while ensuring user adoption and satisfaction in the ongoing operation of your EIM solution.

**Achieving Key Business Objectives**

Achieving business objectives for EIM requires in-depth technical know-how and expertise of EIM operational management. OpenText understands these challenges and designed Optimize Services Programs to help alleviate operational pressures. Where better to find that expertise than from the pioneers of EIM software?

OpenText Optimize programs are designed to deliver continuity and stability combined with expert support for on-premises, cloud, and hybrid solution deployments.

“The benefit of the OpenText Optimize Program has been immeasurable, we have agility, flexibility, and access to the very best resources, who often go above and beyond the call of duty.”

MAGNUS GERBER, HEAD OF OPERATIONS SOLUTIONS, PENSION PROTECTION FUND

**KEY FEATURES**

- Maximize system availability by avoiding preventable issues
- Improve productivity of your in-house team, leading to improved efficiency
- Maintain a high level of user satisfaction
- Receive best practice advice from our experts
- Unlock the value of your technology investments
- Ensure ownership and continuity in your relationship with OpenText

**KEY BENEFITS**

- Access to the most experienced technical personnel in the industry for your installed OpenText software
- Continuous improvement and operation optimization
- Improves system quality and speed, reduces downtime
- Increase user adoption through techniques, tools, and practices
Optimize Service Programs

Service programs with a tailored approach designed to deliver continuity and stability for on-premises, cloud or hybrid environments

Optimize Services are Built on the following Programs

**Standard**
Our Customer Support teams possess the troubleshooting, critical thinking and analytical skills necessary to rapidly resolve critical issues, and keep IT operations running effectively.

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

**Services Program Manager (SPM)**
The SPM is your consistent single point of contact for managing delivery of your service.

They will work with you to create a service transition and delivery plan at the start of your program. They are responsible for owning the ongoing relationship and managing delivery of the program.

The SPM will have in-depth knowledge of the applications and any customizations implemented within your environment. More importantly, they will develop an understanding of your business and its use of the applications and recognize the service levels on which your business relies. A secondary SPM is named to provide continuity in the event that your primary SPM is unavailable.

**“Since using the OpenText Optimize Service Program, the number of IT incidents has decreased by 80 percent.”**

LUKAS PISCHALA, SENIOR TECHNICAL MANAGER, IT BUSINESS PROCESSES, INFORMATION & MARKETING, OSRAM

**Additional Program Options**
In addition to what has been described above, the Optimize Program contains dozens of services you can add to a foundation program to meet the needs of your IT and business unit where further support is required. These are detailed within the Optimize Services Catalog which is available at [www.opentext.com/optimize](http://www.opentext.com/optimize).

**How to Begin**
For more information about the OpenText Optimize Program, please contact optimize@opentext.com.