

# Optimize Standard Program

An enhancement to your standard OpenText Protect Software Maintenance Agreement

OpenText customers who want to enhance their OpenText Protect Support and Maintenance agreement may choose our Optimize Standard Program.

The Optimize Standard Program helps to improve user satisfaction by ensuring a faster initial response to all your support requests, an assigned Program Manager who will assist with issue and escalation management, and a proactive set of services.

## Overview

Optimize Standard Program improves customer support by ensuring one-hour initial response\* to all your support requests, regardless of severity, as well as an assigned Program Manager as your primary support liaison to improve your support experience overall who will assist with issue and escalation management, centralized communication, and reporting.

Our Standard Program also adds a proactive set of services. These services start at the inception of service where we conduct a Site Inventory. A Site Inventory delivers technical documentation of the most important parameters of the system environment in order to be able to gain an up-to-date overview of the system in the event of a system failure.

## Program Includes:

- **Program Manager** - Provides you with a consistent contact as an extension of your company that knows your business and applications, and who can also connect within all of OpenText.
- **Site Inventory** - Technical documentation of the most important parameters of the system environment in order to be able to gain an up-to-date overview of the system in the event of a system failure.
- **Configuration Review** - The solution being covered by the program will be assessed to identify potential failures and weak points and a report generated and reviewed with the customer.
- **Program planning, regular status calls, and reporting** - Program Manager will establish an agreed upon Communications Plan for regular status calls, program planning, and emergency response procedures and contacts.

**Hawksford**  
Thinking  
**beyond**  
tomorrow™

*"We receive outstanding support, information and suggestions to improve our solution as part of our Optimize Service package, something we would recommend."*

Matthew Wilkinson,  
Associate Director of Business Enablement

## KEY BENEFITS

- *Advanced technical expertise*
- *Faster resolution of incidents*
- *Improves user satisfaction*
- *Regular status calls*
- *One-Hour response time\**  
(\*dependent on support hours option chosen)

## HOW TO BEGIN

For more information about the OpenText Optimize program, please email [optimize@opentext.com](mailto:optimize@opentext.com)

[www.opentext.com/contact](http://www.opentext.com/contact)