opentext™

OpenText Professional Services

Helping Customers Turn Vision into Reality

OpenText Professional Services brings the world's largest team of EIM professionals together to help customers build and execute on their digital strategy. Customers accelerate, enhance, and de-risk their projects by leveraging EIM expert services from planning to implementation, operation, training, and continuous improvement.

OpenText Professional Services offer a broad range of Consulting Services, Managed Services and Learning Services to support customers in their digital journey.

Consulting Services

OpenText offers a broad range of Consulting Services accelerating the adoption and success of enterprise applications.

OpenText also offers **FasTrak packages** to accelerate your solution:

Best Practice Packages providing "out-of-the-box" solutions

Delivery Packages for faster solution and to reduce the customer's time to value

Industry Packages to provide industry-focused vertical expertise

Cloud Accelerated Packages for cloud deployments

CONSULTING SERVICES SNAPSHOT

• Advisory Services	• Application Implementation
• Application Retirement	• Business Solution Creation
• Project Management	• Package Solutions
• Enterprise Architecture	• Customization
• Sizing and Scaling	• Monitoring and Stability
• EIM Project Delivery	• Tailored Adoption/Enablement
• Integration	• Partner Engagement
• Digital Imaging Services	• Translation and Localization

OPENTEXT PROFESSIONAL SERVICES AT A GLANCE

65,000+
Customer implementations with OpenText software

3,400+
Active customer engagements

2,800+
World's largest pool of EIM experts

1,200+
Managed Serives Customers in the OpenText™ Cloud

30+
Broadcast EIM coverage across more than 30 countries

25+
Years of delivering EIM solutions

10+
Average years EIM experience of our Professional Services consultants

1
One integrated expert team

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Managed Services

OpenText provides a range of Managed Services – whether on-premises, in the OpenText Cloud, or in hybrid cloud scenarios. Customers can choose to have extended support, assistance when needed, or a wide range of application management options, including complete management of all aspects of their EIM solution.

Managed Services in the Cloud

Managed Services in the Cloud provide the benefits of a vendor managed solution with the security and control of an on-premises deployment, including:

- Rapid implementation
- Decreased operational costs
- Continued control of core assets
- Ability to quickly scale when resources are needed

Cloud Managed Services provide complete application and solution management backed by OpenText global infrastructure, subject matter experts, 24x7 customer support, and clear SLAs.

B2B Managed Services

OpenText experts perform daily activities, such as mapping, testing, and onboarding, to quickly build out connectivity with partners customers, distributors, suppliers, logistics providers, and financial institutions. All of the technology is hosted in the OpenText Cloud, avoiding the need for hardware purchase and management.

Optimize Services

OpenText Optimize Service programs provide a tailored approach, designed to deliver continuity and stability for on-premises, cloud or hybrid environments including:

- **Standard Program**– An assigned OpenText Program Manager provides rapid response support backed by the OpenText application management team

- **Assist Program** – Back-up assistance from OpenText experts assist the customer's IT team in managing OpenText software, including system reviews, incident analysis, and on-site or remote assistance

- **Manage Program**– OpenText experts provide ongoing system monitoring, management and staff augmentation

- **Cloud Enhanced Program**– Support and upgrades for customized cloud solutions

- A full catalog of services and customized service combinations to maximize benefits for each customer

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

LUKAS PISCHALA, SENIOR TECHNICAL MANAGER, IT BUSINESS PROCESS, INFORMATION AND MARKETING OSRAM

Learning Services

OpenText Learning Services enables effective user adoption for all types of users - driving solution success.

OpenText consultants analyze customer education and training needs, focusing on the key learning outcomes and timelines, and creating the right education plan. Education plans can be developed for any phase of implementation - pilot, implementation, rollout, upgrade or refresher and to validate the customer's learning.

- **Education Consulting** - Tailored curriculum to meet the specific needs of each organization
- **Instructor-Led training** – Role-based flexible training virtually or in-person
- **Self-Paced Learning** – Localized e-Learning teaches and quizzes users on product knowledge
- **User Performance Support** – "Just-in-Time" role-based job aids
- **OpenText Certification Programs** – Intense and interactive sessions designed to maximize participants understanding of the OpenText product suite

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

DR. FILIPPOS SIAKAVARAS, HEAD OF ADMINISTRATION, S.OLIVER BERND FREIER GMBH & CO. KG

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