OPENTEXT™
PROFESSIONAL SERVICES

OpenText Customer Experience Upgrade and Modernization Consulting

Our Upgrade and Modernization Services are designed to help you develop and implement a sound upgrade, migration, and/ or modernization strategy. You can minimize your business risk, avoid IT headaches, and ensure that you are lowering overall time to market with best practices by leveraging OpenText Global CX Professional Services.

Optimize Your Deployment

Upgrade and Modernization Services are most beneficial when your business wants to:

- Improve ROI and reduce time to market
- Reduce the challenges of managing/operating multiple software versions
- Address new requirements or processes not supported by the current software version
- Learn about best practices, designs, features, and functions that may optimize your investment and address new requirements
- Mitigate risk associated with most software upgrades

Our Professional Services team will guide you through determining the optimum upgrade and/or modernization approach based on your requirements, priorities, and deadlines. As we partner to develop your strategy, we help you navigate the process, along with the many considerations that arise, to ensure that you make informed decisions. We can anticipate issues you may encounter so that you understand how enhancements and improvements to the software could affect your applications. Our Professional Services team is uniquely qualified to help you implement your upgrade strategy with experienced expert resources, best prac-tices, and custom tools that can significantly reduce upgrade and modernization efforts.

Who Participates?

Participants should include business and technical stakeholders that can provide a complete view of the software upgrade requirements, access to systems, and information about the current solution and future-state objectives. OpenText participants are Customer Experience Professional Services and, at times, your OpenText Account Executive.

How Much Does It Cost?

Upgrade and modernization costs tend to vary based on the scope and complexity of your environment. Our team will quickly assess your needs and develop a "right sized" pricing model that reflects our understanding of your critical needs as well as your overall budget. Each review comes with a preliminary assessment provided at no cost.

Methodology

OpenText employs a standard and proven global methodology to our Customer Experience Upgrade and Modernization Consulting. We follow a three-step methodology that incorporates the following activities:

1. Initiate

In this step, we provide a preliminary assessment of your current environment and gain an understanding as to your upgrade and/ or modernization goals by:

- Providing a brief customer upgrade/modernization questionnaire
- Conducting a high level review of current platform pain points
- Reviewing current architecture diagrams
- Reviewing any open Customer Care tickets
- Discussing with you what is and is not working for your current environment

2. Investigate

In this step, we dive a bit deeper to review your current solution in more detail where tasks typically may include:

- Current State and Future State mapping and gap analysis
- Q&A regarding new version(s) of the platform
- An initial platform "health check" to validate system stability, patch levels, and performance
- Reviewing your current environment in terms of business processes, integrations, customizations, and technical architecture
- Developing upgrade and/or modernization roadmap

3. Insight

In this step, the result is to provide you with concrete and actionable next steps based on our mutual understanding of goals, timelines, and budget, as well as based upon understanding of solution best practices. Tasks typically include:

- Upgrade and/or modernization roadmap presentation and review (including proposed timeline, high level GANTT chart and pricing)
- Initial "to be" logical and physical architecture designs
- Next steps Q&A

While the steps we follow are universal and structured to ensure success, the timeline to complete these tasks varies by customer dependent largely on size, complexity, and OpenText familiarity with your solution.

A Trusted Partner

Don't go it alone. OpenText Customer Experience Professional Services is the most skilled consulting team on the planet when it comes to our Customer Experience solution platform, with years of best practice technology and industry experience, thousands of successful implementations, hundreds of CX dedicated consultants globally, proprietary upgrade and migration accelerators, and a charter that puts our customers well-being above all else. With OpenText Professional Services, you have a true trusted advisor that will guide you along every step of your journey.

Get Started

To take advantage of services or simply to learn more, please connect with your Account Executive or reach out to us directly at cxsolutions@opentext.com

www.opentext.com/contact