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SERVICE OVERVIEW

Capacity Planning Service

Get recommendations for application sizing and scaling to meet future business requirements

Meet current and future business capacity requirements

Ensure value from your OpenText solution investment

Avoid unplanned issues due to the lack of capacity

It is vital that organizations have the necessary skills to maximize the impact of Information Management and meet business objectives. Many organizations need additional skills and resources to accelerate and streamline their digital business journey and achieve the highest ROI possible.

The goal of Capacity Planning is to ensure that resources and solutions are the right size to meet current and all future business requirements, in a cost-effective way.

This service uses OpenText proprietary capacity monitoring tools to deliver a solution that monitors and predicts the performance of the OpenText solution. Regular assessments of the OpenText environment performance with a Capacity Report are recommended. Further Capacity Reports can be ordered additionally.

A Capacity Report will be provided that includes recommendations to change the environment's infrastructure or the application's configuration to improve overall performance.

Optional Services:

• Additional system monitoring reports beyond the initial report
• Capacity Planning with a monitoring implementation of the OpenText environment

Outcomes

The OpenText Capacity Planning solution will be installed in the customer's environment and will be used to perform capacity planning. A first report is delivered after an agreed timeline.

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This service includes:

- Installation and configuration of the OpenText proprietary monitoring tools during the program (if applicable)

- Creation of an initial report for System Monitoring and Capacity Planning

- Review of the initial report with the customer

- Recommendations based on the results of the Capacity Planning Report

The result of the service is a report that will go into detail of the analysis, providing results and recommendations specific to the customer's system and usage. Recommendations can include system, platform or application configuration changes and/or infrastructure upgrades. The report will also help customers gain a detailed understanding of how the system is being used. This report will include:

- Specific software configuration weaknesses

- Specific infrastructure bottlenecks

Please note this service is only available as part of an Optimize Assist Program

Contact us at: **profservices@opentext.com**

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: **opentext.com**.

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