

OpenText™ Output Server CE 20.4 Managed Service



Reduce loss of revenue and costs of delay with reliable document delivery



Speed business-cycle time with efficient, streamlined processes



Decrease cost of global delivery of documents



Track and monitor thousands of documents

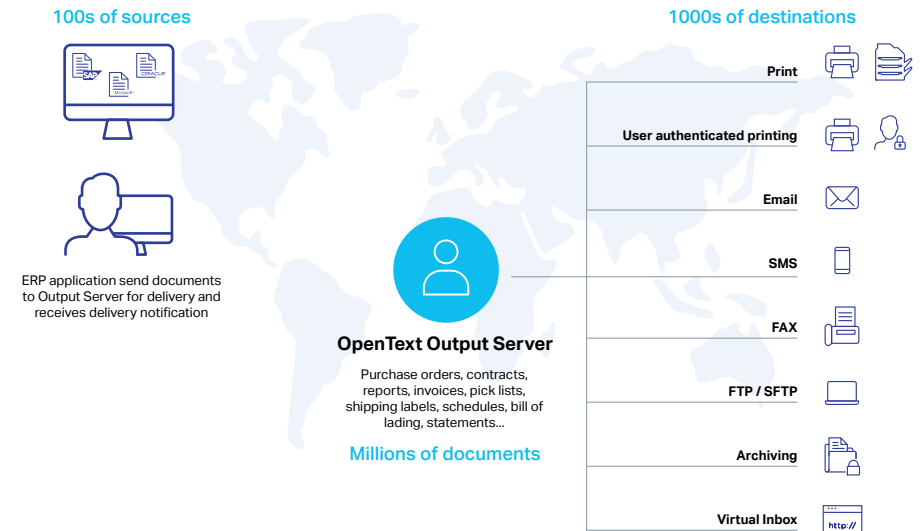
Ensuring business process continuity is critical to staying ahead of the competition. OpenText Output Server, the foundation of the OpenText Output Management portfolio, helps organizations ensure reliable delivery of business-critical communications in digital and print environments, streamlines business processes and provides real-time notification of device malfunctions or job interruptions.

Whether you're struggling with uncontrolled and untracked print device usage, unsecure documents, or maintaining compliance, Output Server can help. And now, companies can have the power of Output Server without any of the responsibility. Let OpenText handle everything for you so you are up and running fast.

OpenText™ Output Server Cloud Edition 20.4 Managed Service offering is delivered by OpenText as an Enterprise Managed Service (EMS), deployed in a customer-preferred cloud, including the OpenText Cloud, and operated by OpenText experts. This "as a Service" delivery model includes Output Server as a transaction-based subscription license that bundles Hardware/Software/Support and Application management costs into one subscription license. This allows customers to focus on utilizing the power of the latest version of Output Server to achieve the competitive advantage they are seeking, without having to worry about the technical complexities of operating and maintaining the software themselves. Combining the power and versatility of OpenText Output Server with the benefits of cloud operations reduces capital outlay, accelerates return on investment, and delivers peace of mind knowing that OpenText is engaged in every step of the journey.

With a modern, containerized architecture, customers who choose Output Server CE 20.4 Managed Service can stay up to date and take advantage of the innovative new features like Secure Access, new reporting dashboards and new integrations with other OpenText products. Stay up to date with the latest versions and patches by letting OpenText do the heavy lifting of managing the infrastructure.

Ensure every document is delivered



Standard Service Features

In today's remote workforce environment, it's never been more important to enable the reliable delivery of print and digital documents. Communications often travel to multiple destinations, including print, fax, file, web, FTP, email and wireless devices inside and outside of an organization. Key information comes from many sources, such as enterprise resource planning (ERP), customer relationship management (CRM) and supply chain management (SCM) applications, legacy or mainframe systems, proprietary applications like SAP and document management systems. Output Management provides delivery across the entire enterprise, as well as business-to-business deliveries.

For example, a customer service representative might need to send a sales order to all of these destinations:

- A fax destination at the sales office in Singapore
- A secure area of the company's website
- A printer in a vendor's office in Houston
- An email address at the company's accounting firm

Ready for a turnkey cloud output management offering hosted and managed by OpenText? The latest release of Output Server includes:

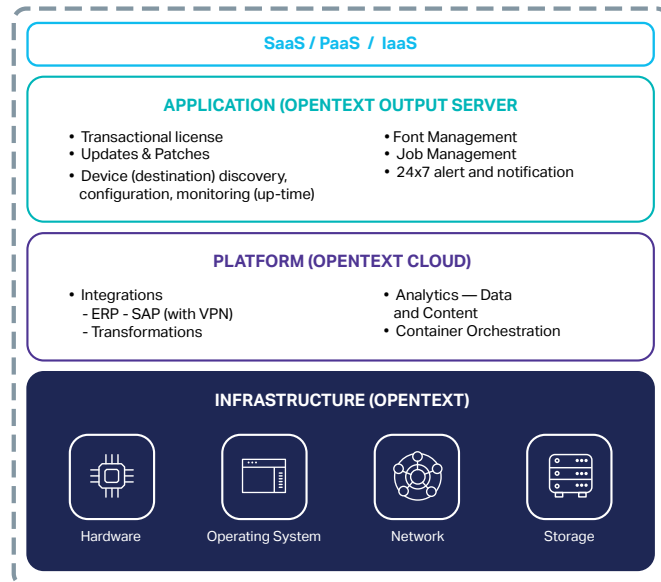
- New reporting dashboard
- New, intuitive UI
- New integrations with OpenText™ Cloud Fax, Content Server and InfoArchive
- Enhanced OpenText™ Exstream™ integration for document composition capabilities, such as labels
- Improved security

Add-ons

- Web Delivery
- International Printing
- Secure Access printing and card reader support

OpenText Enterprise Managed Services

The OpenText Enterprise Managed Service (EMS) program is a standardized program methodology based on OpenText's breadth of experience and the fundamentals of the ITIL framework of best practices for IT service management.



Customer solutions deployed under Enterprise Managed Services are designed with multiple levels of redundancy and failover. This cloud infrastructure is optimized for business continuity and disaster recovery. Every server, network device and storage unit is fully redundant. Should one data center fail, its operations pass onto others on the OpenText Cloud.

OpenText also offers pre-defined and best-in-class Recovery Point Objective (RPO) and Recovery Time Objective (RTO) commitments for customers to inform their business continuity planning and set clear expectations for service restoration and data recovery in case of a disaster.

OpenText's 24x7 global support team, Enterprise Managed Services includes comprehensive processes to monitor availability, performance, and, most importantly, proactively detect and escalate performance incidents and service disruptions.

OpenText Cloud Service agreements with customers define the Service Level Agreement (SLA) commitments for application availability, incident response and service restoration. We understand that availability is critical for businesses and provide strong service level commitments that match the business needs of each enterprise. OpenText Cloud operations are designed to maximize system and data availability, and provide maximum uptime - 7 days a week, 24 hours a day. Our SLA is designed to protect customers against unscheduled outages and ensure that appropriate measures are taken in the event a commitment is not met. Typical Experience Platform solution deployments have an application availability of SLA of 99.999%, measured monthly and exclusive of scheduled maintenance conducted during approved maintenance windows. For mission-critical runtime environments a custom SLA can be agreed upon.

Performance monitoring and optimization

Extending beyond the incident response capabilities of OpenText's 24x7 global support team, Enterprise Managed Services includes comprehensive processes to monitor availability, performance, and, most importantly, proactively detect and escalate performance incidents and service disruptions. It involves a comprehensive incident management policy that is part of an ISO global information security framework. Support services are collaborative and delivered in partnership with each organization to combine OpenText's EIM managed service expertise with the organization's understanding of its business and processes.

Service Tiers

EMS provides three pre-defined service tier options ("Service Tiers") from which a customer can select. Each tier ascribes key service characteristics, designed to meet the operational needs of our customers.

Standard Tier

Designed for customers looking for a departmental service, where cost is a key concern and high availability is not a burning requirement. Key service features include:

- Availability SLA = 99.5%
- Recoverability (RTO = 7 days / RPO = 24 hours)
- Service Management Contact = Shared Service Management Desk

Enhanced Tier

Adapted for customers looking for an enterprise level solution, where high availability is a fundamental concern. Key service features include:

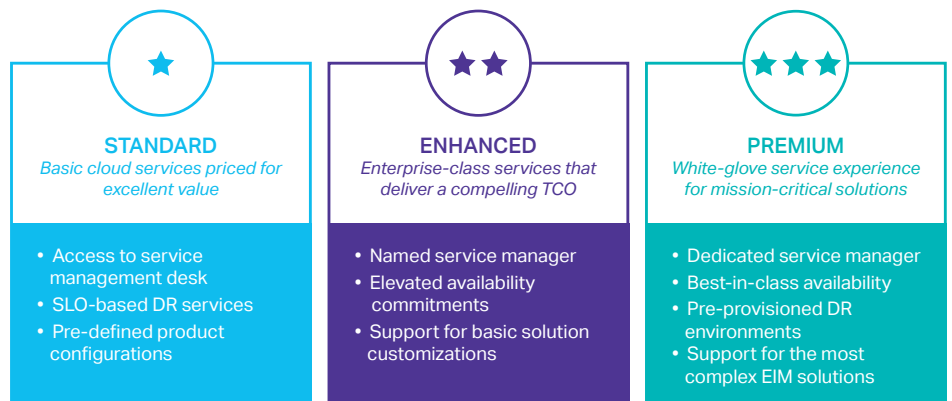
- Availability SLA = 99.9%
- Recoverability (RTO = 8 hours / RPO = 8 hours)
- Service Management Contact = Named Service Manager

Premium Tier









Designed for customers whose needs are not met by either of the above tiers, the Premium tier allows OpenText to create a tailored service offering to meet specific requirements.

Enterprise Managed Service Tiers

Choose the managed service that best fits your business needs and budget



Enterprise Managed Service Details

Required Services	Standard	Enhanced	Premium
Application Admin Service Requests	Up to 140	Up to 300	As Required
Application Instances	2 (Pre-PROD, PROD)	2 (Pre-PROD, PROD)	3 (2 x Pre-PROD, PROD)
Application Customizations ** (includes Custom Integrations)	0	Up to 2	Unlimited
Support for Application ** Customizations	Configuration changes only, subject to a separate quote	OpenText produced customizations only, subject to a separate quote	OpenText or Third Party produced customizations, subject to a separate quote
Application Release Cycles ***	1 (Annual)	Up to 2 (Annual)	Up to 4 (Annual)
Platform Updates and Upgrades			
Encryption at Rest			
Compliance Certifications ****			

* SLA commitment values excludes planned maintenance time

** Customer developed functional enhancements are excluded from SLA; support service includes troubleshooting, data collection, service restart

*** Deployment of functional updates to the managed Application

**** For Private and Public Clouds: ISO 27001, 27002; SOC 1, 2 Type II; FedRAMP (in process)

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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