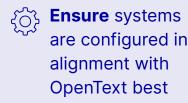# opentext™

SERVICE OVERVIEW

Environment Alignment Assessment Service

Ensure production, lower environments and clusters are correctly aligned with the OpenText recommended configuration

Ensure systems are configured in alignment with OpenText best practices

Avoid performance issues due to solution environments and servers not synchronized

Maximize the value of OpenText solutions

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.

All too often, system environments are patched at a cadence that results in different versions of the OpenText solution implemented across the configuration of environments and servers. This often results in intermittent errors, performance degradation and eventual system failure.

The Environmental Alignment Assessment Service ensures that all applicable production and lower environments/clusters are correctly aligned and reported on—for example running the same versions, patches, and that the configuration is recommended for the OpenText solution.

The process and activities to align different systems of the environment are defined according to OpenText best practices.

As the Developer, OpenText has a unique ability to analyze the implemented solution across the servers and environments according to best practices. OpenText consultants have access to key engineering resources within the OpenText organization to validate the standards and guide customers toward the recommended configuration.

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

Outcomes

- Review of the related OpenText solution environments
- Documentation of the environments
- Identification of any gaps and upgrades required
- Recommendations for optimized operational efficiency against OpenText best practices
- Review of report and Q&A's

Result

A document that defines the procedure on how to align the environment according to OpenText best practices.

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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