

# Upgrade Assessment Service

Get advice and guidance from OpenText experts when planning an upgrade and understand your budget before you begin



Assessment follows OpenText best practices



Experienced consultants provide expert guidance



Receive a comprehensive upgrade plan



Help prepare for a successful upgrade

**Managing a software upgrade can be a challenging process for organizations. Many different elements are involved and ensuring that all key aspects of an environment have been taken into consideration can be daunting. Although organizations may have a knowledgeable team, the skillset required for a successful upgrade is not commonly used in day-to-day work.**

OpenText's Upgrade Assessment Service provides analysis and advice to organizations who are planning to upgrade to the latest version of an OpenText product or solution and wish to leverage the best practices of OpenText specialists. It provides an approach that ensures minimal business impact and peace of mind and confidence for a successful upgrade project.

OpenText Consultants help navigate issue resolution and understand the different Information Management (IM) components such as versions, modules, patch levels, OS platforms, and databases. Combined with the availability of expert resources with in-depth technical knowledge of the application this can be key to upgrade success.

The OpenText Upgrade Assessment provides services that bring together highly experienced upgrade specialists who will work with organization's in-house Service Management teams to help develop an optimal upgrade strategy.

 [Optimize Assist](#)

 [Upgrade Services](#)

 [Managed Services](#)

 [Adoption & Learning Services](#)

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As the Product vendor, OpenText is uniquely positioned to provide expert guidance and advice for a successful upgrade plan with an ability to provide deeper expertise on specific areas where necessary.

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## Outcomes

- Analysis of the current configuration of the system
- Report on the availability of components for the upgrade
- Recommendations for a high-level upgrade path
- Listing of the essential upgrade efforts for customer-specific business cases
- A collection of customer upgrade documentation and installable software
- Outline of strategies for dealing with the complexity of an upgrade
- Details on intermediate upgrade steps

The Upgrade Assessment results in an upgrade plan documented as a report, combined with a checklist and collections and a draft version of the documented test upgrade. In addition, a customization remediation plan will be provided.

Contact us at: [profservices@opentext.com](mailto: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](https://www.opentext.com).

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