

SERVICE OVERVIEW

# Customer Success Services

OpenText Customer Success Services offers a holistic and strategic program that delivers faster time to value and drives deeper engagement and adoption. By building strategic partnerships across OpenText and guiding customers through a trusted success planning methodology, Customer Success Managers help ensure a successful cloud journey every step of the way.



 **Deeper engagement** with experts to achieve successful adoption long term

 **Proactive success planning** to achieve business outcomes

 **Speed up Time to Value** using OpenText's guided Success Program

 **Program Governance and Reporting** to track progress and **ensure goals are met**

**Customer Success Services ensures customers go beyond successful implementation to achieve the business objectives that led them to invest in OpenText. Knowing that technical capabilities alone are not enough to achieve key business goals, Customer Success Services facilitates collaboration with experts across OpenText and guides customers through a structured success program. Customer Success Services ensures customers realize the full value of their investment.**

Customer Success Services builds on OpenText's Cloud Managed Services offering by harnessing the cross-functional expertise needed to drive successful outcomes. Customer Success Managers connect customers with the tools, product resources, and OpenText experts needed to drive engagement and adoption across their organization. Leveraging a guided success planning methodology reduces the time needed to see results.

### **Deeper engagement with experts to drive successful engagement long-term**

Customer Success Services brings together a team of OpenText experts who understand customers' business needs and goals to provide holistic support and guidance throughout the cloud journey, from planning, onboarding, and adoption to successful long-term engagement. In addition, Customer Success Services subscribers get exclusive access to OpenText's digital Success Portal, a centralized

platform offering product and practice resources. Together, these elements of Customer Success Services will build product proficiency and momentum for the customer’s cloud journey.

Bringing together key customer stakeholders and OpenText experts, Customer Success Services builds a tailored success plan that maps how to achieve the customer’s business outcomes. Whether aiming to quickly scale operations to adapt to changing needs, to provide access to key files from anywhere, or to facilitate communication and collaboration, the Customer Success Plan becomes a tool to proactively steer towards success as defined by the customer.

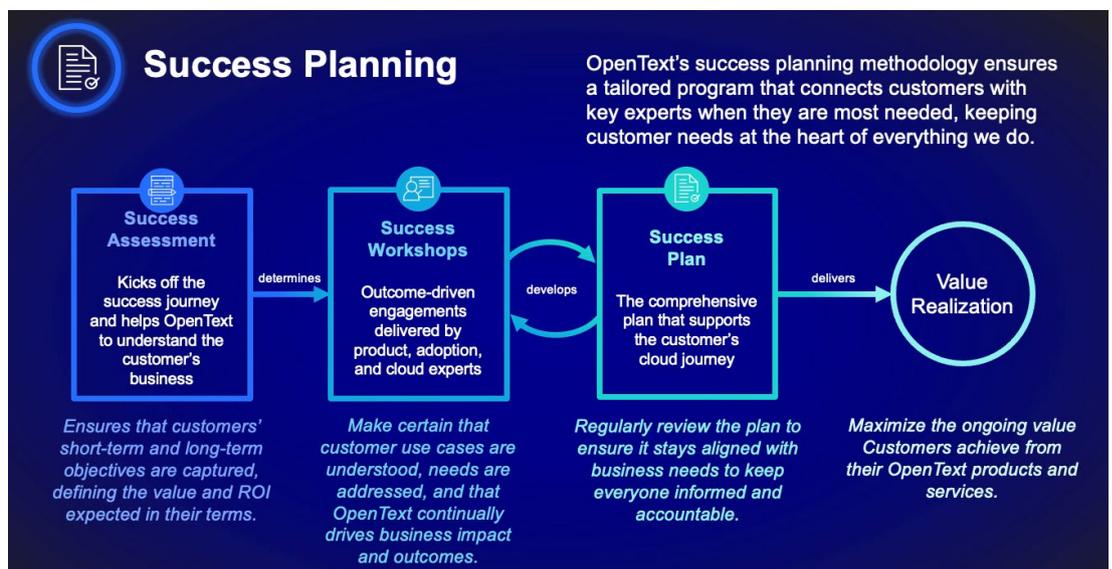
### Speed up Time to Value using our guided success program

Outcome-driven workshops delivered by OpenText experts form the foundation of the Customer Success Services methodology. This structured success program ensures customers’ short and long-term goals, as well as the ROI they aim to achieve, are defined, planned for, and measured – in their terms. This approach also ensures that every engagement with OpenText brings customers closer to achieving their goals.

### Program governance and reporting to track progress and ensure goals are met

Customer Success Services guides customers toward achieving their goals by leveraging a comprehensive governance framework and trusted success methodology rooted in industry best practices. Customer Success Managers monitor key milestones and metrics throughout the customer journey, ensuring customers are on track to meet their cloud goals. During success reviews, Customer Success Managers report on key metrics, providing clarity and confidence in decision-making, and creating opportunities to over-achieve business outcomes.

Through Customer Success Services, customers benefit from a trusted point of contact who knows their business and understands their use cases and goals. Customer Success Managers are customer champions within OpenText, and customer success partners who provide an integrated approach to both success planning and program delivery. OpenText’s Customer Success Managers bring domain expertise, a trusted success methodology, and knowledge of the best practices that drive successful business outcomes.



An overview of OpenText's success planning methodology.

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## OT Blogs about cloud

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- Cloud Readiness Assessment Service FasTrak
  - Cloud Migration Services
  - User Adoption and Change Management advisory services
  - Training (instructor led via remote or in-person, or self-paced)
  - Learning on Demand (self-paced) training
  - Managed Services: fully managed or assistive services
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Maximize the ongoing value of your OpenText products and services with support from OpenText's Customer Success team.

**Learn More:** <https://www.opentext.com/products-and-solutions/services/customer-success-services>

**Contact OpenText Customer Success:** [opentextsuccess@opentext.com](mailto:opentextsuccess@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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