

OpenText™ Support for Alfresco™

Reduce Alfresco Content Services and Community Edition support complexity and cost by moving to OpenText.



OpenText Support for
Alfresco benefits:



Enterprise-class
support with **defined**
service levels



Shift costs and
resources to
strategic initiatives



7x24 options for
mission critical
support

Alfresco Content Services and Community Edition users can now engage the industry leader in information management and content services for support needs.

OpenText Support for Alfresco enables organizations to simplify the support for their Alfresco Content Services and Community Edition software so they can operate more efficiently and cost-effectively and be more responsive to dynamic business needs.

OpenText's solutions offer world-class customer support at competitive costs—all from the industry leader in information management and content services.

For customers needing tailor-made solutions, OpenText offers a billable option to develop and support software customizations and lessen the burden on enterprise IT.

"OpenText can provide peace of mind to both open source and enterprise customers through industry-leading support from experienced technical analysts and developers."

James McGourlay
EVP, Customer Operations
OpenText

"Open source software provides affordable community-driven functionality. However, community-driven enhancements and fixes cannot meet the needs of every organization."

James McGourlay

EVP, Customer Operations
OpenText

Our support services include options for:

- [Alfresco Content Services](#)
- [Alfresco Community Edition](#)

*** May include Alfresco Governance Services**

OpenText Support for Alfresco Content Services

Are you seriously considering your Alfresco Content Services support options?

You have Alfresco Content Services up and running, and you're seriously considering your continued support options. If you have a customized version of the software that is a few releases behind or your deployment is set for several years with no need for updates, turn to OpenText for a more cost-competitive solution for troubleshooting support.

With OpenText, you will receive world-class support delivered by experienced developers from the industry leader in information management. With a 5x8 or 7x24 option, you can enjoy the peace of mind that comes with defined service level targets and optional customization support and maintenance.

Additionally, OpenText Support for Alfresco ACS customers can access new features and greater reliability through the OpenText Cloud.

OpenText OpenSource Support for Alfresco

Is your reliance on peer-to-peer communities for comprehensive support coming with too many trade-offs?

According to a study by Forrester Consulting¹, 79% of IT leaders struggle with real-time open source support. As more organizations use open source software to deliver affordable, community-driven functionality, they face increased risk by relying on peer-to-peer communities to deliver responsive technology support, timely fixes for defects, and expert guidance.

OpenText delivers support services for Alfresco Community Edition software so that your teams can enjoy the benefits of using open source without any of the support and maintenance trade-offs.

OpenText OpenSource Support for Alfresco helps your business simplify issue resolution and establish a single source of support and accountability for your Alfresco Community Edition software issues. This helps to reduce complexity and streamline problem solving.

Along with helping you manage the enterprise demands of your open source solution, OpenText OpenSource Support for Alfresco offers unlimited support requests and includes OpenText OpenSource Edition for Alfresco providing regular code updates through Docker installs so that you can spend less time resolving issues and more time innovating. All open source fixes are submitted to the community for consideration in the next release. OpenText will maintain the fixes it submits until they are confirmed in an Alfresco Community Edition release.

Customers who only require ad-hoc support services can purchase credits, through our OpenText Community Flex plan, that can be applied towards any future support or development requests.

Source:
¹ A commissioned study conducted by Forrester Consulting, October 2019

Support services at-a-glance

Service Description	OpenText Support for Alfresco Content Services*	OpenText Support for Alfresco Content Services 7x24*	OpenText OpenSource Support for Alfresco	OpenText OpenSource Support for Alfresco 7x24	Community Flex
OpenText OpenSource Edition for Alfresco (regular open source releases + open source code fixes)			✓	✓	
Transactional OpenSource fixes/customizations					✓
Online Issue Reporting via My Support; Ability to Initiate Support Requests by Phone or Email	✓	✓	✓	✓	✓
Call Handling/Issue Resolution with the Next Available Product Specialist	✓	✓	✓	✓	✓
Hours of Operation: Monday - Friday, Local OT business hours	✓	✓	✓	✓	✓
Support for Sev 1 7x24x365 (production down only)	Business hours	✓	Business hours	✓	Within 8 business hours
Sev 2 & 3 Support 5x8	✓	✓	✓	✓	Within 8 business hours
Technical Points of Contact (POCs)	3	6	3	6	3
For Fee Program Options (support plan required)					
Custom Code fixes and Customization Support	✓	✓	✓	✓	NA
Standby Support (only as agreed by GTS on a case-by-case basis)	✓	✓	✓	✓	✓
Additional Technical POCs	✓	✓	✓	✓	✓

* May include Alfresco Governance Services

As the market-leader in enterprise content services, OpenText can also provide additional features, such as archiving, as well as the option of managed services provided through the OpenText Cloud or public cloud partners.

For more information on our offerings and to speak to an expert about making the move to OpenText, contact supportprograms@opentext.com.

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