opentext™ | Premium Support

Success Story

A financial services customer was able to modernize a vital Business Process Management tool and regain internal administrative expertise with OpenText™ Flexible Credits

When a rapid response and intense application of resources is required, Flexible Credits come through.

A large, privately held insurance company relies heavily on OpenText™ Scan Manager in their daily operations. However, they faced a common dilemma that many resource-stretched organizations find themselves in– underfunding in their IT department, employee turnover leading to expertise gaps, and a key application operating in a poorly understood and outdated environment. Moreover, the solution was failing an internal audit compliance check, but with administration handled by people who didn't understand the product, the result was a heavy reliance on OpenText support.

When the customer reached out to their OpenText Customer Manager (CM), they knew that modernizing the Scan Manager environment was the critical piece, but without in-house expertise, they didn't know where to begin. In fact, the urgency had become so great that decisive action was required ahead of their annual maintenance program renewal. With a wealth of experience

helping customers in similar situations, the CM recognized that a plan based on Flexible Credits would allow for the rapid response and intense application of resources required to help the customer quickly overcome a difficult business challenge. After assuring the customer that he knew the way forward, the CM immediately went to work assembling a team of subject matter experts to help scope out the work required.

The CM delivered a proposal that included 15 Flexible Credits to purchase remote support days for Scan Manager discovery and upgrade assistance. Now confident that the OpenText team had a solid plan to achieve the desired outcome, the customer readily accepted it.

The Flexible Credits option enabled the team to begin work almost immediately. The Scan Manager SME carefully planned each step of the discovery and upgrade process and maintained a customer-centric approach throughout with thorough documentation, and regularly scheduled working sessions. A week later, a total of 40 hours of remote support had been delivered through self-directed lab work, and screen sharing sessions where the SME provided guidance as the customer completed the necessary steps.

Not only did the OpenText experts successfully guide the upgrade, but they also helped the customer achieve internal audit compliance and administrative independence. With a network diagram of their environment and documentation of key activities in hand, as well as knowledge transfer to the solution administrator, the customer couldn't have been happier with the outcome of the engagement.

More information

For more information about how the OpenText Premium Support program can help you get the most out of your OpenText technology investment, visit our website:

🌐 Premium Support   🌐 Premium Support Flexible Credits

About OpenText

OpenText enables the digital world, creating a better way for organizations to work with information, on-premises or in the cloud. For more information about OpenText (NASDAQ/TSX: OTEX), visit opentext.com.