

Success Story

Global market leader in cloud-based life sciences solutions completes business-critical upgrade on time with help from OpenText™ Premium Support

A tight deadline for a business-critical upgrade made comprehensive support provided by OpenText™ Premium Support and OpenText™ Flexible Credits the obvious choice.

As a global leader in the life sciences field, this OpenText customer develops cloud-based solutions for drug development, clinical research, and safety monitoring. To help ensure compliance in their highly regulated industry, the customer relies on the rigorous, auditable lifecycle processes of OpenText™ Application Lifecycle Management (ALM) for software quality management.

With the contract renewal date for ALM quickly approaching, senior management made an unexpected request to upgrade to the latest version. The customer recognized they would need an intensive support plan and additional resources to successfully deploy the upgrade to both UAT and production environments within the available timeframe.

“The Premium team’s support and collaboration throughout this process have been invaluable.”

– OpenText Customer

opentext™ | Premium Support

Success Story

OpenText Customer Support prides itself on the continued, long-lasting working relationships they cultivate with customers far beyond renewal time. With a foundation of trusted partnership already in place, our Premium Support team in collaboration with representatives from Engineering, Renewals and Delivery Management was able to initiate a series of discussions to understand the customer's business and technical needs, and make a recommendation for the best course of action. They fully explained to the customer how they would benefit from the new features of the ALM upgrade, the technical requirements to implement the upgrade in their environment, and the best practices to complete the upgrade while maintaining business continuity.


Having clarified the product solution and deployment strategy, the team was then able to articulate how Premium Support with Flexible Credits would help to achieve the desired outcome. The result was a customer who felt fully confident in going ahead with the ALM upgrade with Premium Support at their side.

Throughout the deployment process, the team kept true to their commitment to customer service excellence by providing regular follow-ups and being available to address any ongoing issues. With Flexible Credits, the customer was assured of extended after-hours support for the entire month of the upgrade and expressed their sincere appreciation: **"Following the recent troubleshooting efforts, we have thoroughly tested the search feature in both our staging and production environments and have observed consistent and seamless performance. The Premium team's support and collaboration throughout this process have been invaluable."**

Not only did the customer meet the demands of senior management and maintain the integrity of their software quality management program without any interruption to business; they also gained the peace of mind that comes with knowing that OpenText is their trusted partner dedicated to customer success.

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](https://www.opentext.com).