

opentext™



OpenText Premium Support

Personalized, one-on-one assistance
delivered by technical and strategic experts



Fast-track
issue resolution



Maximize **uptime**



Get the most from your
OpenText technology
investment

As OpenText™ enterprise applications become more critical to your business success, you need more than a break/fix approach to support. You need a special set of skills that only the best, most highly trained professionals can offer. You need OpenText Premium Support.

Premium Support is the highest level of support that OpenText offers. What sets it apart from other support programs is the personalized, one-on-one assistance that you will receive from your assigned strategy and technical experts.

The Premium Support difference

The members of our elite Premium Support team can help you realize value by truly understanding your business, then tailoring support to overcome complex IT challenges and achieve your goals.

Premium Support experts are advisors, partners, and champions dedicated to customer success. They will develop a strong working relationship with you and will become an integral part of your organization and projects.

Get Premium Support on your side to fast-track issue resolution, maximize uptime, and get the most from your OpenText technology investment.

Program options include an assigned **Premium Support Engineer**, **Technical Account Manager** and **Enterprise Support Manager**.

Program option	Descripton
Premium Support Engineer	Premium Support Engineers possess advanced technical knowledge of OpenText products. They address issues by helping to fast-track resolution and provide critical issue support for the most pressing cases. With a Named Support Engineer , Solution Support Engineer or Dedicated Support Engineer on your team, you will have the support and expertise needed to meet your business goals.
Technical Account Manager	Technical Account Managers are tactical leaders who focus on the continuous improvement of your software environment and the security of your business. They maximize business continuity and minimize the frequency of new support incidents.
Enterprise Support Manager	Enterprise Support Managers are non-technical resources who drive projects, enforce timelines, and help get jobs done. They are the go-to resource for escalation management, collaboration with OpenText, and support planning.

Increase your competitive advantage

With OpenText’s elite Premium Support team, you can increase your competitive advantage with the software investments you have already made, while streamlining operations and avoiding time lost to resolving complex challenges.

Contact us

[Contact us today](#) to learn about the Premium Support difference.

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.