ot opentext™

Mobile Device Hosting

Accelerate your mobile application delivery capability with the power of OpenText

The Mobile Device Hosting Service provides a highly accessible, secure, and supported framework for developing and testing mobile applications on real devices—without setting up and managing a device farm. The service includes the implementation of OpenText™ Functional Testing Lab for Mobile and Web, acquisition of devices, environment and device hosting, and support for the hosted environment.

Service summary

The Mobile Device Hosting Service gives customers a private cloud-based environment for developing and testing mobile applications on real physical devices, such as smartphones and tablets. It leverages your existing OpenText Functional Testing Lab for Mobile and Web licenses and integrates into your development and testing tools to enable authentic, end-to-end, mobile device interaction. This solution is secure, available 24×7, and can be customized to accommodate the lifecycle and requirements of any mobile application.

In summary, OpenText:

- Acquires your selected devices.
- Sets up OpenText Functional Testing Lab for Mobile and Web and connects the devices to the solution.
- Helps you connect your testing tools to the environment.
- Mentors you on how to use the environment and raise support calls.
- Hosts the OpenText Functional Testing Lab for Mobile and Web environment and the devices.
- Provides proactive and reactive support.

Service description

The Mobile Device Hosting Service is purchased as a one-year or three-year service for 4, 8, 16, or 32 devices or combinations of these device quantities.

Service initiation

The duration of the service initiation is approximately three weeks. During the service, we:

- Work with you to select devices, order, and ship them to our data center, and provide the equipment needed to connect the devices to the service.
- Create the OpenText Functional Testing Lab for Mobile and Web environment and connect devices to the host(s).
- Create user profiles to access the service and OpenText Functional Testing Lab for Mobile and Web and configure parameters for the service.
- Connect your development, testing, and monitoring tools to the Mobile Device Hosting environment.
- Mentor you on the process and procedure to log support requests and understand how to use the support for this service.

We also provide mentoring that covers:

- Connecting to the service.
- Viewing and monitoring devices.
- Creating or recording automated test scripts on devices.
- Executing scripts.
- Monitoring the behavior of devices during execution.
- Understanding test results.
- Providing first-level administration and support for the environment.

Service operation

Once the service is launched, OpenText will:

- Host OpenText Functional Testing Lab for Mobile and Web, accessible either through an OpenText private cloud, on premises, or through OpenText SaaS, as well as hosting of the devices.
- Provide a single point of contact to support the solution, handling customer inquiries or service requests, problem management, resolution, and handle escalations.
- Maintain the environment, including checking device health, implementing OpenText Functional Testing Lab for Mobile and Web patches, and coordinating and scheduling any outages with customer administrators.

Service initiation	
Selected devices	OpenText orders and ships devices to the data center based on your device selection
Create user profiles	Up to 5 user profiles created
Connecting tools	Up to 5 development, testing and monitoring tools
Mentoring	Up to 16 hours of mentoring for one customer representative

Service operation								
Term	1 Year				3 Years			
Number of devices	4	8	16	32	4	8	16	32
Number of refresh devices p/a	1	2	4	8	3	6	12	24
Allocated support hrs/p/m	10	20	40	80	10	20	40	80
Allocated PM hrs/p/m	8	8	8	8	8	8	8	8

- Provide backup devices ready to implement if current devices fail, manage device warranties, repair or replace devices, and then reinstall replaced devices.
- Periodically update to the latest devices. You will be asked to provide the device list for the updates. A maximum of 30% of devices will be updated each year.
- Provide a dedicated contact for any non-supported related inquiries or issues for service quality and engagement.

The service operation duration is either one year or three years (depending on the service selected).

What the Mobile Device Hosting Service includes:

Service hours

The available window for purchasing this service is Monday through Friday, from 2 pm-11 pm Indian Standard Time.

Service-level objectives

Service-level objectives (SLOs) of the Mobile Device Hosting Service are described here to provide customers with information about how we provide support.

OpenText may modify these at any time. SLOs are not binding and are only objectives.

Response time service-level conditions

This service provides 9 am-5 pm standard support for all Severity 2, 3, and 4 requests. We provide 24×7 support for Severity 1 requests, as determined by OpenText. Response times apply within the selected support conditions. Time is defined as the time zone within the statement of work for the contracted service.

Response time service-level definition

Time from when a service case is submitted to when the OpenText team makes direct contact with the customer to investigate or respond to the case.

Response time service-level calculation

(Number of incidents acknowledged via email/ phone within Severity timeframe once ticket created at Service Desk and received by OpenText/total number of Incidents)* 100

Restore time service-level definition

Time from case submission to when services are repaired, returned to, and made ready for use with full functionality and performance by OpenText, or OpenText provides a suitable workaround that allows the Services to perform as intended.

Restore time service-level calculation

(Number of incidents restored within Severity timeframe once ticket created at Service Desk and received by OpenText/total number of incidents)* 100

Response Time Service Level		
Severity	**Estimated Response Time**	**Severity Definition**
1—Critical	30 Mins	Completely unusable or inaccessible. The impact disrupts work or entirely prevents a business-critical action.
2—High	2 business hours	Operational but highly degraded. There is a significant impact on usage for some end users.
3—Medium	4 business hours	Operational but experiencing issues that have minor impacts on end users.
4—Low	1 business day	Operational but experiencing issues that have minor impacts on end users.

Restore Time Service Level		
Severity	**Estimated Response Time**	**Severity Definition**
1—Critical	4 hours (this is 24×7 on call)	Service outage: The supported solution is completely unusable or inaccessible. The impact results in the total disruption of work or entirely prevents a business-critical action. No workaround is available.
2—High	4 Business Hours*	Major service failure: The supported solution is operational but highly degraded. There is a major impact on usage to some or all end users. A partial workaround may be available.
3—Medium	2 Business days*	The supported solution is operational but is experiencing an issue that impacts some or all end users. An acceptable workaround or solution exists. Also applies to higher-severity operational requests.
4—Low	4 Business days*	Minor problem, operational, question, or documentation request.

Service limitations

The Mobile Device Hosting Service has the following limitations:

- Selection of mobile devices is limited to the list of devices supported by OpenText Functional Testing Lab for Mobile and Web, as well as what is currently available to be purchased on the retail market.
- OpenText will select the hosting location of the service.
- When devices break down, OpenText will provide the same or a near equivalent device.
- The service cannot be expanded beyond the number of devices or the period of the purchased option.
- The service is limited to 9 am–5 pm support.

Service does not include:
- Any conformance not mentioned in the scope of activity.
- Monitoring customers ticketing system for incident reporting.
- Advisory services.
- Enhancement Requests.
- Mentoring customers outside of OpenText Functional Testing Lab for Mobile and Web or OpenText Functional Testing.
- Backup of device data.
- Device shutdown because of battery issues.
- Testing mobile applications.
- Testing device features.
- Developing automation scripts.
- Troubleshooting automation scripts.
- Supporting and troubleshooting REST API feature issues.

Customer requirements

- Provide a valid OpenText Functional Testing Lab for Mobile and Web software license, either through standard licensing or via OpenText SaaS.
- Provide network connectivity to the OpenText virtual private network or SaaS in accordance with the technical specification data corresponding to the version of the OpenText Functional Testing Lab for Mobile and Web in use.
- Provide a list of mobile devices to acquire for connection to the service.
- Provide a list of mobile devices for update within seven days of being requested by OpenText.
- Participate in knowledge transfer and mentoring.
- Assign a Service Sponsor who acts as an escalation point for any issue and can assist with issue resolution.
- Assign subject matter experts to work with OpenText throughout the duration of the service.
- Review the service status and provide feedback on priorities, issues, and decisions related to the delivery.
- Provide support for planned changes, as part of your established change management process.
- Approve any changes planned for the environment.

Service eligibility

Customers must have valid OpenText Functional Testing Lab for Mobile and Web licenses for the service options they purchase.

Terms

OpenText Customer Terms—Professional Services. The services described in this data sheet ("Services") are subject to the OpenText Customer Terms—Professional Services (the "Terms"). All capitalized terms used in this data sheet, but not otherwise defined, will have the meaning set forth in the Terms.

Rescheduling. Customer may reschedule Services by providing written notice (10) or more business days in advance of the scheduled delivery but only if the revised schedule results in completion of delivery within one year from the purchase date. If Customer notifies OpenText of rescheduling less than (10) business days prior to the offering start date, the obligations of OpenText to deliver the Services are considered fulfilled and the rights of Customer to receipt of the Services will expire.

Change in scope. Changes in scope to the Services are not allowed. Customer may request additional or different services, if available and at additional cost, through a mutually executed statement of work.

Services; Acceptance. Services do not include hardware maintenance and repair, software maintenance, or other standard support services provided by OpenText; Software as a Service; managed print services; or outsourcing services. Deliverables are deemed accepted upon delivery. Any acceptance criteria or procedures set forth in this data sheet apply only to the Services specified herein and do not apply to any other products or services OpenText may supply or has supplied to Customer, regardless of whether such products or services be used in connection with the Services.

Authorization to install software. During the provision of Services, OpenText may be required to install copies of third-party or OpenText-branded software and may be required to accept license terms accompanying such software ("Shrink-wrap Terms") on behalf of Customer. Shrink-wrap Terms may be in electronic format, embedded in the software, or contained within software documentation. Customer hereby acknowledges its responsibility to review Shrink-wrap Terms at or prior to installation and hereby authorizes OpenText to accept all Shrink-wrap Terms on Customer's behalf.

Existing license and support agreements. Services may be in support of a Customer license to software under a separate agreement and, in such case, the separate agreement shall govern all use by Customer of such software and these terms shall relate solely to the Services. These terms are not intended to modify, amend or in any way affect the licensing, warranty, or other provisions applicable to software products separately licensed by Customer from OpenText or any other party unless expressly provided for in the applicable data sheet.

Payment; Validity. The Services will be prebilled. Pricing for the offering may vary by country. Customer must schedule delivery to be completed within a period of one (1) year from the date of purchase. Notwithstanding the previous sentence, OpenText's obligations to deliver the Services are considered fulfilled and Customer's rights of receipt of the Services will expire one (1) year from the date of purchase.

Pricing for the offering may vary by country.

Find more information about our Professional Services capabilities:

OpenText Professional Services
www.opentext.com

SKUs

PS-AB209	PS-AB214
PS-AB210	PS-AB215
PS-AB211	PS-AB216
PS-AB212	PS-AB217
PS-AB213	PS-AB218

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