

Client Success offerings

Maximize business outcomes with OpenText
and take the guesswork out of success



Highlights

- Take aim at business objectives and outcomes
- Maximize user adoption and solution capability
- Reduce time to value
- Solve adoption challenges with access to expert resources
- Get help planning and operationalizing your solution strategy

Applicable portfolios and products

- Analytics & AI
- Cybersecurity
- DevOps
- Observability and Service Management

L.O.V.E.™ by OpenText™

Beyond a successful deployment, our L.O.V.E. methodology focuses on the entire client journey, from delivery through to outcomes. It includes onboarding, adoption, planning, and ongoing engagement for future growth and optimization of your OpenText solutions.

Land together. Listening and learning to ensure short-, medium-, and long-term value.

Operate. Best-in-class implementation and operations.



Expand. Ongoing discovery to increase the value of your software investment.

Value. Regular success engagements, proactive communications, and reporting to springboard innovation.

Passionate about enabling OpenText clients to achieve their ideal business outcomes

Objectives vary among businesses and shift over time. Whether you are just beginning your journey with OpenText, or are looking for ways to increase adoption and enhance the value from your established solutions, OpenText Client Success offers two service experiences designed to help you overcome your biggest business challenges and scale for future growth.



Invest in your success with OpenText Enhanced Service

Optimize your solution and reach your goals faster

Work alongside the Client Success team to crystallize your business goals and develop a Client Success Plan that helps define expectations, reduce time to value, and guide the success of your OpenText solution.

Our Enhanced Success offering includes:

- An assigned Client Success Manager [CSM] to guide you through your success journey and advocate for you within OpenText. Starting with a
- Welcome Event to align our teams and kick off together.
- A Joint Success Plan that defines expectations, goals, and metrics that drive the value of the solution.
- Success Services that support you and ensure faster time to value.
- Periodic success reviews to maximize your investment.
- Solution advances and plan upgrades to keep you up to date and maximize value from innovation.

	Features and benefits	Enhanced
Service structure	Term	12 months
	Framework	L.O.V.E.™ by OpenText™
Land together	Dedicated CSM	✓
	Welcome event and kickoff • Contract walkthrough • License activation and support process • Objectives and outcomes workshop	✓
Operate	Joint Client Success Plan (JCSP) • Documentation and review • Governance and decision-making • Proactive risks and issues management	✓
Value	Success review meeting • CSP review and update • Objective (re)alignment and refinement • Value realization discussion	✓ (Bi-annual)
Expand	Solution version currency • Highlight key solution advances • Provide guidance on the upgrade approach and process	✓

Contact us

Invest in services that maximize adoption and focus on meeting your business objectives. Access OpenText experts to leverage insights into industry, data, and thought leadership. Quickly realize tangible value from your solution and drive long-term success.

[Contact us today](#) to find out how Client Success Services can help you chart your course.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: opentext.com.

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