

OpenText Public Cloud SaaS Success Playbook for SAP customers

A complete guide to your OpenText
Public Cloud SaaS journey

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Thank you for choosing OpenText

Welcome and thank you for choosing OpenText. We value your partnership, and we are committed to your success with OpenText Public Cloud SaaS applications.

This guide provides an overview of best practices for accessing, launching, and adopting OpenText Public Cloud applications and supporting services for SAP customers. It also explains several ways to stay engaged with OpenText once you are up and running. It's our goal to ensure your organization receives maximum value from your investment and by following the recommendations provided, we are confident you will.

Let's get started!



Preparing for success

Setting yourself up for success starts with ensuring you have access to all the systems and resources needed to configure, onboard, and launch your new application.

Access and monitoring

Application and Admin Center access

Access to all OpenText Public Cloud SaaS applications is provided through a welcome email. The initial email will walk you through the registration process and the subsequent emails will provide access to the application(s) and to the OpenText Admin Center. Ensure you have access to both the application(s) and to the OpenText Admin Center. If you do not, please [open a ticket with SAP](#) to request support immediately.

Real-time service availability

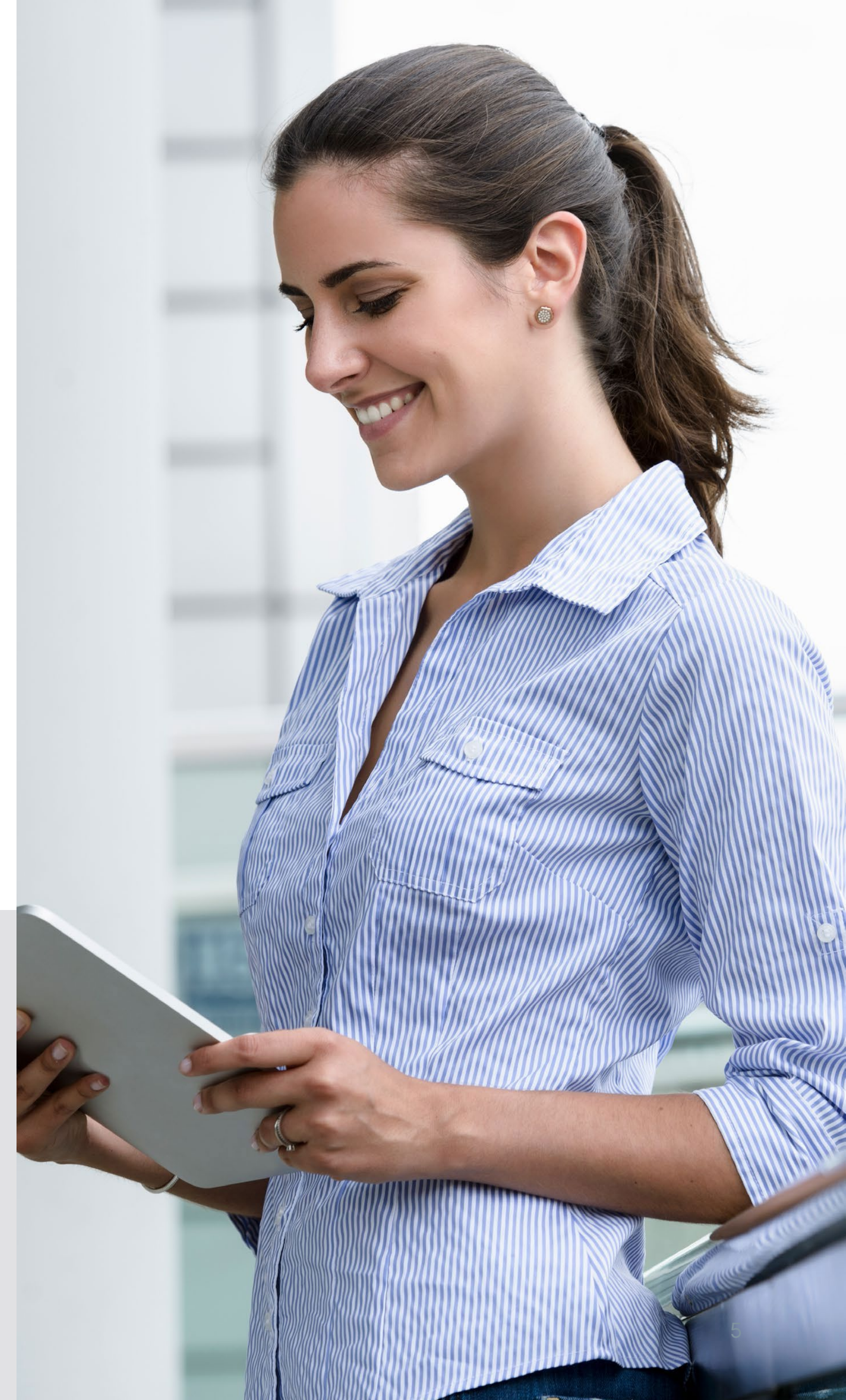
At OpenText, we believe success is built on trust, and trust starts with transparency. [Status.opentext.com](https://status.opentext.com) represents our commitment to providing you with full transparency around service availability and performance of your OpenText Public Cloud SaaS application.

Please visit status.opentext.com and register for real-time updates.



Add additional administrators

Are there other members of your organization who need to participate in the application implementation? Make sure to add additional team members via Admin Center.





How to get support

As an SAP customer, SAPforMe serves as your primary contact for any support tickets.

Process for logging SAP support cases

How to log a support case:

- To request support for any OpenText product that was purchased through SAP, a case (ticket) must be opened following the SAP support process
 - To open a case, go to [SAP for me](#) and follow the steps provided
 - You must know your component ID found below
- For more information, please refer to the following SAP KBAs:
 - [KBA 1296527](#) - How to create a support case (contact SAP Product Support) - SAP for Me
 - [KBA 1271545](#) - How to update S-user ID contact settings (phone number, e-mail address, time zone, language, etc.) - SAP for Me
 - [KBA 1239839](#) - How to close a support case - SAP for Me

Best practices for opening a support case with SAP:

- One problem per support case
- Up-to-date customer contact information
- Document analysis and SAP Notes/SAP Knowledge Base articles search
- Remote connection details
- Provide a clear problem description
- Detailed steps to reproduce the problem in your system
- Appropriate priority and component
- Business impact

Ticket escalation for SAP cases:

- Customers escalate support cases through calling the SAP CIC (Customer Interaction Center)

<https://me.sap.com/notes/90835>

SAP OpenText Support Components – Cloud

- SAP Information Capture, Core by OpenText (SaaS) = **XX-PART-OPT-CAP-CLD**
- SAP SuccessFactors® Document Management Core by OpenText = **XX-PART-OPT-ECM-DSF**
- SAP Content Management Core by OpenText = **XX-PART-OPT-COR-CLD**



SAP/OpenText Support creating a case email template

Below are the inputs for the email case creation template:

- Component ID:
- User Name:
- User Email:
- User Phone:
- Environments affected (List all):
- URL (if any):
- Error details:
 - Screenshots
 - Steps to reproduce issue
 - Time Stamp
 - Relevant logs
- Impacted all users or any specific user?:
- Impacted user list (ID, Name):
- Replicable in lower environments?:
- Access to replicate (Confidential documents): Yes/No
- Browser currently being used and if this issue was checked with another browser?:
- Any recent changes from SAP or third-party to environment:

Support case acceleration and escalation

- The focus of the SAP Customer Interaction Center (CIC) team is to facilitate the communication process between our customers and SAP support.
- Customers should contact the CIC to request a case acceleration or escalation. Please refer to [SAP Note 560499- Customer Interaction Center: Hotline - Email – Chat](#)

Speed up processing of a support case, [SAP Note 1281633](#)

- The case has been sent to SAP and the customer is waiting for a response from SAP Support for a long period of time.
- Customer wants to know about the status of the case and/or increase the priority.

Escalation procedure for “ Very High” priority cases; [SAP Note 67739](#); [KBA 2682601](#)

Support case escalation procedure for “High” priority cases; [SAP Note 90835](#)

- The issue does not refer to a production down situation but there is a significant enough business impact to justify an increased focus on case processing.

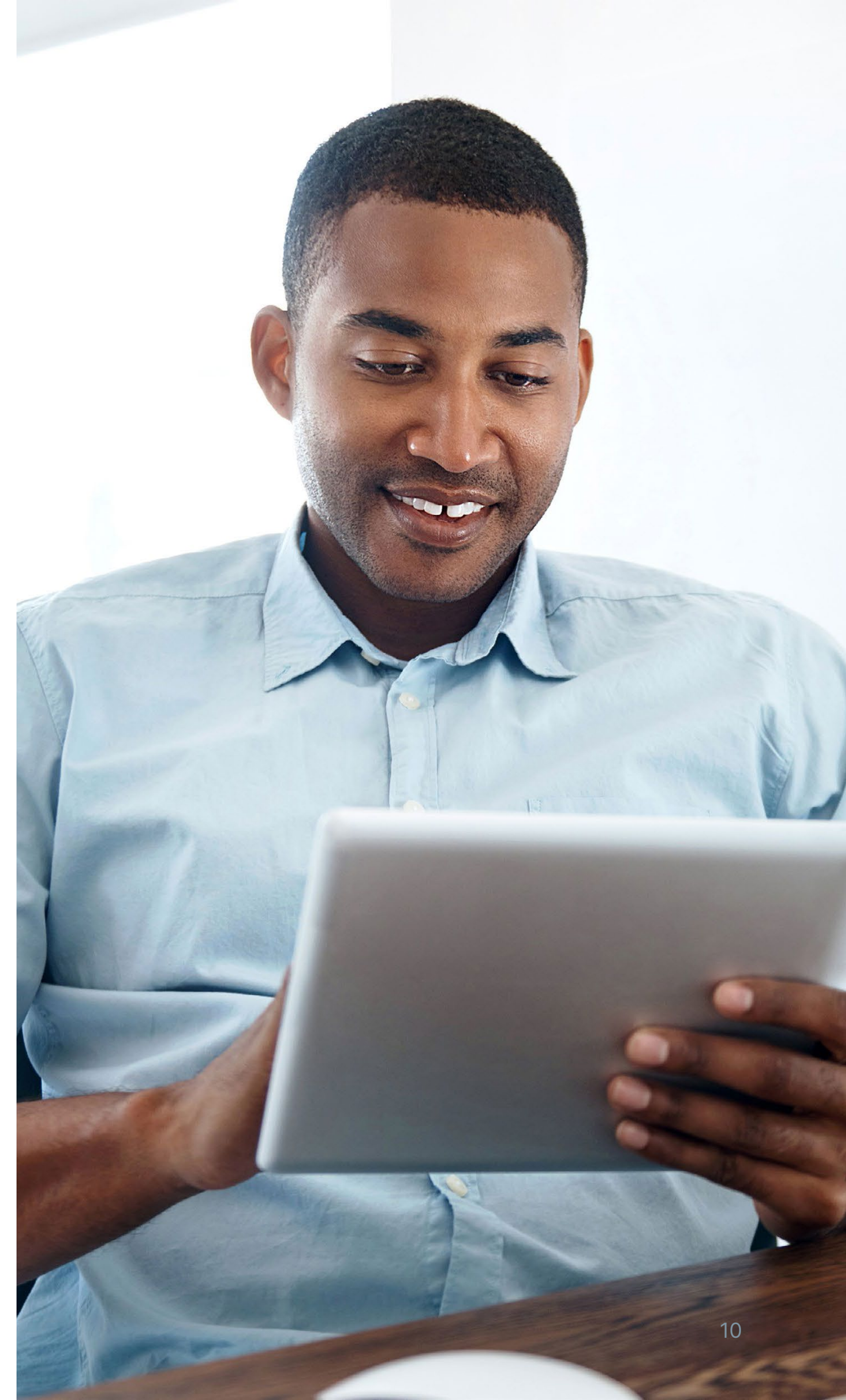
Escalation team will ensure intensified attention and additional activity from support resources.



Register for MySupport

OpenText MySupport will also play an important part in your experience with OpenText Public Cloud SaaS. While all interactions with OpenText will flow through SAPforMe, access to product documentation, such as release notes, product guides, and roadmaps, can be found through our knowledge center, called MySupport. Ensure you are registered by opening a ticket with SAP to request access to OpenText MySupport.

This will also allow you to access the [OpenText customer success toolkit](#) for the OpenText suite of SAP solutions, another valuable source of information to support you on your OpenText journey.



A man with dark hair and glasses, wearing a dark blue blazer over a light green shirt, is seated at a desk. He is looking at a laptop screen, with his right hand on the keyboard and his left hand holding a blue pen. The desk also has some papers and a colorful patterned object. A large window is in the background, showing a view of a city or industrial area. The text "Onboarding and launch" is overlaid in white on the left side of the image.

Onboarding and launch

Preparing users for success

Preparing users for success starts with ensuring they have all the resources required to understand how to use the new application. OpenText provides diverse types of enablement material to satisfy all types of learners.



In-app help modules



Comprehensive user guides



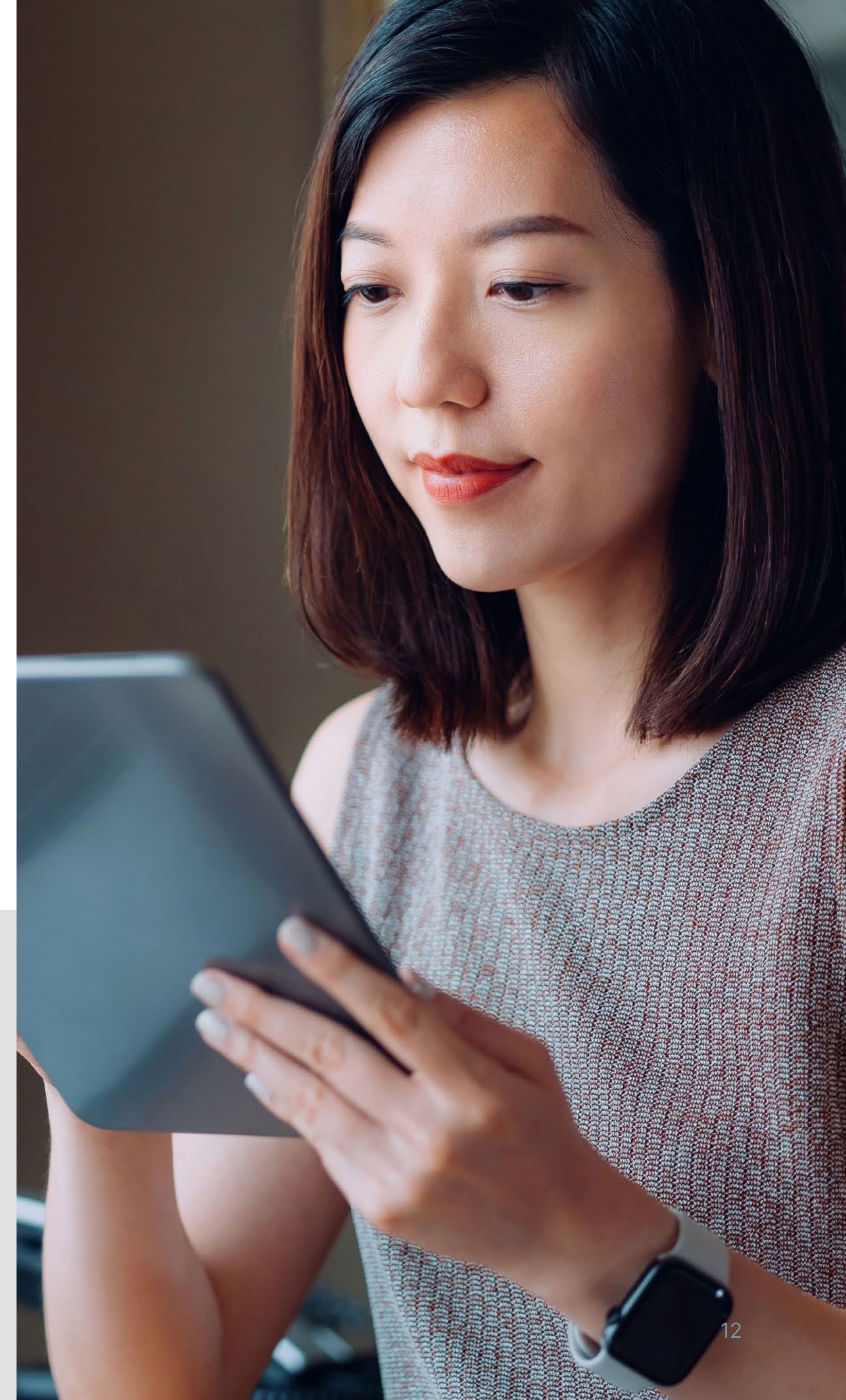
How-to videos



Click tours



Supplement this material with your own in-house custom-built material to best fit your company and your employees needs.



Onboarding and launch tips

Set goals and track benchmarks

Before driving adoption of any new solutions, it is necessary to establish key metrics for your existing system or solution. Measuring the before-state will help you assess if you are meeting your goals. Metrics may vary but might include

 Performance and availability

 User adoption

 Client engagement

 Handling times

 Functional gaps

 Information accuracy

Launch announcement

Communicating change is key to a successful launch. Let your users know why you chose this system and how it will benefit them. Make sure to include important details like when and how they will access the new application and where they can access learning and help resources.

User training

Taking into account your organization learning culture, develop a plan to ensure different user groups receive the training they need. Explore OpenText's [group classes](#), [private classes](#), and [self-paced online training](#).

Establish a feedback loop

Ensure that all communication is two-way and that there is a feedback loop built into everything you do. Determine how you will provide updates to stakeholders, as well as how you will gather their feedback and questions.

Onboarding and launch checklist

Follow this simple checklist to ensure your new application launch is successful and you are able to recognize the full benefit of your OpenText Public Cloud SaaS solution.

	Establish goals	☐
	Log on to your tenant	☐
	Prepare learning material for distribution	☐
	Craft and send a launch announcement	☐
	Follow up with users on their experience	☐





Adoption, engagement, and growth

A successful launch is only the start of your journey with OpenText. We're here to ensure you're get the most out of your Public Cloud SaaS investment through ongoing opportunities for learning and engagement.

Learning Services

Discover training options to help users of all skill levels effectively adopt and use OpenText products. OpenText offers a range of courses, programs, and certificates from beginner to expert. Visit the [Learning Services homepage](#) for more information.

Keep up to date

OpenText is committed to constantly improving our applications. We release new versions of all Public Cloud SaaS applications each quarter that comes with a host of new features, integrations, and bug fixes. You can always stay up to date on what's new.



Product roadmaps

In-depth product roadmaps are available in MySupport so you can always be aware of what's coming.



Release announcements

Register on the OpenText status page to receive email announcements around releases.



Blogs

[Subscribe](#) to your applications blog to hear ideas and announcements from OpenText experts.



In-app announcements

Keep an eye out for in-app announcement and learning opportunities.



Forums

Visit our [product forums](#) to interact and learn from experts and fellow customer alike.

Stay engaged

Here at OpenText we're always seeking out ways to engage with our customers.



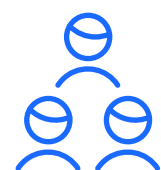
Surveys

From time to time, you may receive a survey a question from OpenText. This is our opportunity to tell us how you feel and how we can improve your experience.



Webinars

Look out for invitations to hear from OpenText experts about your application or about general Public Cloud SaaS best practices. Explore our [webinar calendar](#) to see what's upcoming or to access recordings of previous webinars.



Advisory councils and user groups

Join fellow customers and OpenText experts as they share the latest trends

and best practices while showcasing innovative technology and use cases in an intimate setting.



Industry events

Heading to a technology industry event? OpenText will be there so seek us out at the next event you attend.



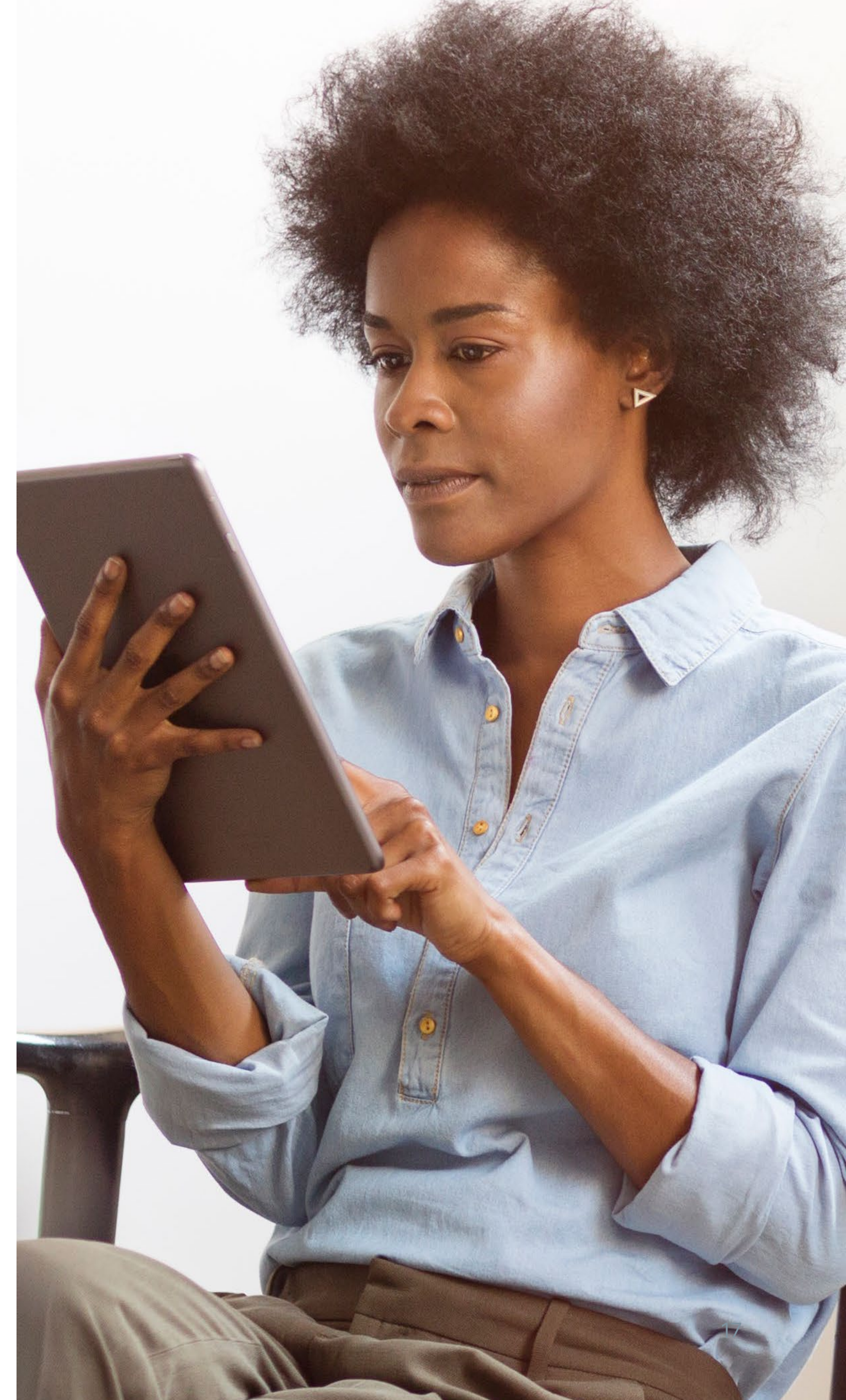
OpenText World

OpenText's flagship events held all over the world. Come engage with OpenText experts, partners, and fellow customers and hear from our executive team and panel guests.



Become an advocate

Join [OpenText Navigator](#) to take your relationship with OpenText to the next level.



Customer success

With all of the self-service resources available from OpenText, like MySupport, Learning Services, and our onboarding checklist, we feel confident that you will be set up for success. However, if you feel like you need additional guidance, OpenText Customer Success is here to help.

OpenText Customer Success Services offers a holistic and strategic program that delivers faster time to value and drives deeper engagement and adoption for our Public Cloud SaaS customers.

By building strategic partnerships across OpenText and guiding customer through a trusted planning methodology, customer success managers help ensure a successful journey every step of the way.

[Learn more](#) about how OpenText Customer Success Services can transform your Public Cloud SaaS journey.



Deeper engagement with experts to achieve successful adoption long term



Success planning to achieve business outcomes



Accelerated time to value using OpenText's guided Success Program



Program Governance and Reporting to track progress and **ensure goals are met**



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.

opentext.com | [X \(formerly Twitter\)](#) | [LinkedIn](#) | [CEO Blog](#)