opentext™

Premium Support

Solution Support Engineer (SSE)

Faster time to resolution
Work one-on-one with a senior professional familiar with your implementation for faster time to resolution.

Reduce risk and optimize performance
Prevent problems before they occur with proactive coaching and best practices.

Advocacy and oversight for results
Improve your support experience with advocacy and oversight from your Support Account Manager.

Increase value from your investment
Benefit from lower TCO and higher ROI with focused attention on your software performance.

Accelerate resolution and operate with confidence

Software solutions deployed in complex IT environments need ongoing technical guidance and care to optimize performance, and rapid response to issues when they arise.

With an OpenText Premium Solution Support Engineer (Premium SSE), you have access to a leading industry expert who understands your business and is as invested in your success as you are.

Your Premium SSE provides deep technical expertise within their designated product area, and as a trusted advisor and member of your team, a Premium SSE is your single point of contact for all related support incidents. Providing timely updates on open incidents, the SSE will coordinate with your Premium Support Account Manager (SAM) who manages escalations, provides advocacy and hosts regular reviews.

Through the application of best practices, your Premium SSE will help you minimize operational risks and avoid common pitfalls. They will also provide periodic health checks and prescriptive product roadmaps to inform your planning and assist in upgrade and migration planning.

In-country support, local language and security clearance is also available.

What's included

To ensure your long-term success, you'll be supported by a dedicated Solution Support Engineer (SSE) and a Support Account Manager (SAM), working together to deliver personalized, proactive service.

Solution Support Engineer (SSE)

- **Single point of contact:** Skip the queue and connect directly with your dedicated SSE during business hours, for proactive or reactive support services of up to 25% of the SSE's time. This dedicated time ensures personalized, high-touch service.

- **Prioritized target response times:** Your SSE provides the following enhanced target response times:
  - **Severity level one:** within half an hour
  - **Severity level two:** within one hour

- **Scheduled standby and onsite time:** To accommodate key upgrade or maintenance activities outside of business hours, schedule your SSE on standby twice a year, for up to eight hours per standby. Your SSE can also come onsite up to four days per contract year to meet with your team and become more familiar with your software environment and business priorities.

- **Proactive technical services:** To help you get the most from your OpenText solution and to prevent problems and optimize performance, your SSE will provide mentoring on best administration practices, perform an annual health check, assist with upgrade planning, and review available product roadmap information as needed.

Support Account Manager (SAM)

- **Onboarding:** A smooth onboarding sets the stage for lasting value. Your SAM introduces your SSE, reviews your entitlements, and highlights key resources to help you fully leverage Premium services to maximize your goals.

- **Incident management and business reviews:** Your SAM will host regular incident reviews to ensure your incidents are progressing; and also meets quarterly to review the overall support experience, gather feedback and provide recommendations.

- **Escalation management and advocacy:** Your SAM will coordinate escalation efforts for critical issues, mobilizing necessary resources and keeping your organization informed. They are also your advocate with R&D and OT leaders to ensure requests important to you receive the attention they deserve.

Learn more

Learn more about Premium Support, or Contact Us for more information.

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.