

UltimateCare

Fact Sheet



Business Continuity

Maintain uninterrupted operations with expert configuration reviews and patching support.



Resource Efficiency

Make better use of your IT staff's time with expert guidance from seasoned industry experts.



ROI Optimization

Maximize ROI through strategic planning and guidance.



Peace of Mind

Work with experts committed to your success.

Operate with confidence, perform with excellence

The operate phase is where your OpenText technology moves from implementation to impact—where it starts delivering real value for your business. It's the stage where reliability, efficiency, and expert support become essential to success.

With **UltimateCare**, you gain more than just technical assistance—you gain a strategic partner. Our packages are designed to keep your systems running at peak performance, reduce operational risk, and free up your teams to focus on what they do best. From proactive health checks and patching guidance to expert advice, UltimateCare ensures your technology works for you—day in, day out.

Whether you're planning, optimizing, or enhancing operations, UltimateCare empowers you to operate with confidence and keep your business moving forward.

What's included

- A Support Account Manager will engage with you regularly to coordinate the delivery of selected packages, ensuring they align with your operational goals and deliver the greatest impact for your team.
- Customers may choose up to four (4) UltimateCare packages during their annual subscription period.

Packages

System Readiness & Optimization

Packages that assess and align your environment for optimal performance and reliability.

-  **PACKAGE: Operational Readiness Assessment**
-  **PACKAGE: Environment Alignment Assessment**
-  **PACKAGE: Health Check**

Planning & Risk Mitigation

Packages that help you prepare for change and reduce operational risk.

-  **PACKAGE: Upgrade Assessment**
-  **PACKAGE: Disaster Recovery / Business Continuity Review**
-  **PACKAGE: Quarterly Release and Patch Guidance**

Enhanced Support & Expert Access

Packages that provide direct access to specialized support and expertise.

-  **PACKAGE: 2-Months Premium Support (NSE, TAM, or ESM)**
-  **PACKAGE: Scheduled Expert Assistance**

Critical Event Support

Packages designed to ensure success during key milestones.

-  **PACKAGE: Go-Live HyperCare Support**

Contact us

[Contact us today](#) to learn about UltimateCare.

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.

www.opentext.com

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