

OpenText Prime Protect—Foundational Support for Formidable Systems



In their pursuit to be the best, professionals trust the best.

When an experienced climber packs their gear in preparation to ascend the epic heights of the Himalayas, they don't pack old equipment, or rope that is damaged or frayed. They know that up on the North Face of Everest, their life will be in the hands of this equipment, their technology, and the support of their team. When times get tough, doubt is unacceptable.

In today's business, the same can be said of the digital technology that powers critical infrastructure and empowers people, networks, and the flow of information. With so much riding on the performance and stability of your information management systems, trust the OpenText experts who develop and them to keep them healthy and help you when you need it.

Protection against the unexpected

OpenText Global Customer Services (GCS) offers industry-leading service and technical knowledge, and more expertise than anyone else when it comes to OpenText products and solutions. Our teams of highly trained technicians are strategically positioned around the world, ready to assist you in your troubleshooting, updating, and operation-critical needs. Most importantly, we offer trusted, proven protection against the unexpected.

That's why we've given the foundation on which our service programs are built the name Protect. It's a simple but powerful word that embodies our dedication to help you succeed with OpenText products, and our commitment to being there when you need us.

Inside Prime Protect

With Prime Protect, all customers have continuous access to OpenText innovation, self-serve online tools and product resources, easy-access communication channels, and support coverage.

Prime Protect also keeps customers up to date on the latest software updates and patches, and provides assistance to stay current. By installing the latest releases and patches, you enhance the stability of your system and ensure that your OpenText software environment is performing at optimal capacity and maximizing your investment.

Tools

Documentation for all product releases	✓
Library of articles describing proven solutions to known issues	✓
Technical tips and instructions for installing, administering and troubleshooting	✓
Product-specific newsletters, communities, papers, and biogs	✓
Technical alerts, and overviews of the latest releases and patches	✓
Ability to open support requests by email, phone or online portal	✓
Ability to request license keys	✓
Online self-service management and tracking of open support requests	✓
Reduced issue resolution times with tools for proactive support and service automation	✓

Trust

Years of leading innovation in digital solutions, and exceptional customer service	✓
Customers around the world, in over 140 countries	100,000
Average satisfaction rating given by customers following an experience with OpenText GCS	9.6/10
Support from the organization that develops and owns the source code	✓
All products and solutions developed with security as a top priority	✓
Critical patch updates, security alerts and notifications	✓

Innovation

Continuous product development and maintenance	✓
Product patches and releases	✓
Product enhancement input	✓
Access to Developer Network and active community of peers	✓

Expertise

Dedicated Global Customer Services technicians stationed around the world	1,600
24×7×365 support coverage for Critical (P1) and Serious (P2) issues	✓
5×8 support coverage for Normal (P3) support requests during standard local working hours	✓
Highly trained technicians and engineers localized around the world	✓
Customer-authorized technical points of contact	6

Additional program options

With an OpenText Prime Protect subscription, you can expand your coverage to include other support offerings, such as Extended Support, OpenText Premium Support, and OpenText Flexible Credits programs.

Extended Support

For product releases in the Sustaining Maintenance phase of their support lifecycle, Extended Support offers expert-level technical support and an escalation path to R&D for critical issues.

Premium Support

OpenText Premium Support gives you direct access to highly trained professionals who provide the skills and advice you need to get the most out of your OpenText investments. Realize the full value of your OpenText solution with dedicated support experts who provide mission-critical support and help you manage complex IT environments. For more information on Premium Support, [please visit our website](#).

Flexible Credits

Don't be caught short-handed when deadlines loom or business throws you a curveball. OpenText Flexible Credits can be purchased upfront or any time during your contract to unlock short-term support services that will help you move your business-critical projects forward with speed. Redeem your Flexible Credits anytime during the 12-month period from purchase. For more information on Flexible Credits, [please visit our website](#).