



Success Story

Construction financier Schwäbisch Hall partners with OpenText™ Premium Support to ensure Germany never stops building

As a building society and service provider for the private construction finance business of the approximately 700 cooperative banks in Germany, Schwäbisch Hall has been firmly anchored in the cooperative banking sector since the company was founded in 1931.

With approximately 6.3 million customers, Schwäbisch Hall is the largest building society in Germany and one of the leading providers of building finance. Their team of 6,800 work closely with cooperative banks and is active abroad with investment companies in Eastern Europe and China.

Schwäbisch Hall relies on OpenText™ Service Manager, OpenText™ Universal CMDB and OpenText™ Service Management Automation X (SMAX) as essential components of their IT infrastructure. Their service desk, incident and issue reporting, configuration and change management activities rely upon the successful operation of these OpenText solutions, and that is why they came to Premium Support for help.

Schwäbisch Hall Configuration Manager Christoph Geisler, who is responsible for OpenText solutions within the company, notes the importance of keeping their systems up to date and processing support tickets as quickly as possible to avoid any interruption to their Universal CMDB

on-premises and cloud deployments, and to keep customer self-service functionality online. **“Premium Support helps us significantly, effectively and quickly in this,”** says Christoph. **“Colleagues from the Premium Support team have short routes to R&D and know our systems.”**

Intimate knowledge of Schwäbisch Hall’s systems allows Premium Support to deliver high quality service that fits the customer’s specific needs. Issues are investigated with necessary context and with background information already in the pocket of support engineers. The result is an experience where Premium Support feels like an extension of the customer’s IT team.

“We appreciate working with the same engineers on all issues,” says Christoph. **“They know the specifics of our implementation and business priorities, and they know my team. This speeds up the troubleshooting process and leads to faster resolutions.”**

As part of their Premium Support engagement, Schwäbisch Hall has two Named Support Engineers (NSEs) continuously monitoring their systems and always available. Their assistance is always appreciated and has proven invaluable in some cases. For example, when a migration caused a database error and potential downtime, Premium Support was able to connect Christoph's team with appropriate OpenText R&D resources and help resolve the issue quickly.

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**– Christoph Geisler, Product Owner and Configuration Manager,
Schwäbisch Hall**

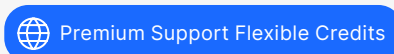
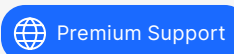
With the help of Premium Support, Christoph's team has been able to save money and hours of resource time and have seen a significant positive impact on the business and product value. They feel confident when it comes time to complete an important project with Premium Support NSEs at their side.

"Premium Support is of great value to us," says Christoph. "We could not work comfortably without it."

**Customer quotations have been translated from German.

More information

For more information about how the OpenText Premium Support program can help you get the most out of your OpenText technology investment, visit our website:



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](https://www.opentext.com).