

opentext™

**Unlock the Power of
Information with Cloud
Managed Services**

OpenText Position Paper

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Executive Summary

Technology is constantly changing. Information volumes are expanding exponentially. Businesses are competing on a vast, planetary scale. Markets are shifting at lightspeed.

Digital transformation is the key to responding to these changes with agility and resilience. When an organization successfully transforms how information is accessed, managed and leveraged throughout the business, they achieve an information advantage. This advantage sets organizations apart in their markets and can act as a catalyst for growth.

In the world of big data, information management (IM) must be achieved at scale, at pace and within a completely secure and compliant environment. Many companies are looking to modernize and gain the information advantage by consuming business-critical IM applications in the cloud as a managed service. These services facilitate the transition, optimization and future-proofing of IM capabilities by outsourcing operational responsibility for information management in the cloud.

OpenText is uniquely positioned to deliver market-leading IM applications to both new and existing customers as a managed service in the cloud. With OpenText Cloud Managed Services (CMS), organizations elevate their information assets to allow them to compete, innovate and win in the rapidly transforming digital economy.

This position paper discusses the benefits and challenges for organizations considering a cloud-based managed service. It explores how they can unlock the value of their information with the power and control that come with a fully managed IM solution from OpenText.

Cloud managed services: The platform for the information advantage

The market for cloud-based managed services is growing rapidly. By 2026, 94% of large organizations with legacy applications in the cloud will use external service providers for some portion of management and support, up from 80% in 2020.¹ Gartner® observes that organizations require managed services that directly support digital business initiatives at digital touchpoints, and are bound to specific business outcomes that add value, improve customer satisfaction and increase quality through digital business operations.²

A modernized, optimized and integrated IM solution delivered as a cloud managed service is the best way to gain the information advantage.

It empowers organizations to use information to its full potential, generate insights, and create new offerings and business models.

An effective cloud managed service for information management consists of three essential components: 1) the IM application, 2) scalable and secure cloud infrastructure and 3) operational expertise that ensures the IM application is installed and running on the cloud infrastructure in a way that meets users' performance and availability expectations.

Together, these three managed service components help organizations navigate the challenges of digital transformation while securing key benefits for their business. These benefits include IM modernization, optimization and integration.

Information management modernization

Migrating to the cloud, coupled with modernization, means migrating from legacy releases. By retiring older versions, customers can often replace expensive and difficult to maintain customizations with comparable functionality that is standard in the latest product release.

After moving an IM solution to the cloud, organizations never need to deal with upgrades again. Users will always have access to the latest, most powerful application features. Modernization enables the organization to embrace cloud benefits like faster speed to market, scalability, agility and lower costs.

Information management optimization

The IM application and the cloud infrastructure that supports it must work together to deliver an effective managed service. Deploying in a certified and optimized cloud environment for the IM application ensures the solution can be operated and supported effectively as a managed service.

Information management integration

Today's complex IT landscape must be connected and able to securely share data anywhere it is needed. The cloud managed service should offer any-to-any integration between the IM solution and other enterprise applications and systems.

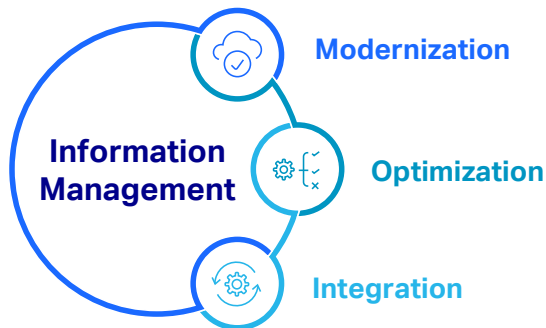


Figure 1:

Key advantages of cloud managed services

Why consider cloud managed services?

Many organizations begin their information management journey by implementing an on-premises IM solution and then taking over its day-to-day management. This requires building the skillsets and technology resources needed to deploy, maintain, support and optimize the IM solution. This can be a costly and complex undertaking for even the most digitally sophisticated organizations. On-premises and self-managed deployments can create several challenges, including:

Increasing infrastructure and people commitments

As the cost commitments needed to run on-premises and self-managed software grow year over year, they become a barrier to innovation. The business consumes time and money just to keep the lights on instead of applying these resources to drive growth and increase efficiency.

Security and compliance expertise

Cybersecurity continues to be the most top-of-mind challenge for CIOs and CTOs. Points of vulnerability multiply constantly in the hyper-connected, digitally transformed environment that corporate IT departments operate in today. Statutory personal data protection requirements, such as the GDPR, add to the complexity of these challenges. Organizations that operate in regulated industries must prove to the audit authorities that due care and attention has been taken in relation to information and all relevant processes are adhered to.

The need to integrate IM solutions seamlessly with other enterprise applications and share information with users both inside and outside of the organization calls for tools, knowledge and experience that many IT deployments struggle to keep up to date.

Information sprawl

Today, the typical enterprise maintains more than 200 siloed applications and information repositories. This leads to inaccurate, duplicate and redundant data spread through many systems. Information sharing and collaboration grows increasingly challenging as poor data quality leads to poor business performance. Effectively integrating IM solutions with other key enterprise applications, many of which are SaaS applications operating outside the corporate firewall, is an essential but daunting task, and is difficult to do retrospectively on a legacy system.

Resource allocation

Self-Managing IM solutions require IT to source and retain knowledge workers dedicated to IM, and pull people from its limited pool of staff. In addition to hard dollar costs, organizations face opportunity costs when innovation initiatives are delayed or overridden by a lack of IM-skilled staff and the need to support routine operations. This means self-maintaining IM capabilities can impact other IT improvements that, in turn, impact the business.

Outdated functionality

Ensuring that the entire IT estate is always up to date is a never-ending task. Like all enterprise applications, IM solutions undergo frequent enhancements. Planning and executing entirely new releases are an even greater challenge.

Poor user acceptance

Every IT manager knows that if users are not happy with the functionality in an enterprise application, they will find an alternative. Information management is no different. If an organization fails to keep pace with the features in the latest version of the software, users are less likely to adopt it and more likely to introduce their own solutions to solve their specific business issue, exacerbating information sprawl and potentially compromising their organization's compliance posture.

Capital expenditure

Managing and maintaining IM software is a capital expenditure that is reflected in the bottom line, with the need to account for the budget allocated to IM. Many organizations are looking for ways to replace capital expenditure with efficient and predictable operating expenditure.

Benefits of cloud managed services

The benefits of a cloud managed service are often framed around its ability to free internal IT resources from management and maintenance tasks to focus on higher value activities. While that productivity gain is important, the real benefits of cloud managed services (CMS) are much wider reaching. At a high level, there are nine key benefits:

Cost reduction	Save up to 30% with flexible deployments, standardized processes and best practices
Business agility	Increase innovation through the rapid development and deployment of new business solutions
Workforce optimization	Free up internal IT staff from routine management and maintenance tasks to focus on higher value activities
Enterprise integration	Integrate IM with any other enterprise applications to facilitate the fast and effective flow of information and increase collaboration with customers, suppliers and partners
Productivity	Give users permanent access to the features and functionality of the latest IM enhancements—patched and upgraded automatically
Continuity	Ensure a strong service level availability for mission critical systems
Risk	Reduce risk through operations that are certified down to the individual application level
Compliance	Meet government, industry and corporate standards
Accountability	Have a single point of accountability who understands the technical infrastructure, application and the business context

Figure 2:

Key benefits of cloud managed services

Reducing costs

A typical organization can reduce operating costs by 30% by adopting a cloud managed approach.³

Moving to the cloud removes much of the capital investment involved in supporting IM applications on-premises. In addition, cloud managed services remove many of the direct costs associated with system management and support.

The cloud allows the business to adopt new cost-effective capabilities, reinvent business processes, seize emerging innovation opportunities, accelerate growth and stay ahead of competitors.

Increasing business agility

New IM systems can be provisioned and moved into production quickly, in sharp contrast with the typical timelines for an on-premises deployment and upgrades.

With cloud managed services, new IM applications and solutions are faster and easier to deploy and keep up to date. The hardware, storage and infrastructure are already in place and pre-optimized for the type of application being implemented.

Improving workforce optimization

Cloud managed services free internal IT staff from the ongoing burden of routine management and support tasks, and allow them to address higher value business activities.

Increasing enterprise application integration

The managed services approach enables turnkey, any-to-any integration at both an application and data level. Because of the scale of expertise and design foundations, cloud managed services make it easier and faster for an organization to integrate its IM solutions with other enterprise applications—such as ERP, CRM, HR or financial packages.

Increasing productivity

Using a cloud managed service ensures that users are always working with the latest enhancements to their information management solutions. Software upgrades and patches are the responsibility of the service provider in a managed service model.

Modernizing IM solutions impacts employees' level of job satisfaction by improving communication and collaboration across departments, partners and customers, resulting in better-organized processes and workflows, which in turn increases productivity.

Improving reliability

High levels of availability are delivered at the application level, even in environments that include customer-specific add-on developments.

Standardized application configurations and repeatable operating procedures applied across multiple customer environments enable the cloud managed service provider to dramatically reduce the number of 'environment incidents' that most commonly affect enterprise software.

Reducing risk

Maintaining compliance with ever-changing customer mandates, industry standards and government regulations is a complex and expensive commitment. Relying on the managed service provider's audited compliance with SOC, ISO and other industry and region-specific controls gives CIOs confidence that their organization's IM investment remains secure and protected in the cloud.

Ensuring compliance

OpenText follows a robust set of process and physical security standards. These standards ensure that each implementation is fully compliant with both current industry standards and ever-changing compliance mandates to safeguard both customer and enterprise data.

Better accountability

All OpenText Cloud Managed Services have a defined application availability Service Level Agreement (SLA). OpenText ensures that customers can access their cloud services when and where they need to, delivering operational peace of mind.

OpenText Cloud Managed Services

OpenText Cloud Managed Services is tailored to deliver consistently reliable and high-performance access to solutions deployed in the OpenText Cloud—private cloud infrastructure specifically created to support IM solutions—and on leading public cloud environments. OpenText is uniquely able to combine this flexible range of cloud deployment options with the unmatched IM application expertise needed to unlock the value of an organization's information assets, so they can gain the information advantage.

Our Cloud Managed Services provides comprehensive management and support for the full solution stack—from infrastructure, system software and middleware, through OpenText products, to customer specific application configurations and third-party solution components. In addition, OpenText CMS addresses the full life cycle of the business application, from initial design (using standardized solution components optimized for the cloud) and deployment, through migration of content into the cloud, to on-going operational support and application administration. The comprehensive full-stack, full life-cycle cloud offerings from OpenText deliver simplicity, low risk and high value to our customers.

OpenText Cloud Editions

Through five key functional areas, the OpenText Cloud empowers businesses to address their most pressing business needs. Our cloud-native solutions help companies master modern work, digitize supply chains, power modern experiences, strengthen cyber resilience and build the API economy.

- **OpenText Content Cloud** delivers a suite of solutions with end-to-end content management capabilities—from capture to full lifecycle management to archiving. It integrates with the systems that produce and consume information, extending enterprise-grade content management deeper into the organization and introducing new levels of access, analysis and automation. It connects content to the digital business, eliminating silos and providing instant, secure and compliant access to both structured and unstructured data—boosting productivity and reducing risk.
- **OpenText Business Network Cloud** connects people, processes and technologies for streamlined connectivity, secure collaboration and real-time business intelligence in a single, unified platform. Organizations can build global and sustainable supply chains, rapidly onboard new trading partners, comply with regional mandates, provide electronic invoicing and eradicate information silos across the extended enterprise.
- **OpenText Experience Cloud** unites customer experience capabilities under one platform. With an unmatched breadth of capabilities for servicing the entire customer journey, from acquisition to retention, organizations can build memorable experiences that are targeted and uniquely customized. And with AI-powered analytics, organizations can evaluate customer interactions at scale, ensuring the right business decisions.

- **OpenText Security Cloud** provides peace of mind with best-in-class cybersecurity, data protection, digital forensic and endpoint security solutions for businesses of all sizes. Our digital investigation and cybersecurity solutions enable even global, highly regulated organizations to find and collect complex evidence faster, reduce risk, and detect and respond to cyberthreats remotely.
- **OpenText Developer Cloud** provides Information Management-as-a-Service (IMaaS), making it faster and easier to build, extend and customize information management applications using a collection of cloud services, applications, APIs and SDKs.

Developer Cloud minimizes the time and effort of adding new capabilities to any solution, so developers can focus resources on other priorities, like improving product differentiation or accelerating business transformation.

Figure 3:

OpenText Cloud Editions:
Five specialized clouds



With OpenText Cloud Editions, organizations can adopt new cost-effective capabilities, reinvent business processes and seize emerging opportunities. They can become more intelligent, connected and secure.

Unlocking the power of the OpenText Cloud

The OpenText Cloud delivers the information advantage through our core capabilities:

Global reach

With 50 data centers and four global network operations centers, OpenText provides the performance, scalability and security benefits of a public cloud in an environment optimized for IM.

OpenText's partnerships with Google Cloud, Amazon Web Services and Microsoft Azure enable organizations to benefit from the combination of product and cloud expertise from the leader in information management, and the benefits and global scalability of the world's largest cloud infrastructure providers.

Enterprise capabilities

Enterprise applications, such as IM, require a range of security, compliance and business continuity services to ensure they are safe, protected and always available to users. OpenText Cloud Managed Services combines a multi-layered security and compliance approach with application and deployment architectures designed to ensure the highest level of availability and performance.

Many of our cloud services are externally audited against industry recognized standards. Unlike cloud platform providers, our service audits cover the full stack, from data center operations to application administration and everything in between. These audits provide organizations with assurance and peace of mind that OpenText has the policies, procedures and controls in place to keep their information assets secure.

A single, comprehensive SLA

OpenText Cloud Managed Services enables the management of infrastructure, platform and application services under a single, comprehensive Service Level Agreement (SLA). OpenText's SLA is an assurance that our Cloud Services are architected, deployed and operated to deliver the quality outcomes expected. The primary measure of the SLA relates to a monthly target availability against which we monitor and manage the service.

The SLA covers every element of an IM solution, including the IM application, cloud infrastructure and managed service operations. This comprehensive commitment is not available from other cloud managed service providers.

An end-to-end cloud managed service

Under our single SLA, Cloud Managed Services delivers a fully managed cloud deployment of IM solutions. It provides all the management, security and control capabilities required from an end-to-end managed service. These include:

Onboarding

Cloud experts work with an organization to fully scope out the implementation, and define the roles and responsibilities of the OpenText and customer resources working to make it successful. The onboarding process follows a clear project plan and timeline for deploying the IM solution in the cloud, and a proven methodology for transitioning from on-premises to the managed service.

In addition, the business-as-usual tasks that follow the onboarding phase are defined. This planning and preparation activity accelerates the time needed to transition IM solutions to the cloud. Cloud Managed Services also facilitates the process of integrating customer, supplier and trading partner systems with the IM implementation.

Cloud operations

Cloud Managed Services handles the day-to-day management of every aspect of IM implementations. A global team of cloud service managers, customer success, customer support, cloud operations and managed services professionals work tirelessly to deliver an exceptional customer experience. Highly skilled operations teams manage all infrastructure and operations elements, including platform, application, system, security, performance, availability and capacity management.

OpenText delivers Cloud Managed Services following a rigorous set of security protocols that govern the operation of and access to each data center's physical premises. Each CMS data center is designed to provide multiple levels of redundancy, while supporting applicable security and compliance standards. Physical access to data center sites is carefully controlled by onsite security personnel.

One of the key reasons that customers use OpenText solutions is robust governance and compliance support. This is backed by strong data encryption support, available both at rest and in transit. OpenText maintains a strong relationship with a market-leading root certificate authority to enable the provisioning of security certificates to customers as needed.

Support

Extending beyond the incident response capabilities of OpenText's 24x7 global support team, Cloud Managed Services includes comprehensive processes to proactively detect and escalate performance incidents and service disruptions. It involves a comprehensive incident management policy that is part of an ISO global information security framework. Support services are collaborative and delivered in partnership with each organization to combine OpenText's IM managed service expertise with the organization's understanding of its business and processes.

Business solution services

As a cloud managed service provider for information management, OpenText is unique in its direct connection to the product development teams that build the applications managed in the cloud. The Cloud Managed Services team responsible for monitoring and tuning customer environments has years of experience working with these products—not only as application administrators but as customer support technicians, trainers and IM solution consultants.

No other managed service provider brings this level of product knowledge and depth of connection to the engineers responsible for developing the cloud-deployed application.

Service management

Service management is key to a successful long-term relationship. From project initiation and onboarding through the full duration of services, a Service Manager is the primary contact for all aspects of the cloud managed service and a main contact point for handling queries and escalations.

The Service Manager can work directly with organizations as part of the management team to ensure strict focus on user satisfaction, service quality and alignment with business priorities, providing monthly service reporting, general process or service queries, and acting as an escalation point when needed.

In most cases, organizations engage with Cloud Managed Services to deliver all five of these solution components—onboarding, operations, support, business solution services and service management—in a comprehensive, single managed service that addresses the full scope of their IM requirements.

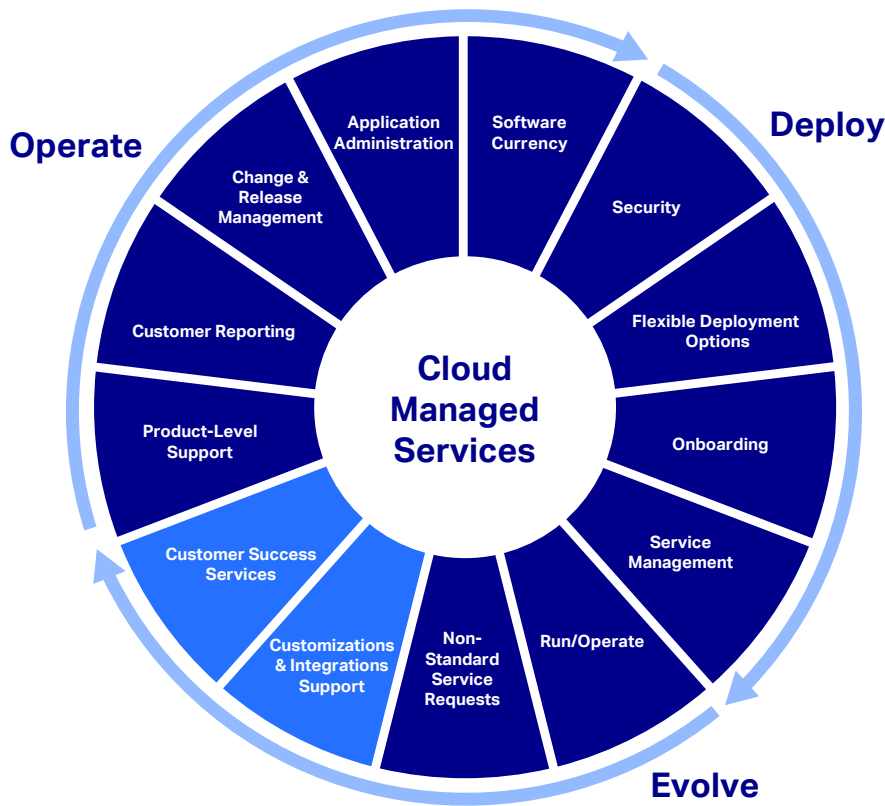


Figure 4:

The complete, end-to-end Managed Services solution

Detailed components of CMS

These are the key characteristics that define OpenText Cloud Managed Services and make it the best option to deliver an organization's IM solution as a managed service:

Security

The OpenText Global Information Security Policy (GISP) provides a single, consistent global security policy that is based on the ISO 27001 standard. This policy covers all relevant security and compliance controls that underpin Cloud Managed Services.

Certifications

Cloud Managed Services has been certified to all levels—data center, infrastructure, platform, application and service—to assure the quality of the security controls, processes, procedures and policies that are executed. Many of our cloud services are externally audited against industry recognized standards, and our solutions assist our customers with their own certifications (e.g., ISO 27001, SOC2 Type II, HIPAA, FDA 21 CFR Part 11, FINRA [Financial Industry Regulatory Authority], etc.).

ITIL processes

Cloud Managed Services uses a comprehensive and integrated set of Information Technology Infrastructure Library (ITIL) based tools and practices to help provision, run and monitor customer environments in the OpenText Cloud. This includes application monitoring, cloud automation and orchestration, service management and configuration management.

Availability and recovery

Customer IM solutions deployed under Cloud Managed Services are designed with multiple levels of redundancy and failover. This cloud infrastructure is optimized for business continuity and recovery. Every server, network device and storage unit is fully redundant. Should one data center fail, its operations pass onto others on the OpenText Cloud.

OpenText also offers pre-defined and best-in-class RTO and RPO commitments for customers, to inform their business continuity planning and set clear expectations for service restoration and data recovery in case of a disaster.

Adopting Cloud Managed Services

As with IM implementations, no two managed services deployments are the same. Each organization engaged in moving IM to the cloud has specific business goals and needs that determine the service definition that is right for them. OpenText Cloud Managed Services supports two distinct service tiers:

Standard

The Standard delivery model includes the full suite of basic cloud managed services to gain the best value from IM capabilities at a very competitive price.

Premium

The Premium delivery model offers a high degree of customization to create a flexible and tailored solution. Supporting the most complex IM implementations and integrations, this model delivers best-in-class performance for key enterprise-strength features, such as continuity, availability and security.

Standard CMS			Premium CMS		
Essentials included:			Services available:		
Management	Digital Welcome Kit	✓	Management	Named Delivery Manager	Option
	Onboarding management	✓		Named Technical Lead	Option
	Service management	✓		Admin Assistance	Option
Operations	Availability management	✓	Operations	High availability	Option
	Request management	✓		Enhanced DR	Option
	Change management	✓		Tailored service delivery model	Option
	Software currency	✓	Data Refresh	Option	
	Security management	✓	Personalization	Customization cover	Option
		Integration cover		Option	
		3 rd party product cover		Option	
			Performance / load testing	Option	

Figure 5:
Cloud Managed Services:
Delivery models

Flexible deployment options

Regardless of service tier, an organization must choose the underlying technology that enables the cloud managed service that best aligns with its business needs. OpenText offers flexible cloud options, so customers have the power to choose how they protect, manage and leverage their information.

OpenText Cloud

Cloud Managed Services provides end-to-end service, covering every aspect of managing and maintaining IM applications residing on the OpenText Cloud. As the OpenText Cloud has been designed specifically for OpenText IM solutions, the private cloud deployment option provides maximum flexibility to optimize and tune the IM environment. It enables every aspect of IM capabilities to be covered by the single SLA commitment from OpenText.

OpenText Cloud partners

Strategic partnerships with Google Cloud Platform, Amazon Web Services and Microsoft Azure enable OpenText to match business needs with flexible deployment options that allow customers to:

- Leverage the global scalability of leading cloud providers
- Simplify the journey to the cloud with a single vendor, full-stack approach
- Access OpenText's extensive business solution and cloud expertise

Customers can benefit from the combination of product and cloud expertise from the leader in information management, and the benefits of IaaS from the world's largest cloud infrastructure providers.

Hybrid cloud

In hybrid cloud deployment, different components of IM systems reside in different locations.

Most organizations move to a hybrid deployment when they must retain sensitive data on-premises but want to take advantage of the scalability and performance of the cloud to outsource application workload management.

OpenText offers Cloud Managed Services to manage hybrid solution components running in the OpenText Cloud and administer hybrid elements deployed on public clouds. Customers may self-manage on-premises components of a hybrid deployment or engage OpenText Professional Services to manage the on-premises environment.

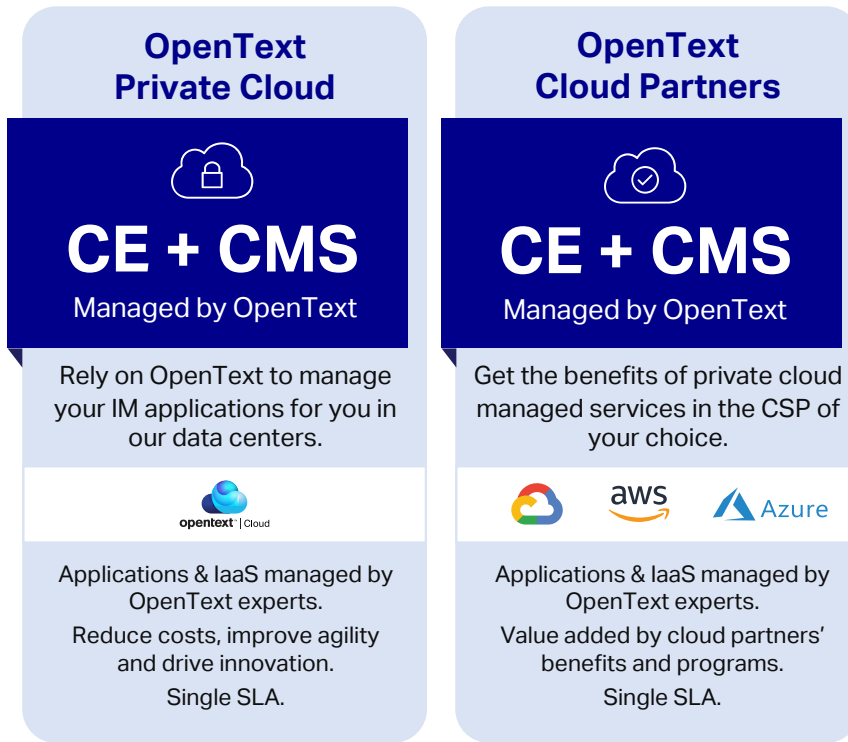


Figure 6:

OpenText Private Cloud and Cloud Partners

Transitioning to the cloud with Cloud Managed Services

Making the transition to the cloud with Cloud Managed Services gives organizations immediate access to the benefits of an expert managed service, on cloud infrastructure that has been optimized to enable reliable and high-performance access to an IM solution.

There are varied paths available to follow in moving to the cloud. Each organization must select the transition that best suits its business. Cloud Managed Services supports these transition models:

Move and modernize

Moving off cloud (on-premises) systems to the cloud as-is can yield benefits due to expert operations and reduced operational costs from Cloud Managed Services. However, significant further business value can be realized by modernizing the system to the latest product release, leveraging new functionality and cloud platform aligned capabilities (i.e. containerization) of the contemporary platform.

In a single process executed by a platform vendor's experts, simultaneously upgrade—multiple version levels if required—and move the entire system to the cloud. **This approach is the fastest, has the lowest project and IM risk, and the highest business benefit.**

Move to rehost

Also referred to as 'lift and shift', this model migrates existing applications and data from the current on-premises or self-managed deployment to the cloud service in a single move. The major benefit of this approach is that the system is ready to go live as soon as the migration is complete, shortening the time to value. However, as application portfolios grow and data volumes explode, it becomes more challenging, and risks increase. Also, value is limited to the cloud managed service, and the platform has not been upgraded in the process, so benefits of modernizing to a contemporary platform cannot be realized until an upgrade is performed.

Cloud augmentation approach

In this scenario, customer data is not necessarily migrated from the on-premises or self-managed implementation. Instead, business content is managed in place as part of a hybrid deployment, integrating new cloud services with existing systems. In this model, connectors are established between the on-premises/self-managed application and data store and cloud services to enable the smooth flow of data between them. This model can also enable a phased move towards a fully cloud deployment approach, as it allows data to migrate to the cloud over time.

No matter which model is used, Cloud Managed Services provides applications, tools and services to automate as much of the transition process as possible, including data extraction, data transfer, data transformation and loading onto the new cloud service.

The importance of a trusted partner

The best cloud service providers will help deliver tangible business benefits from technology investments. The provider must have a deep understanding of an organization's business priorities and technical environment. There must be openness, transparency and trust on both sides. It is a natural fit for organizations to enter a managed services relationship with their software solutions provider. The provider's existing and deep knowledge of information management applications delivers an advantage.

A trusted partner must also be able to deliver the expertise, people, infrastructure and scale to accommodate IM requirements on a global basis.

OpenText Cloud Managed Services is perhaps the only cloud managed service to meet these criteria. It delivers the assurance of working with a global leader in information management and provides access to a large talent pool with a range of skills—including industry and technology expertise, professional services and operational support.

Cloud Managed Services is always deployed in a partnership model, with a Service Manager, to establish and maintain a long-term relationship that benefits everyone—the company, its customers and its trading partner communities.

Invest the time to identify the correct managed services partner for your business. The right one will work closely with you to create a customized package that meets your specific business, financial and contractual needs—for continued success and phenomenal growth.

OpenText: An unrivalled IM resource

OpenText is a leader and innovator in information management. We see our excellence as evident across each of our five clouds.

 <p>opentext™ Cloud Content</p> <p>Master Modern Work</p>	<p>A Leader</p> <p>Forrester Wave™: Content Platforms, Q2 2021⁴</p>
 <p>opentext™ Cloud Business Network</p> <p>Digitize the Supply Chain</p>	<p>A Leader</p> <p>IDC MarketScape: IDC MarketScape: Worldwide Multi-Enterprise Supply Chain Commerce Networks, 2021⁵</p>
 <p>opentext™ Cloud Experience</p> <p>Power Modern Experiences</p>	<p>A Leader</p> <p>IDC MarketScape: Worldwide Customer Communications Management, 2020⁶</p>
 <p>opentext™ Cloud Security</p> <p>Be Cyber Resilient</p>	<p>Market Leader</p> <p>PC Editors' Choice PCMag: The Best Antivirus Protection for 2022⁷</p>
 <p>opentext™ Cloud Developer</p>	<p>Market Innovator</p> <p>Zero to 25 APIs over last two years</p>

Figure 7:

OpenText: Partner with a Leader

Our solutions empower digital businesses to be more intelligent, secure and connected, so they can accelerate growth and thrive through disruption. We deliver best-in-class solutions at scale across public cloud and private cloud, and offer deep integrations with core business applications.

No other organization has the level of information management skills or experience that OpenText offers:

- Nearly 30 years of delivering mission-critical IM solutions
- More than 90,000 enterprise customers and 8.7 million SMB customers
- More than 44,000 cloud customers worldwide
- More than 6,000 certified information management services professionals
- More than 3,000 IM managed services customers worldwide
- Dedicated governance and compliance experts
- Standards compliance for data center and applications in the OpenText Cloud
- Service manager, onsite if required, who understands the business and acts as an extension of the customer management team
- Four global network operating centers and 50 data centers
- 24x7 global support across four continents

Customer successes

OpenText has helped more than 3,000 organizations modernize their information management infrastructure with Cloud Managed Services. This digital pivot has helped companies improve business processes, boost productivity and pave the way for future-proof solutions that will evolve as the business grows.

Here are a few stories from the many customers that have chosen OpenText Cloud and Cloud Managed Services as their new operating model.



Close Brothers Asset Finance and Leasing offers lending, deposit taking, wealth management services and securities trading. The company recently decided to work with OpenText to provide strategic content and customer communications management solutions to support its digital transformation initiatives. Close Brothers chose to deploy their IM solutions in the OpenText Cloud, supported by Cloud Managed Services. According to the company's Commercial Director, "The cloud-based OpenText content management platform will span our enterprise and deliver critical capabilities that will help improve experiences for our customers securely and efficiently."

Read the full story [here](#).



Neptune Energy is an independent oil and gas exploration and production (E&P) company, with a regional focus on the North Sea, North Africa and Southeast Asia. Neptune Energy required a solution that would improve efficiency, manage access rights and secure its document legacy.

Neptune initially implemented OpenText Content Suite Platform on-premises to modernize and streamline their document handling practices, but pivoted to a cloud deployment. As the Corporate Document Manager at Neptune describes, the pivot allowed the organization to more easily "benefit from the continuous innovation that OpenText provides. This enabled us to benefit from a fully managed solution, relieving the pressure on our own internal resources and infrastructure, reducing our costs, (which were growing), further improving efficiency and providing a demonstrable, robust disaster recovery capability."

Read the full story [here](#).



CBM is an international Christian development organization, committed to improving the quality of life for people with disabilities in low-income countries around the world. CBM chose OpenText's solutions to help it automate the way it responds to the hundreds of donations it receives daily, while ensuring that each communication is customized to the donor and the donation made.

The organization's commitment to a cloud-based approach has delivered benefits that include lower costs and lower downtime. CBM's Head of IT explains, "The benefits from moving to the OpenText Experience Cloud include much higher availability than if we were operating it on our own and the lower operating costs connected to that. To have support 24 hours, seven days a week—I can't offer that with a small team of 15 people, doing all their other stuff around the world. System downtime is very expensive for CBM. That was a crucial reason for going with the cloud."

Read the full story [here](#).

What's the next step?

Information management is the key to gaining the information advantage. When a business leverages its information to its fullest potential, the organization accesses new insights, is better able to deliver new solutions and sets itself apart from its competitors. Information management also helps companies produce the rich and engaging experiences that customers demand, digitize supply chains for greater agility and sustainability, and provide simple, secure access to information for employees and partners, from anywhere.

However, optimizing on-premises IM capabilities is increasingly costly and challenging. To achieve new capabilities, organizations must work with a technology partner who is a leader in the market. One who will not only meet a company's requirements, but help accelerate its digital transformation.

Built on the OpenText Cloud and extending into public cloud and hybrid architectures, **Cloud Managed Services is the only cloud managed service specifically designed and optimized for IM and run by the world's largest information management company.**

OpenText can help unlock the agility and innovation that lies within your business through a smooth and rapid transition to an IM managed service. Find out more [here](#), or connect with one of our [experts](#) today.

Endnotes

¹"*Gartner Forecast Analysis: Cloud Managed Services, Worldwide*," Brandon Medford and Colleen Graham, October 11, 2021. GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and is used herein with permission. All rights reserved.

²Ibid.

³"*Service Overview: OpenText Cloud Managed Services*," OpenText, 2021, https://www.opentext.com/file_source/OpenText/en_US/PDF/opentext-sro-opentext-cloud-managed-services-en.pdf (accessed April 2022).

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