

opentext™

# OpenText Flexible Credits

Get the support you need, when you need it.



Flexible prepaid access to a **catalog of support services**



**Supplement in-house IT resources** with short-term assistance with special projects, or to provide extra support in the case of unexpected events



**Maximize the value** of your OpenText technology investment

**In today's business environment, you can't afford to be caught short-handed when deadlines are looming or business throws you a curveball. You need to act quickly and produce results.**

**With OpenText Flexible Credits in your back pocket, you can be agile and address demands in real time, to move your business-critical projects forward at speed.**

We know things come up: You may have a critical issue and need someone on-site in a hurry. Maybe you could use some advice on an upgrade, or guidance on how to better manage and enhance your current solution. We also know that getting purchase orders approved for these services can take time—time you just do not have.

We're here to make your life easier with OpenText Flexible Credits. Flexible Credits can be purchased up-front or at any time during the life of your contract to provide you with a source of funding for the support services you need, when you need them. You can redeem your Flexible Credits anytime during the 12-month period from purchase for a variety of supplemental support services, including:

### **Extra support when the unexpected happens**

We all do our best to prevent problems before they occur, but in business—as in life—there are no guarantees. Store Flexible Credits away for unforeseen trouble so you can call in a Premium Support reinforcement at a moment's notice. Let us dial in remotely or come onsite, we're here to help you make things right.

### **Help with special projects like upgrades and patch installations**

Prepare for your next installation, upgrade, or migration with the help of Premium Support experts who support these projects every day and are experienced with the unique challenges that come with them. Our experts will advise you on best practices and then will be on-call in case anything comes up.

### **Expert advice to help you maximize your technology investment**

Get the most out of your solution by learning how to optimize performance, maintain a healthy environment, and leverage the maximum value from your product's features and functionality. Let Premium Support perform a supportability assessment of your software implementation and provide a report of recommended improvements.

## **Stay flexible on your path to success**

With Flexible Credits, you have the option to choose from our [catalog](#) of support services or have us tailor a service offering to meet your needs. Either way, you can expect just in time support that fits your business, and outstanding talent that understands your needs.

## **Contact us**

[Contact us today](#) to learn more about Flexible Credits.

## **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).