

■ Technical Services

Premier Support Program

Customizing deployment and maintenance support



The Business Challenge:

Deploying and maintaining advanced Enterprise Content Management (ECM) solutions can be complex, involving many technical decisions. Maximizing investment and ensuring end-user adoption of Open Text software solutions requires the experience of individuals who have successfully implemented technical ECM deployments and understand the process.

The Solution:

The Premier Support Program can provide you with a level of support that brings together highly experienced Technical Specialists who will work with your in-house Service Management teams to assist with these challenges and further the achievement of your deployment goals.

All of the services delivered by the Technical Services team are developed and delivered within the ITIL framework. All members of the Technical Services team are ITIL certified.

Service Level Options:

Premier Support Program subscriptions are customized to meet your needs. Working with you we can develop a program to meet your Service Delivery and Service Support needs by selecting a combination of resources, deliverables and services from our Service Catalogue to include in your program.

There are two types of assigned resources available to Premier Support subscribers:

Program Manager

The Program Manager is your single point of contact within Open Text Customer Support, responsible for the relationship and all communication between your Service Management Team and Open Text Customer Support/Development. They are also responsible for the management of the delivery of the program to which you subscribe.

Benefits:

- **Optimized Customer Support Processes.**
- **Improved Understanding of Open Text Software.**
- **Improved Risk Management.**
- **Improved Strategic Planning.**
- **Improved Issue Support.**
- **Proactive Services.**

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The Program Manager may also deliver Incident/Problem Management Service Catalogue options such as:

- Management of priority call handling
- Management of all escalations and on-site support
- Provision of regular status meetings and reporting on outstanding tickets
- Notification of known issues and patches relevant to your Open Text software solution

Technical Resources

A Technical Resource is responsible for working with the Program Manager and your Service Management Team to manage the technical scope of the program to which you subscribe. Through the Service Catalog options selected, their responsibilities may also include:

- Becoming familiar with all of the technical operations of your Open Text software environment and acting as the technical lead within the OT support organization.
- Assisting your Service Management team with the creation of plans, policies, tools and knowledge needed to allow them to efficiently administer and support the OT software solution.
- Taking part in the Incident / Problem Management process through delivery of (on-site) third-level support/troubleshooting, critical on-site visits and work on escalated tickets.
- Carrying out (remote) technical and / or functional administration.
- Supporting the Change / Release Management of your Open Text software environment.
- Executing regular pro-active system audits and reviews (i.e. Health Check, Capacity Planning).
- Assisting in implementing and/or auditing the availability, capacity and security management of your OT software environment. Focusing on architecture reviews, BCP, monitoring, resource capacity planning, database and product tuning.

Service Catalogue Options:

The following are examples of Service Catalogue options that can be delivered as part of your Premier Support Custom Program subscription:

On-site Support: A Technical Specialist is scheduled to travel to your site to provide troubleshooting or configuration assistance.

After-Hours Standby Support: A Technical Specialist is scheduled for after-hours or weekend standby assistance to provide a safety net during major changes.

Critical On-Site Support: A Technical Specialist is made available to go on-site to your location the next business day to provide critical issue troubleshooting and resolution.

Production Support: A Technical Specialist assists during the final stage of an installation, upgrade or functional expansion of your environment.

Technical Administration: A Technical Specialist provides daily technical administration of your Open Text application on a full-time on-site basis. You may also be able to receive off-site or part-time administration if remote access is available to the application.

SDK/API Support: The SDK/API service offers assistance with algorithm and code review, debugging and advice.

Performance Check: The diagnosis of existing performance issues and the proactive identification of potential performance bottlenecks before they negatively impact end-users' experiences with the Open Text software system. It also provides a 'point in time' analysis of your system — how it is being used, possible weaknesses and, if relevant, comparative reports with earlier performance checks. The result will be a report summarizing the checks performed and recommendations for any improvements.

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Health Check: The proactive identification of potential problems in the configuration and usage of the Open Text software environment. A check will be carried out on the Open Text software installation and configuration, the database setup, activity and content, the index and the supporting system. The result will be a report summarizing the checks performed and recommendations for any improvements.

Capacity Planning: The continuous recording, statistical analysis and then prediction of the future system's usage of technical resources (hardware, software, and network). This enables upgrades of system resources to be planned appropriately before system performance suffers.

Monitoring: The real time monitoring of your system so that issues that arise can be verified and corrected quickly. Open Text can help you with the creation and implementation of monitoring, built around and designed to work specifically with your Open Text software system and infrastructure.

Security Audit: The proactive identification of potential security problems in the configuration and usage of the basic Open Text software environment. Architecture and network access issues, including connection settings, are outside of the scope of this service.

Backup/Recovery and Failover Management: The definition, implementation, and follow-on support of a Backup/Recovery and Failover strategy. The implementation of the strategy is tailored to your Open Text software system and infrastructure.

SLA Consulting: Open Text can support you with the definition and implementation of an SLA.

How to Begin:

For more information about any of these services please contact TechnicalServicesNA@OpenText.com (North America) or TechnicalServicesEMEA@OpenText.com (EMEA).

- **The Premier Support Program is an optional support service that is offered in addition Maintenance Program.**
- **Not all of the Technical Service Options listed are currently available for all OTC product lines.**



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