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ELA Software Optimization Service

Underperforming implemented OpenText software products have impact on your digital value streams. OpenText Professional Services offers clear recommendations on essential improvements, to realize the most value from your investment.

Overview

Our subject-matter experts (SMEs) work with your staff to diagnose the product environments, using the service package diagnosis tools. After diagnosis, we recommend new ways to drive value, increase effectiveness, and accelerate the ROI from your software.

Here's how it works. Our SMEs evaluate a group of key performance indicators (KPIs) per product against our Value Management Office's benchmarks. When we find any underperforming KPIs, we provide a report on their impact and make clear recommendations on how to improve. Addressing these recommendations leads to a better digital factory and IT centers of excellence.

Outcomes and Benefits

The service helps you gain insight into license use and user adoption:

- License usage in terms of concurrent users and max users consumed.

- Environment instance utilization and quality.

- Current active user ratio: user logins over last month vs. total users in the system.

- Current user base using the tool repeatedly and frequently: multiple login users vs. total distinct logins per week.

It also offers:

- Insight into measured software product-specific KPIs for OpenText ADM and ITOM portfolios.

- Benchmark validation of KPI measurements against our customer reference base.

- Recommendations on how to improve.

Service Planning and Execution

Delivery of this Service will not exceed a total of eight (8) days in duration, spread over the period of two (2) weeks and may be performed remotely, onsite, or using a combination of remote and onsite (choose one of the options).

Your resources are estimated to participate up to four (4) days for your SMEs and up to one (1) day for your engagement coordinator and two (2) hours for your management stakeholders.

The total engagement cycle takes two weeks. Within this timeframe, our OpenText SMEs present their recommendations for the diagnosed product. The two-week period includes scheduling the engagement, as your staff must be available to assist our SMEs. The team works with your staff to find the best time within your schedule and OpenText operating hours.

ELA Software Optimization Service Highlights:

Focused Engagement
- Available per product for the ITOM and ADM product group within your software agreement.
- Solution diagnosis with validated value-add KPIs per product.
- Two-week service duration.

Diagnosis
- Software capability overview includes environment overview.
- Generic diagnosis and user adoption for all product-related environments.
- KPI diagnosis for production environments per product.

Report and Outcome
- Measured metric against benchmarks.
- Potential impact to company and investment if not addressed.
- Recommendations for value realization.

Location

You decide whether we deliver the service your office locations or remotely through a teleconference connection.

Lead Solution Consultant

A Lead Solution Consultant (LSC) keeps every part of the service on track: planning, analyzing results, making recommendations, and more.

Subject-Matter Expert Consultant

The SME consultant helps deploy templates, capture data, assist with the analysis, and review recommendations.

Here's a breakdown of the two-week delivery period:

Week 1

Our SMEs provides your SMEs with diagnosis templates. Together, they deploy and run these templates within the solution environments, along with additional data requests. Our SMEs then analyze diagnosis output and make recommendations per KPI. Because they measure multiple KPIs, they also draft a more holistic recommendation.

Week 2

Our LSC provides a report with all findings, impacts, and recommendations. The LSC then discusses and reviews this report with you and your SMEs in a physical or virtual meeting. Feedback from this session may lead to some changes for the final report deliverable. Based on the outcomes, our LSC helps you plan future activities.

Service Eligibility

You, as our customer, must have the following as prerequisite for delivery of this service:

- Ownership and active instances of the required OpenText ADM or ITOM products.
- Access to the instances of the OpenText ADM or ITOM solution, via direct access, and via your SMEs.

Service Limitations

The service is limited to diagnosing one software product as part of its license agreement. One product may have multiple staging and production environments and versions in your setting.

The service excludes:

- Purchasing certificates or licenses.
- Resolving architectural issues for specific OpenText products.
- Resolving stability or performance issues for staging or production environment.
- Performing services beyond the product's license limitations.

Professional Services can accommodate additional digital factory consulting or software product value realization at an additional cost through a statement of work or five-day consulting SKUs. This service also does not include the sale of other OpenText products or support services.

Customer Responsibility

To ensure successful delivery, you, as a customer, must:

- Meet all the service prerequisites.
- Schedule the service within 90 days of purchase.
- Assign someone from your staff to grant all approvals, provide information, provide system access, attend meetings, and help schedule and facilitate the delivery.
- Provide access for our SMEs to your specific OpenText product environments.
- Provide access to your SMEs for assisting the product diagnosis.
- Be able to access OpenText teleconference technology or provide an alternative online meeting capability.

The Professional Services Difference

OpenText Professional Services delivers unmatched capabilities through comprehensive consulting services. These services help drive innovation through streamlined and efficient software delivery. We provide:

- Proven software-solution expertise.
- More than 40 years of experience helping large, complex, global organizations realize value from their OpenText software investments.
- Rich intellectual property and unparalleled reach into product engineering.
- Technology-agnostic implementation approach with no vendor lock-in.
- Education and support services to ensure successful adoption.

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OpenText CEO Mark Barrenechea's blog

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SKU
PS-AB091—Software Optimization Ops Bridge
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