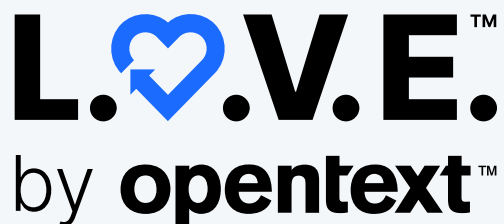


Success Program Management

Strategic engagement to get the most value from your cloud investment



Passionate about helping OpenText customers achieve ideal business outcomes

Success Program Management services include: OpenText executive sponsorship, success planning, tailored workshops, and services orchestration to ensure your OpenText solution is set up for long-term success.

OpenText Senior Strategic Program Managers engage with your business leaders, oversee and cross-functionally govern highly complex projects, and jointly construct a tailored success plan to achieve faster time to value.

Success workshops drive strategic partnerships through interactive, proactive business engagements, delivered in person or virtually. Focused on helping customers maximize the potential of their OpenText investments, these workshops help align business leaders, key staff, and OpenText success teams on desired business outcomes.

Accelerate your success in the cloud

Senior Success Program Manager—Expert-level success program management partnering with your business to deliver on your success goals.

Executive sponsorship—Proactive leadership and engagement ensure strategic alignment and risk mitigation.

Strategic success planning—Bring together your key business leaders with our proven success planning process and best practices.

Tailored success workshops—Drive maximum adoption and develop a joint program plan for long-term success.

Program governance—Ensure the right level of project oversight for your complex implementation and POC for cross-functional communications.

Features and benefits	
Term	12 months
Framework	L.O.V.E.™ by OpenText™
Dedicated Success Program Manager (SPM)	☑
Executive sponsorship	☑
Executive intent workshop	Core objectives, business requirements, and desired outcomes will be mapped out to develop a joint success plan that realizes value.
Strategic customer success plan (CSP)	<ul style="list-style-type: none"> • Documentation and review • Governance and decision-making • Proactive risk and issues management
Implementation oversight	<ul style="list-style-type: none"> • Services coordination and cross-functional oversight • Single point of contact and conduit to OpenText experts • Facilitation of implementation and adoption services
Pre- and post-tailored success checks	<ul style="list-style-type: none"> • Partner/Professional Services coordination and readiness review • Business engagement and adoption planning • Post live communication plan
Success planning workshops	<ul style="list-style-type: none"> • Align business leaders, key staff, and OpenText success teams on desired business outcomes and realizing value • Joint CSP creation with outcomes defined
Program governance reviews	<ul style="list-style-type: none"> • Seamless management of governance, oversight, and coordination across the joint engagement • Cross-functional coordination of business staff and services orchestration • CSP review and updates • Objective (re)alignment and refinement • Value realization discussion
Success roadmap (medium to long-term)	<ul style="list-style-type: none"> • An Art of the Possible Workshop for roadmap creation to extract maximum value and additional use cases from your OpenText solution • Solution roadmap discussion with Product Management and other OpenText experts • Joint success strategy for additional business engagement and rollout

Customer Success offerings

Maximize business outcomes with OpenText and take the guesswork out of success. Realize the full value of your investment by coupling Cloud Success Subscriptions with Success Program Management services to expedite go-live, achieve faster time to value, and ensure long-term success.



[Time to value >](#)

Success Program Management

Executes a cross-functional success program.

Targeted workshops to align teams on the strategy and roadmap to get results.

Focused on speed to go-live and customer ROI.

Captures success criteria and executes to plan with customers.

[> Long-term customer success](#)

Cloud Success Subscription tiers

	Digital Resources	Designated Customer Success Manager	Designated Technical Success Manager
Signature	✓	✓	✓
Premier	✓	✓	
Standard	✓		

Provides success service models that range from digital to fully customized that map your support requirements to our capabilities.

Services include full support for applications and customizations, as well as ongoing success management services to track your adoption, performance, and health as your teams work with OpenText.

Want to ensure the biggest return on your investment?

The OpenText™ Adoption Strategy Development FasTrak closes the gap between technology and people. Coupled with Success Program Management, OpenText's Adoption Strategy Development FasTrak can maximize user adoption, satisfaction, productivity and return on investment. We help you profile your user groups, identify learning methods and objectives, and develop a holistic onboarding plan that will maximize your user adoption.

[Learn more >](#)

Contact us

Maximize adoption and focus on meeting your business objectives. Access OpenText experts to leverage insights into industry, data, and thought leadership. Quickly realize tangible value and drive long-term success.

[Contact us today](#) to find out how Customer Success Services can help you chart your course.