opentext™

Upgrade Assessment FasTrak

Planning for success with experts from the product vendor. Manage risk and access business value opportunities by establishing an upgrade plan.

Benefits

- **Reduced risk**
  Experts and best practices from the software vendor

- **Opportunity**
  Understand how to leverage the upgrade for business value

- **Visibility**
  Understand all aspects of the upgrade plan

- **Vendor services**
  Work with the vendor to ensure peace of mind

Organizations run their business on OpenText. When planning to take advantage of the latest innovations from OpenText, experienced experts are here to ensure a smooth upgrade.

OpenText's Upgrade Assessment fast tracks the upgrade path, bringing clarity to the path forward highlighting opportunities and risks, and how to address both.

Reduced risk: Experts and best practices from the software vendor

Organizations can benefit from OpenText's extensive experience upgrading customer environments in both on-premises and public cloud platforms.

The upgrade assessment brings OpenText's expertise and experience together with the customer's own experts to review systems and dependencies with other leading applications such as SAP® or Office 365®. This pooled knowledge positions the development of an optimal upgrade path tailored for individual business, IT, and risk profiles.

Opportunity: Understand how to leverage the upgrade for business value

The team provides briefings about new capabilities (can replace customizations in some cases) – and how to leverage cloud technology such as containerization, modern storage options, and cloud services.

Service features

- Stakeholder and expert workshops
- Current-state analysis
- Cataloging customizations and integrations
- Workloads and capacity plan review
- Architecture design
- Upgrade plan preparation
- Stakeholder briefing
- Duration: Less than 10 days

Learn more

Blog: To upgrade or not upgrade ›

Visibility: Understand all aspects of the upgrade plan

OpenText consultants provide a recommended upgrade path accounting for all dependencies and strategies within the customer's environment and IT ecosystem. This includes but not limited to assessing workloads, authentication, security, scaling, deployment strategies customizations, integrations, and user interface considerations such as the OpenText Smart View.

IT strategies, along with anticipated platform alignment to business workloads are reviewed and incorporated into the plan as part of target architecture recommendations.

Plan an upgrade with confidence from the product vendor

Organizations demand business results. OpenText does this all the time and can help organizations with their upgrade planning too.

The team have the knowledge and experience to do it right the first time. Intellectual property developed over decades of engagements means methods and tools for efficiency. Combine this with a global team for effective time-zone usage, the project can be accelerated and the risk profile reduced.

Benefit from OpenText's experience, expertise and innovative problem solving implementing, deploying, and managing OpenText information management solutions. As the product vendor, OpenText delivers as one team. Professional Services (PS) has unparalleled access to OpenText's Customer Support, Product Engineering, and Cloud teams who share mutual accountability to customer success and satisfaction relating to products and services. PS is a global organization with more than 4,000 staff.

Related services

- Upgrade services – experts with tools to execute the upgrade
- Migrate to modernize – services to move systems into the cloud
- User Adoption and Change Management advisory services
- Training (instructor led via remote or in-person, or self-paced)
- Managed Services: fully managed or assistive services

To talk to an expert about OpenText solutions and services, please contact ProfServices@opentext.com or visit www.opentext.com/services.

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