



OpenText Premium Support for SaaS

Handbook for SaaS subscribers to Premium Support

Overview

The Premium Support for SaaS services described in this OpenText Premium Support for SaaS Handbook (hereinafter referred to as “Handbook”) are governed by the then-current version of the Customer Terms for SaaS and the applicable SaaS Service Description. In order to receive these services, the OpenText customer (“Customer”) must be a subscriber, through the duration of the service, to one of the OpenText Software-as-a-Service (SaaS) programs. Capitalized terms referenced herein but not defined herein shall have the meaning assigned in the Customer Terms for SaaS.

Customer’s purchase of Premium Support shall constitute acceptance of this Handbook. In the event of any inconsistency or conflict between the terms and conditions of this Handbook and any other negotiated, signed agreement between OT and Customer, this Handbook shall prevail but only with respect to the Premium Support for SaaS services provided hereunder.

Introduction

Premium Support for SaaS provides optional add-on support services for OpenText SaaS offerings for a more personalized and effective support experience. The following offerings are available with Premium Support for SaaS.

SaaS Technology Engineer (STE) Package

The STE package includes a named SaaS Technology Engineer (STE), enhanced target response times through the STE, an annual Adoption Review, and a Support Account Manager (SAM).

The SaaS Technology Engineer (STE) provides the following:

- Work with a named, semi-dedicated SaaS engineer during business hours who will work on SaaS cases for products within a specific Product Center.
 - After-hour and weekend access will be through the Service Operations Center (SOC).
 - A back-up STE is provided when the STE is unavailable, such as during vacation or sickness.
- Familiarity with customer's SaaS environment for more efficient troubleshooting and resolution of cases.
- Partnership with customer's team to provide support with awareness of customer practices.
- Technical advisory and mentoring to help customer achieve business goals with product.
- Prioritized response and follow-up times.
- Support of end-to-end upgrade process, in collaboration with Customer Success.
- Up to 2 days onsite a year to develop a strong working relationship with customer's team and to gain understanding of customer's business requirements and priorities.
- For a higher level of dedication, upgrade to the Solution Support Engineer (SSE) (see description in this document).
- Dedicated to 6 customers.
- Additional services included:
 - Annual Adoption Review.
 - A Support Account Manager (SAM) (see description in this document).

Support Account Manager (SAM)

The Support Account Manager (SAM) is a named, non-technical resource who provides the following support account management services:

- Onboarding and knowledge sharing regarding SaaS resources and processes.
- Hosting of SaaS case reviews.
- Escalation management for severity 1 cases.
- Advocacy for issues important to customer.

- Annual SaaS Support Review, in coordination with the STE and Customer Success.
- Dedication level of 20 customers.
- For a higher level of dedication and more proactive support oversight and coordination, upgrade to an Enterprise Support Manager (see description in this document).

Solution Support Engineer (SSE)

A Solution Support Engineer (SSE) package includes the same benefits as the SaaS Technology Engineer (STE) package but expands the dedication level to 25% of the engineer's time (see STE description in this document). The SSE is staffed from the most senior, experienced engineers and in addition to problem resolution, spends more time with proactive technical guidance.

SaaS Advanced Operations Delivery (available with Dev Ops products)

SaaS Advanced Operations Delivery provides an enhanced level of priority and attention for cases opened with the Service Operations Center (SOC). This service includes the following:

- SaaS cases submitted via the SOC are flagged for priority status and receive expedited target response and resolution times.
- Cases are routed to senior SaaS resources.
- Cases receive ongoing technical reviews to expedite progress.
- Customers are requested to open severity 1 and 2 cases via telephone to receive optimal response.

SaaS Advanced Operations Delivery is included with the Premium SaaS Technology Engineer for Dev Ops products.

Enterprise Support Manager (ESM)

An Enterprise Support Manager is a non-technical support manager for a specific Product Group, who coordinates support delivery to align with customer priorities. In summary, the ESM provides:

- Up to four days onsite per year.
- Business hours availability: local time, Monday through Friday, excluding holidays. A back-up ESM is provided when the ESM is unavailable, such as during vacation or sickness.
- SaaS Advanced Operations Delivery for Dev Ops products (see description included in this document).
- Dedicated to 6 customers.
- Support onboarding and education on usage of SaaS resources and tools.
- Regular case review meetings, and proactive oversight of top cases to ensure they are progressing
- Quarterly business meetings, documenting of a customer support plan, and support reporting.
- Escalation management to advocate for customer issues with OpenText leadership and technical organizations, coordination of support resources, and status updates to customer for critical issues.

You may purchase a Premium SaaS engineer package, support account management package, or other services for as many Product Centers or Product Groups as needed, for different geographies, countries or time zones, and for different organizations in your business. Customizations may be available as agreed by the parties in writing.

Terms

To be eligible to purchase and receive Premium Support for SaaS, you must have an active subscription for the OpenText SaaS offering for which Premium Support is purchased. Other support services for OpenText SaaS offerings shall be as described in the applicable SaaS Service Description.

Premium expires 12-months after purchase; or for multi-year contracts, at the end of the period for which payment has been received. Renewals that are not paid on time are subject to a late fee of 1.5% per month of the annual value of the Premium contract.

OpenText reserves the right to charge at a daily rate for any additional work over and above the service package pricing that may result from extra time dedicated to the customer.

Premium Support for SaaS may not be available for all OpenText SaaS offerings in all regions. Each order will be reviewed to determine if OpenText can deliver the relevant service; if not, you will be notified accordingly.

You can request additional or different services, if available and at additional cost, through a statement of work. Staffing for all resources is based upon availability.

Hiring of Employees.

You agree not to solicit, or make offers of employment to, or enter into consultant relationships with, any OpenText employee involved, directly or indirectly, in the performance of services hereunder for one (1) year after the date such employee ceases to perform services under the terms of this addendum. You shall not be prevented from hiring any such employee who responds to a general hiring program conducted in the ordinary course of business and not specifically directed to such OpenText employees.

Learn more at

<https://www.opentext.com/support/premium-support>

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).

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