OpenText Launch Service for Partners

Get expertise to deliver your OpenText Content Management projects

Benefits

- Integrate information management into SAP

- Go live faster with a proven best practice solution

- Enable staff with training, documentation, and a user adoption strategy

- Reduce risk with OpenText experts

Clear and efficient scoping and implementation is key to project success. Partners leveraging OpenText™ Content Management (Extended ECM) solutions can benefit from expert guidance, best-in-class delivery, and comprehensive roll-out support.

As a valued partner, we understand the challenges you face in delivering high-quality solutions to your customers. Maintaining trained and experienced experts for implementation projects can be difficult, but with OpenText Launch Services, you can boost your success rate, reduce project risks, and deliver comprehensive solutions that delight your customers.

Including OpenText™ Professional Services is a critical step in mitigating your project risks, reducing escalations and margin erosion. OpenText Launch Programs feature a pre-set project scope aligned to common project profiles. They provide a suitable pathway to guide you through these challenges, ensuring your projects are delivered on time, within scope, and with reduced risk.

Whether you're looking to build a comprehensive content management solution or want to enhance project support, our OpenText Launch+, OpenText Launch, and OpenText Launch Assist offerings provide a tailored approach to ensure each project is equipped with the most suitable expertise for your success.

OpenText Launch+	**OpenText Launch**	**OpenText Launch Assist**
Realize your customer's full use case colution	Start your customer's journey with OpenText	SI excellence with an assisted delivery
Cost	Cost	Cost
Effort	Effort	Effort
Risk	Risk	Risk

Accelerate and reduce risk with experts from the vendor

OpenText Professional Services has been delivering solution extensions integrated with SAP® since the late 1990s. We apply extensive SAP business process knowledge and solution experience to every project. Benefit from our experience and project accelerators to achieve your solution goals sooner and with less risk.

As the product vendor, OpenText delivers as one team with unprecedented access to Cloud Services, Product Engineering, and Customer Support to optimize your experience. You benefit from experts across the organization with shared mutual accountability for customer success.

OpenText Launch+ for comprehensive project success

OpenText Launch+ is our recommended offering, designed for projects requiring a fully scoped content management solution. It emphasizes and delivers our best-practice implementation and enablement to meet the complete needs of your customer.

- **Seamless integration:** Full configuration and integration with your customer's system, ensuring maximum usability and compliance on day one.
- **Enhanced automation and governance:** Additional reporting for improved visibility, automated document generation, and digital signatures for a complete document lifecycle.
- **Change management enablement:** Adoption strategy workshop prepares the customer's change management team.
- **Comprehensive rollout support:** Content loading, a soft launch option to test adoption strategies, and support for the final rollout.

OpenText Launch for focused project delivery

If you're looking for a foundational project approach, OpenText Launch provides the essential services to get your customer started with content management integration. This scope suits organizations with more limited needs, such as pilot systems.

- **Cost-effective and efficient:** Basic integration and configuration for your customer's content management system, with key functionality for immediate needs.
- **Team enablement and training:** Includes access to formal product training for one business admin.
- **Smooth go-live:** Assistance for go-live, including guidance and support for business administrators, ensuring a successful project start.
- **Flexible for future growth:** Includes a Value+ workshop post-launch to guide your next steps and ensure a pathway for further development.

Deliverables of OpenText Launch and OpenText Launch+ at a glance

Delivery	OpenText Launch	OpenText Launch+
Integrate and configure		
Seamlessly **integrate OpenText Content Management capabilities** into your existing solution	✓	✓
UI integration in existing solution	✓	✓
Configuration of one business scenario	✓	✓
Reporting to support process decisions		✓
Records management rules for legal compliance		✓
Digital signature to support digital-first' posture		✓
Document templates to automate document generation	✓	✓
• Additional document templates		✓
Content loading to populate system with documents		✓
Enable		
Enabling project team to support usage	✓	✓
Formal training for 1 business admin (training subscription)	✓	✓
• **Adoption strategy** workshop for your change team		✓
• **Additional training** for a second expert		✓
Go-live		
Go-live for business users with support for administrator	✓	✓
• **Additional rollout** to support "soft launch"/phases		✓
Value+ workshop to recommend steps to grow value	✓	✓

OpenText Launch Assist for expert project support

For partners with staff trained on implementing the product who want to bring OpenText's unique experience and knowledge into their cloud projects, OpenText Launch Assist provides a lighter, yet impactful level of support. This tier is perfect for projects needing expert checkpoints and recommendations to enhance delivery quality.

- **Expert guidance at critical checkpoints:** Receive guidance at five key stages: planning, design preparation, design review, build review, and go-live preparation.

- **Change management enablement:** Includes an adoption strategy workshop to support the customer's change management strategy.

- **Learning and enablement:** Includes an OpenText Learning subscription for one person to access formal training and resources.

- **Build and go-live support:** Up to 24 hours of support for cloud service requests during the build and eight hours of go-live assistance to ensure project stability.

- **Drive business value expansion:** Includes a Value+ workshop to assess and explore opportunities for business value expansion.

Do you have additional requirements?

While OpenText Launch+ is comprehensively scoped, OpenText can propose a project aligned to your specific needs with some pre-scoped add-ons and custom scoping where necessary. Contact your OpenText services representative to get the right project for your needs.

To talk to an OpenText expert about our solutions and services, please email profservices@opentext.com or visit opentext.com/services.

opentext™