Reach higher

and grow with OpenText Customer Support

opentext™

Table of contents

Ascend...

Mountaineering pioneer George Mallory spent his life preparing for and attempting to be the first person to climb the world's tallest mountain. When asked why he was so determined to climb Mount Everest, "because it's there" was his simple response. The mountain was something to be tamed—a world wonder to be defeated— and he gave everything he had in his attempts to beat it.

Nearly 100 years later, that drive for greatness—to be the best—remains a massive part of our customers' motivations. The world's top companies trust OpenText to help them innovate faster, earn more, and take their information further than anyone else.

At the base of that trust is OpenText Customer Support, the worldwide team that serves as customer lifeline, guide and confidant. Read on to learn how our customers grow with OpenText Customer Support and ascend their next horizon.

"Because it's there."

> "Key to success were the multi-facetted adoption measures (one-time classroom education, in-production business hotline, one-week floorwalking post go-live) and the communication measures planned and performed along all management ranks in the organization..."

Markos Dolopikos
Principal Officer,
IT Black Sea Trade and
Development Bank

Ascend
with guidance

Embarking on a major project without planning or prior experience is a recipe for disaster. Luckily, OpenText Customer Support will lead you through your implementation and help you plan for the future. Self-service resources like our Champion Toolkit documents and installation, administration and troubleshooting guides will start you down the right path, and Professional Services resources can be engaged if/when needed. Once you're set, our products follow published roadmaps and a consistent lifecycle so you can keep planning and surging forward.

Leave no one behind

Like a fear of heights, change can be a scary thing. Let us work with you to build a system that achieves your business goals and completely hooks your users. Our customer service experts have helped millions of users harness the power of OpenText software; they are familiar with the needs of both business and user and have the experience to understand the necessary harmony that exists between functionality and usability. With the proper execution of a system plan and help from our user adoption resources, you'll have your entire organization pulling together.
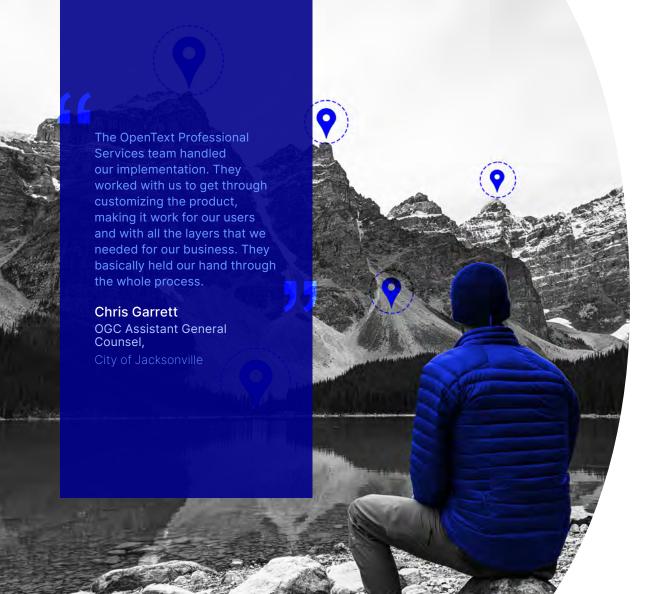
Ascend
with confidence

The sure footing of security and confidentiality comes standard with every OpenText product, service, and interaction. Uncompromising security, which has made OpenText a leader in information management and business transaction software, is at the foundation of everything we do, including customer service. We develop and maintain all products and solutions with security in mind—from the initial stages of their concepts, designs, deployments and beyond. In this respect, OpenText injects security principles and ideals into all stages of the product and service lifecycle.

Rock solid support

Trust our agents and support technicians to handle your information with care and discretion, and to provide you with the information you need to make important decisions. OpenText support ensures you have access to all updates, including those that bolster security and enhance privacy. OpenText offers you full support and protection through a development process that includes rigorous controls over the quality of our product source code. Count on OpenText Customer Support to leverage that advantage, and do everything we can to allow you to focus on what matters most—your business.

"We have been a rapidly growing company, so we really have to focus on being able to deliver the same service to all of our clients. We feel comfortable that OpenText can assist us in our growth and that we can handle the necessary volumes going forward."

Gerrard Lennox
Manager,
Software Engineering,
Capitec Bank

> "The OpenText Professional Services team handled our implementation. They worked with us to get through customizing the product, making it work for our users and with all the layers that we needed for our business. They basically held our hand through the whole process.

Chris Garrett
OGC Assistant General Counsel,
City of Jacksonville

Ascend
with a plan

When it comes to the management of your information and privacy, you cannot afford a leap of faith. Planning in the form of preparation, research, practice and assessment is required for any successful project. Your leadership, peers, employees and customers will not accept anything less.

Whatever your project, OpenText Customer Support will help you avoid potential obstacles and identify your path to success. Training, consultation and demonstration options including OpenText Learning Services Voyager Academy, Consulting Services, Beta Programs and Product Labs are customizable, scalable, interactive, on demand, and user tested. Training can be arranged for in-person or online delivery, and is developed by OpenText certified product experts with feedback from industry peers.

Never stop climbing

For existing implementations, our upgrade assessments, product roadmaps and resources like the Champion Toolkit will help you plan and execute a successful upgrade project.

Plan for tomorrow and count on success.

Ascend
with the right tools

Just as each cliff face and mountainside bears its own personality and challenges, each implementation project presents unique dependencies and considerations. So too does every customer have specific outcomes, needs and expectations. Whatever you need, OpenText Customer Support possesses the tools to help you succeed.

Many of our tools reside on the OpenText Customer Service Portal. Not only is that where you will find product downloads and manage your account, but it offers at-the-ready Knowledge Base articles, product documentation and video tutorials. It also serves as the gateway to our user community, which includes live webinars, forums full of community members like you, development updates and links to even more resources.

Trust your lifeline

If you can't find a solution on your own, our support team is ready to help. Open, manage and even escalate tickets on the Customer Service Portal or reach out to a Live Chat agent.

"OpenText understood our business model and already had the tools in place to execute this project. It is a really good partnership.

Susan Karr
EDI Analyst,
method

Ascend
with care

> *Our relationship is totally different with OpenText. We have good cooperation, and OpenText is more than willing to support us in our business. That is very important to us. As the sponsor of this project, I never heard any complaints about the service from OpenText. In fact, the opposite was the case. If ever there were an issue, it was reported back to me that the OpenText support was excellent.*

Olivier Stolz
Senior Director, Operations and Services,
Lufthansa Systems

From the time he first laid eyes on the North Col in 1921, George Mallory was convinced it was a surefire route to the summit. Like Mallory, OpenText believes that every summit is surmountable if you just keep climbing.

OpenText's ascent to an ever-higher standard of customer service is guided by our Voice of the Customer (VoC) program. By listening to customers, analyzing feedback, and implementing action plans, OpenText challenges itself to reach new heights of innovation, performance, and customer experience.

Customer-led, need driven

By putting customers at the center of everything we do, OpenText has become a world leader in Information Management. OpenText technology is used by our customers to perform lofty work that may help save lives or reduce the use of natural resources, to combat ransomware attacks and help police identify criminals.

Together we have reached incredible heights and the work that our customers perform every day continues to be a source of incredible pride. Your next summit lies ahead, and the future has never looked brighter.

Ascend
when you need

The nature of modern business is global. It's around the clock. It spans cultures, languages, countries and more in the face of ever-changing landscapes, natural disasters and the news of the day.

Modern business never slows down, and neither does the information you manage. That's why OpenText Customer Support is available for you when and where you need it. Our Customer Support professionals are responsive, attentive and understanding of customer timelines. They are your partners in technology, and your partners in success.

Your pace, your progress

You can also count on your products thanks to a 5-year support lifecycle that gives you flexibility and control over your implementations and information technology plans. Iterative, continuous development of our products ensure features and performance keeps up to changing needs and expectations over time, and Extended Support options provide you with even more room to breathe. We do everything we can to align with your schedule and allow you the time you need to plan and execute your software projects.

"When you have an issue, responsiveness is key... no one wants to be stalled from getting their work done because of technical issues. This is an area where OpenText excels—they're responsive and they help drive to a resolution as quickly as possible so work can resume. I'm happy with the support they've provided, as are our engineers."

Rabih Mneimneh
IT Manager of Global Virtualization and Remote Computing,
AMD

Ascend
to summit

I n business, the pinnacle of success is more than just one mountain. Success is a series of summits, goals to reach and competition to conquer. We take this journey alongside you and provide the guidance, tools, care and confidence to make it as smooth and predictable as possible.

Our cloud-native deploy anywhere solutions are transforming modern work, empowering many of the most innovative organizations in the world. Whether you are exploring new OpenText products or adding functionality to existing solutions, you can advance with confidence knowing that OpenText Customer Support will be there for you, whether on or off cloud.

Never alone

At the base of any great undertaking is the unwavering support of a determined and resourceful team. The Mallory family carried on the mountaineering pursuits of their ancestor George with ceaseless ambition. By trusting in the support that surrounded them, they tackled the seven summits and made history as the first family of four to conquer Everest.

Trust OpenText Customer Support and our total commitment to customer success, and take aim on your next horizon.

> "Using the broad capabilities of OpenText, we've seen a reduction in business proposals processing times and improvements in our customer relationships. The beauty of OpenText is that they continue to innovate. We view ourselves as being state of the art, and OpenText is helping us to reinforce our brand and reputation."

Markos Dolopikos
Principal Officer,
IT Black Sea Trade and Development Bank

Reach out

For more information about OpenText Customer Support and the programs we offer, visit us at opentext.com/support or contact us at supportprograms@opentext.com.

twitter.com/opentext

youtube.com/user/opentextcorp

linkedin.com/company/opentext

flipboard.com/@OpenText

OpenText, The Information Company, a market leader in Information Management software and solutions, enables enterprises to manage, leverage, secure and gain insight into their enterprise information, on-premises or in the cloud. For more information about OpenText (NASDAQ/TSX: OTEX), visit www.opentext.com.

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