

## SERVICE OVERVIEW

# OpenText Application Managed Services

Focus your IT on business imperatives, leave management of the OpenText application to the vendor that developed it



 **Increases productivity—**  
enhanced availability

 **Enables agility—**  
free up resources

 **Enhanced security—**  
reduce risk

 **Provides accountability—**  
let OpenText take the responsibility

**As Information Management (IM) becomes increasingly key to business strategies, it is vital that companies have the necessary skills to maximize the impact on their organizations. With IT departments under increasing pressure to deliver, it makes sense to engage an experienced service provider with direct access to the application developers who can help you achieve your business objectives.**

Regardless of where you run your solution (on-premises, OpenText Cloud, 3rd party cloud or private cloud), turn to the experts to manage your OpenText Application.

OpenText Managed Services securely manage, monitor and optimize IM solutions regardless of complexity, implementation type or level of customization:

**Manage** the OpenText business application solution to help the business fully leverage the solution and achieve their business objectives.

**Monitor** the solution following ITIL best practices and observing system health in order to proactively prevent incidents, and to minimize the impact on your business users.

**Optimize** the service through review of usage trends, understanding your business and working to address evolving needs to further improve solution adoption by the business user community.

**"My experience with the OpenText Managed Services team has been very positive. They know my environment and quickly bring the right resources to resolve any problem we have faced."**

Jonathan Ruffin  
Application Developer  
PJM Interconnection

## Why OpenText Managed Services?

- We are the world's experts in IM—we develop, deploy and manage thousands of business solutions using our technology for organizations around the world in every industry sector.
- Professional Services benefits from unparalleled access to the rest of the OpenText teams (such as Services, Support and Engineering) on a global basis allowing for valuable proactive strategy planning and management along with swift resolution of incidents to help meet SLAs.
- We have decades of experience with managed services delivery to thousands of customers. We manage all types of systems and implementations, no matter how complex or customized.

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OpenText Managed Services experts are ITIL certified providing preventative monitoring and proven action plans with global 24/7 on-shore and off-shore staff coverage models.

As the product vendor, our teams excel in procedures for patching and upgrading applications to maximize the benefit from product enhancements.

Our technical staff are 100% certified on not only the latest OpenText product releases, but also technologies, such as Kubernetes, Docker and Containerization.

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## Managed Services key benefits

Productivity	Highly available system for the business
Agility	Rapid business solutions
Security	Reduce risk with expert managed system
Compliance	Meet industry and corporate standards
Accountability	Single organization responsible for service delivery
Cost Reduction	Savings through scalability, tools and best practices

**"We transferred the cost to Managed Services, but, at the same time, the level of service and expertise is much higher than we would have with our internal resources."**

Jonathan Ruffin  
Application Developer  
PJM Interconnection

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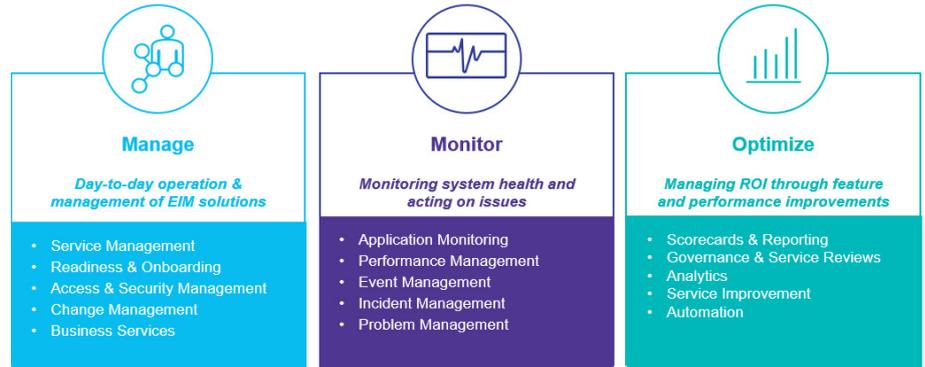
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## Highlights of the Program

OpenText Managed Services securely manages, monitors and optimizes enterprise information solutions regardless of complexity, implementation type or level of customization.



## Get the right level of assistance

**Choose your level of Assistance of application management, whether you need a full Managed Service or just assistance with your current implementation, we can tailor a solution to meet your needs.**

Key Performance Indicators (KPIs) used to measure and assess service performance is tailored to customer needs

- Solution availability & availability management
- Incident management; response & restoration
- Problem management; root cause analysis
- Change & release management
- Business services



Please contact [ProfServices@opentext.com](mailto:ProfServices@opentext.com) for a meeting with the OpenText team to discuss your requirement and talk about how you can benefit from a Managed Service with OpenText.

Have the Information Company manage your solution.

## About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: [opentext.com](https://www.opentext.com).

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