opentext™

The Information Company™

Notifications – SAP Production

Support Handbook

Welcome to Customer Support for Notifications

The purpose of this handbook is to provide guidelines and reference information that you will need when requiring support from OpenText. Specifically, our goal is to provide an overview of support and to help you utilize support effectively.

Please review this handbook carefully. It contains important information regarding your OpenText support.

Contents

Support Pledge

OpenText's pledge is to use our years of experience in the industry to deliver services for your benefit. The people in our Customer Support Center are dedicated, experienced, and skilled professionals who aim to ensure your satisfaction each time you call or email us for support. They are eager to help you in all facets of support whether it be solving your problems or answering your questions. Their goal is to ensure you operate productively and effectively to maximize your investment in our messaging services.

Support Overview

Our support is intended to supplement your skills in the use and operation of our services. As such, you have access to support professionals for help with services specific operational issues. From our Customer Support Center, you receive the following:

- Phone and email support
- Online ticket submission
- Access to online Customer Portal (self-help)
- Account administration
- Message tracking
- Notification of system outages
- Training on service and self-help tools.
- Problem analysis and resolution

Our Customer Support Center comprises a team of individuals who work together to provide dependable and timely resolution to your inquiries. For complex problems, our team has access to the experts in our Development, IT Operations and Management teams. Therefore, you have access to the right level of our expertise when you need it.

Maximizing your Support Interaction

Your technical contacts should be knowledgeable of your operating environment in order to help resolve issues. As such, they have an in depth understanding of the mail service and are comfortable with application usage enabling them to support your business processing.

How to Reach a Support Representative

Phone

> To reach a support specialist, please reference the contact numbers provided in Appendix A. It is critical that your call be directed to that number, not to an individual's phone number or extension. Directing your call to the correct number ensures that your request for assistance will be handled promptly and in accordance to our policies and practices.

> You will receive a reference number for each call to support, which should be used for all subsequent follow up on the issue. Using your reference number will help support track your issue quickly.

> Phone support is available 24 x 7 x 365.

E-mail

> To reach a support specialist by e-mail, please reference the contact email addresses provided in Appendix A. It is critical that your correspondence be directed to that e-mail address, not to an individual's e-mail. Sending your correspondence to the correct e-mail ensures that your request for assistance will be handled promptly and in accordance to our policies and practices.

> When your issue is received by our contact center, you will receive a notification email confirming receipt. If you wish to follow up on your issue, it is strongly recommended that you reply using the same subject line.

> Email support is available 24 x 7 x 365.

How to Report a Problem

Be sure to include the following information as appropriate when you contact us:

- Company and contact name
- Contact phone number
- Contact e-mail address
- User ID
- Submission method
- Job number or transaction IDs
- Date and time the event occurred, or data was sent, as accurately as possible
- Detailed description of the problem

Before contacting support, please take the necessary steps documented below. These steps are critical to solving problems, answering questions and addressing issues quickly. Preparing for contact with support will help ensure that the support specialist has the information required troubleshoot the issue.

- **Define the problem:** Be as specific as possible by providing details and clearly articulating the problem.

- **Gather information:** Error messages, notifications, alerts, etc. serve as vital information in the problem solving process.

How the Support Submission is Acknowledged and Assigned

Whether you submit your request via email or telephone, you will be assisted by a support specialist who will make every effort to respond to your request per the guidelines below. Our initial response to your inquiry might resolve your request for support or it might form the basis for more in-depth investigation. If more in-depth expertise is required, your support specialist will escalate the issue to the department or team member having the required expertise.

How Support Prioritizes the Issues Based on the Problem's Severity Level

Once a support specialist analyzes the issue, he or she will assign a severity level to the problem based on the information you provide. This severity level helps drive the prioritization of issues in our Support organization. As such, severity level is assigned with great care, so that support specialists are solving the most severe issues first and foremost.

The following table provides a description of severity levels:

Table 1. Severity Levels

Severity Level	Definition	Initial Response/ Escalation
1	Service impairment impacting all platforms and service applications	< 10 minutes
2	Service impairment impacting multiple platforms and service applications	< 15 minutes
3	Service impairment impacting a single platform or service application	< 1 hour
4	Service impairment impacting a single user	< 24 hours

How Support Responds to Technical Questions

Support specialists are available to research and respond to your issues and questions. They may provide assistance by discussing the issue with you, referring you to the appropriate documentation, or helping you access the self-service section of the Customer Portal.

How to Escalate an Issue

Our emphasis on achieving superior support cannot be overstated. You may request an escalation at any time. If you believe we are not honoring our policies and practices or meeting our commitments, you may ask to speak with the manager. You may also escalate your issue to the contacts provided in Appendix A.

If the manager determines that the support staff is not following policies and practices or failing to provide adequate support, the manager will ensure that the issue receives the prompt attention and proper focus.

Optimizing your Internal Efficiency

To boost your staff productivity and effectiveness with our services and the Customer Portal, you need to ensure your staff has the skills and training to operate the services within your environment. The following section outlines responsibilities that will help you plan for and assign your staff's daily tasks and projects.

Training

Our standard training session, which is included in your setup, is a one-time session conducted over the phone. During this session a support specialist will review basic screens and functions in the Customer Portal. We encourage you to cross-train personnel to prevent any problems created by sudden staff unavailability. If you hire new staff, you are responsible for training them on how to use the Customer Portal and how to engage support.

We encourage you to use the Customer Portal whenever possible. Our staff may assist you by referring to this resource which can save you considerable time and improve your overall operations efficiency in many cases.

Third Party Software

Third party software that interacts with our services is not considered part of our offering. Thus, we do not have the in-depth technical skill to diagnose third party software problems. We will refer you to those third party software vendors for technical support when we diagnose the problem is not with our service.

IT Infrastructure

It is your responsibility to configure, monitor and maintain an IT infrastructure (computer, operating system, communications network and software, printers, integration into backend systems, etc.) that enables connectivity. An IT infrastructure is not considered part of our service offering; therefore, we do not have in-depth technical skill to diagnose IT infrastructure problems. When we diagnose the problem to be specific to your IT infrastructure, we will refer you to vendors or your IT staff for technical support. We can assist you with troubleshooting of some configuration issues by providing logs and network traces.

Incident Management

Incident Management Overview

To maintain security and support mission critical processes for customers, OpenText is focused on ensuring all risk is minimized. Thus, we employ a well-defined and proven Incident Management Process that is invoked immediately when an incident causes a breach in security or a service disruption impacting multiple customers.

Incident Management Process

The Incident Management Process includes three teams:

- Incident Notification Team

- Incident Investigation & Resolution Team

- Post Mortem Team

The Incident Notification Team will assess the impacted customers in ten to fifteen minutes after a problem is encountered. A written notification is delivered to impacted customers within twenty to thirty minutes after a problem is encountered.

The Incident Investigation & Resolution Team performs the following functions:

- Assess scope of problem

- Assemble subject matter experts

- Establish plan for problem resolution

- Execute plan for problem resolution

The Incident Notification Team and the Incident Investigation & Resolution Team work simultaneously and in harmony to ensure that customers are provided with periodic status updates and that the problem is resolved as quickly as possible. Upon resolution, the Post Mortem Team is engaged.

During the incident, the focus is on problem solving. Problem solving is not the same as root cause analysis. Thus, at the conclusion of an incident, we facilitate a Post Mortem Review. This review involves all incident participants to assess the successes and failures of the way in which the incident was handled, identify root causes for failures and create an action plan to mitigate risks for a reoccurrence in the future.

Failure to perform a thorough analysis results in an action plan that has little to no value. As a result, we focus on performing analysis work correctly the first time. Thus, adequate time is allocated to finding the specific source(s) that created the problem. It is only through identification of the source(s) that effective action(s) can be taken to prevent recurrence of the situation.

Incident Summary

Upon completion of the post mortem, an Incident Summary is created to provide an overview of the incident and a summary of the required actions to mitigate risks for reoccurrence. A copy of the Incident Summary is available upon request. To ask for a copy, please telephone or email a support specialist with your request for the summary document.

Appendix A- Escalation Contacts

Support Contacts

The contacts provided should be called in the order listed, starting with Customer Support.

Title	Contact Number	Email Address
Customer Support	EMEA: +353 23 8869955	sap_css@opentext.com
Brice Pierlot, Supervisor	(O) +353 23 886 9901	bpierlot@opentext.com
Customer Support EMEA/APAC		
Michel Colaci, Senior Manager	(O) +353 23 88 69886	mcolaci@opentext.com
Customer Support EMEA/APAC	(C) +353 86 04 72078	
Brad Lovell, Senior Manager	(O) 1-678-823-4482	blovell@opentext.com
Customer Support	(C) 1-678-237-3911	
Steve Worthy, Director	(O) 1-678-823-4449	sworthy@opentext.com
	(C) 1-678-371-1312	

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: OTEX, TSX: OTEX), visit opentext.com.

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