OpenText Premium Dedicated Support Engineer (DSE)

A dedicated full-time support engineer, providing technical guidance and problem resolution

When you need the best possible care of your complex environment, turn to OpenText Premium Support. With Premium Support, you get people on your side who are as immersed and invested in your world as you are. The leading experts in the industry become an extended part of your team. Build a team of named and dedicated support experts that understand your business—helping you to optimize even the most complex software environments and resolve issues quickly if they arise.

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Your Premium DSE Package Includes the Following Coverage and Primary Responsibilities

Coverage
- Custom support tailored to your needs
- Business hours availability, plus prioritized handling 24 x 7 x 365 for severity 1 issues
- Prioritized target response time of 15 minutes for severity 1, and 1 hour for severity 2 incidents during business hours
- Dedicated to support 1 customer
- Access to a Support Account Manager, who supports up to 20 customers
- 4 days onsite, 1 day remote/week (full-time remote resources are also available)

Primary Responsibilities
- Your designated Premium DSE will:
  - Be your full-time OpenText partner
  - Develop and in-depth understanding of your product environment and implementation
  - Act as your single point of contact, providing technical guidance and owning problem resolution for support incidents opened for you within an agreed product area
  - Provide deep technical expertise on products included in this product area, and facilitate issues outside this area as needed
  - Provide fast updates on open incidents
Support That Steps Up to Today’s Business Challenges. That’s Premium Support


- Develop a strong working relationship with your team, and work closely with them and OpenText experts to resolve issues quickly and efficiently
- Tap into OpenText backline and engineering resources as needed; and submit enhancement and defect reports as required
- Provide a centralized understanding of your incidents and their causes, and recommend strategies for reducing the risk of recurrence
- Apply best practices to help you minimize operational risks and avoid common pitfalls
- Offer technical support mentoring to increase your team’s knowledge
- Provide product roadmaps to inform your future plans and to assist in upgrade and migration planning
- Act as a strategic partner in developing plans to proactively improve and maintain your software investment
- Participate in consultative project teams to represent supportability needs and best practices
- As agreed, perform operational tasks to free up capacity within your IT team

Your designated Premium SAM provides:
- Onboarding and education on support resources and processes
- Quarterly incident reviews
- Escalation management for severity 1 incidents
- Advocacy for issues important to you

Description of Premium DSE Package Key Benefits

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<th>What</th>
<th>How</th>
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<td>Premium Onboarding</td>
<td>Your SAM will provide a personalized welcome package and host a conference call to introduce your Premium DSE. During this process, the SAM will review all details pertaining to your OpenText Premium Support contract and will educate you on available support resources and processes. Your SAM will also provide you with an annual Support Summary Report.</td>
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<td>Focused, in-depth problem resolution</td>
<td>Your DSE is on site, immersed in your environment; and this proximity to and familiarity with your environment enables them to prevent most issues from occurring, and to resolve any issues with speed. They will partner with your team, and leverage ties into the OpenText backline and engineering teams to give your issues the priority they deserve.</td>
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<td>Experienced, expert technical guidance</td>
<td>Your DSE will take a proactive approach to providing technical guidance that ensures your environment is configured optimally to maximize business continuity. With full participation in your project planning, critical patch and maintenance practices, as well as best practice advice and planning, you will realize the benefits of having an experienced, expert engineer personally overseeing your environment.</td>
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| Enhanced response times and priority handling after-hours and weekends | You will receive the following prioritized target response times when opening an incident during business hours with your DSE:  
  - Severity level one: 15 minutes  
  - Severity level two: 1 hour  
  After-hours/weekend response:  
  - Severity level one: 1 hour |
| Incident management and advocacy | Your SAM will host quarterly incident review meetings to ensure your incidents are progressing and to review your support experience and make any adjustments. Your SAM will also be your advocate for any issues important to you. |
| Escalation Management       | Your SAM will manage the escalation of any Severity 1 incidents to ensure OpenText management and all needed resources are engaged and to keep your management team updated on progress. |

OpenText Premium Support
Software environments can be complex. In today’s fast-paced IT climate, having someone you can trust and who understands your software configuration can make all the difference. OpenText Premium Support gives you named and dedicated support personnel who really know your IT environment. A flexible blend of problem resolution, technical guidance and strategic support personnel that champion your success and ensure you’re getting the most out of your software investment.

Contact Us
Contact us today to learn about the Premium Support difference.