

SaaS Flex: Flexibility and High Value for Service Management Automation X (SMAX) Customers

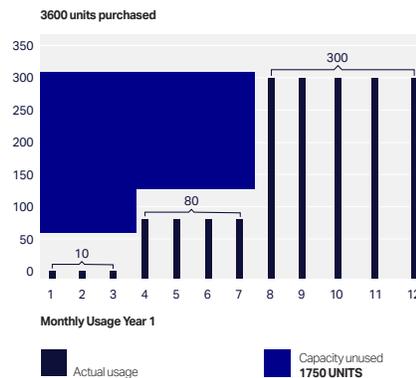
SaaS Flex allows you to consume your OpenText Software as a Service (SaaS) solutions as you want and when you want. As your business grows, your SaaS subscription consumption needs change. Rather than locking you into a fixed-term configuration and a rigid contract for SMAX or each OpenText SaaS product, SaaS Flex lets you adapt your SaaS usage to your evolving business needs.

Why SaaS Flex

OpenText™ SaaS Flex offers you flexibility and value, without the risk of a fixed contract:

- Flexibility in consumption:** Your usage of the SaaS subscriptions is determined by your business needs, and is adjusted according to changes in needs over time. Rather than locking you into fixed-term contracts for each product you use, SaaS Flex lets you scale your usage up and down across the entire SaaS portfolio.
- Low-risk adoption:** As your business grows, you might want to try out new services and onboard your teams gradually. SaaS Flex allows you to adopt new services as you need them. As a precondition for successful SaaS Flex delivery, the Flex model includes SaaS Premier Support. SaaS Premier Support provides customers with the highest level of support services from OpenText™, including named Customer Success Manager, 24x7 technical expert support (including weekends), coordinated upgrades, and quarterly customer satisfaction reviews
- High value:** SaaS Flex lets you choose which SaaS products each team member needs to use, and allows you to change products as your business needs vary over time.

SMAX SaaS Standard Model



SMAX SaaS Flex Model

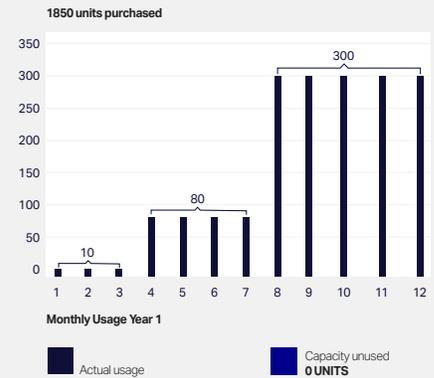


Figure 1. Value of Flex vs Standard model

How Does SaaS Flex Work?

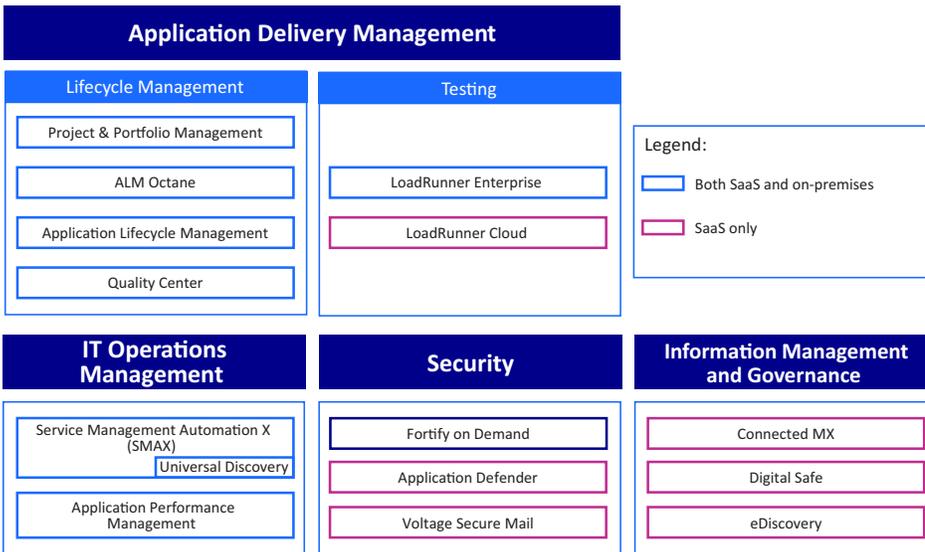
With SaaS Flex, you can mix and match your SaaS subscriptions within a single SaaS Flex contract. Over the course of the prepaid SaaS Flex contract, the consumption is deducted from the available SaaS Flex Credits.

Determining the SaaS Flex Credits

The OpenText™ SaaS Flex Credits equal the payment you make to OpenText at the start

of your SaaS Flex agreement. Each month, OpenText calculates your usage and adjusts the available SaaS Flex Credits accordingly.

To determine the available SaaS Flex Credits, you choose to include the SaaS products that you intend to use, as well as products that you might want at some point later on, even if you do not intend to use them right now. You can then choose how long you would like the SaaS



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Figure 2. OpenText SaaS Solutions (Note: SaaS Flex agreements are contract-dependent, and may not necessarily contain all of the products in the diagram)

Flex agreement to last. Based on this information, your sales representative will help you calculate the SaaS Flex Credit structure required for your SaaS Flex agreement.

Monthly Consumption

Seven days before each month starts, the OpenText customer success manager will work with you to help you determine which SaaS services you intend to activate, deactivate, or continue using. The SaaS Flex Credit is adjusted at the start of each month according to your proposed consumption for that month. This process determines the available SaaS Flex Credits that are consumed each month.

Getting Started with SaaS Flex

SaaS Flex provides your organization with the choice and flexibility to consume SaaS solutions in the way that your business requires. To get more information about SaaS Flex, and to start enjoying the benefits that SaaS Flex can bring to your business, contact your sales representative today.

Software as a Service Products and Solutions

Application Delivery Management

Lean, Agile, and DevOps optimized solutions that help you release software faster with high quality, performance, and security at every stage of the application lifecycle.

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