

# Support That Steps Up to Today's Business Challenges—That's Premium Support

When you need the best possible care of your complex environment, turn to Premium Support.

## Premium Support at a Glance:

- Faster time to resolution
- Minimize downtime
- Manage complex hybrid IT environments
- Turn your software investment into value

## ■ Products:

Named Support Engineer  
Solution Support Engineer  
Dedicated Support Engineer  
Technical Account Manager  
Enterprise Support Manager  
Flexible Credits

## Premium Support

With Premium Support, you get direct access to both business and technical dedicated senior support experts, who will learn the nuances of your specific software environment to provide you with personalized, strategic support. You will receive faster responses, shorter time to resolution, escalated priority, and proactive, tailored support. Select the type and level of engineer you need, add account management, and experience the Premium difference.

Time to resolution is business critical. When a support issue arises, you need it resolved immediately to minimize business disruption. Premium Support gives you direct access to our most experienced support engineers, with deep technical expertise to resolve your most challenging issues with speed. These engineers are dedicated to a limited number of customers, ensuring they gain an in-depth understanding of your unique IT environment before issues arise. This allows them to skip the preliminary steps of gathering information, and move immediately into problem isolation, and bring you back online without delay.

Combine this exceptional technical attention with our experienced and personalized support account management, to fast-track escalation management and to drive coordination and accountability.

What's more, with a team of dedicated experts focusing on your business, our goal is to prevent problems from occurring in the first place. We'll advise you on your patch strategy, configuration best practices, provide supportability

assessments, and plan out your product roadmap—to ensure we are optimizing your environment and minimizing downtime.

With your complex, hybrid IT environment, you need a team of experts to ensure your OpenText solutions run seamlessly in your unique environment, and that your OpenText software is providing maximum dependability and value to your business.

Premium Support will help lighten your IT staff's workload, allowing you to focus on what's important to you—growing your business. Since every organization has different needs, Premium Support gives you access to a blend of technical and strategic support personnel. Choose one or more of our Premium Support offerings to maximize the value from your software investment:

- Named Support Engineer
- Solution Support Engineer
- Dedicated Support Engineer
- Technical Account Manager
- Enterprise Support Manager
- Flexible Credits

## Premium Support Engineers

Getting the most from today's customized, complex hybrid IT environments, is a real challenge. The skills and resources to support these complex systems are hard to find, especially if you've tailored your solutions to specifically fit your business. We have the answer. With a Premium Support Engineer, you have direct access to a named, senior engineer with deep technical expertise, who:

- Acts as your single point of contact for the support incidents that are opened for a specific product center
- Becomes your trusted advisor, by understanding your technical environment and implementation
- Owns your problem resolution and provides timely updates on open incidents
- Develops a strong working relationship with your team to resolve issues quickly and efficiently
- Submits enhancement and defect reports as needed

**You Choose the Level of Dedication, the Breadth of Services, and the Response Times That Best Match Your Business Needs**

We assign each Premium Support Engineer based on product expertise. You choose the level of dedication, breadth of services, and the response times and hours of coverage that best match your business needs. Select from the following:

- **Named Support Engineer (NSE)** who handles up to 35 incidents a year during business hours with a one hour target response time on severity levels 1 and 2
- **Solution Support Engineer (SSE)** who handles unlimited incidents up to 25% of the engineer's time, a 30 minute target response time and 24x7x365 coverage for Severity 1 issues, 4 days on site per year and proactive technical guidance
- **Dedicated Support Engineer (DSE)**, who is dedicated full-time at your site, handles a 15 minute target response time and 24x7x365 coverage for Severity 1 issues, and strategically partners with you to ensure business continuity

With each of these engineers, you also have access to a Support Account Manager, who

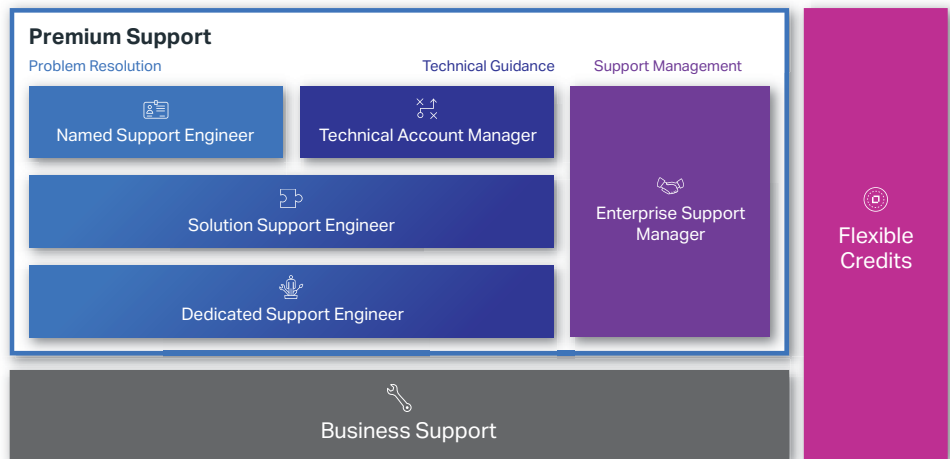


Figure 1. Micro Focus Support Portfolio

provides quarterly incident reviews and escalation management for Severity 1 issues.

For a full deliverables overview, please see the table on the following page.

**Technical Account Manager (TAM)**

Technical Account Managers (TAMs) are senior engineers with deep technical expertise in a particular product center. TAMs provide expert product knowledge and technical skill to improve the efficiency and stability of your OpenText software solutions. They work with your team to understand your IT infrastructure and implementation, and will conduct supportability reviews, advise on patch management, and provide prescriptive roadmap planning.

Other responsibilities of your Technical Account Manager include the following:

- Applies best practices to help you minimize operational risks and avoid common pitfalls
- Visits your site, learning your systems, and building relationships with your team

- Offers technical support mentoring to increase your team's knowledge
- Builds a detailed profile of your systems to improve the support that OpenText delivers
- Provides prescriptive product roadmaps to inform your planning and to assist in upgrade and migration planning
- Acts as a strategic partner in developing plans to proactively improve and maintain your software investment

For a full deliverables overview, please see the table on the following page.

**Enterprise Support Manager**

Enterprise Support Managers (ESMs) are senior, experienced account managers, who gain in-depth knowledge of your business and priorities by visiting your site and building relationships with your teams. They focus on the non-technical aspects of your support partnership. ESMs will review your support incidents and assume direct responsibility for escalating your issues to ensure their fast resolution. They will also coordinate service

delivery against your defined business goals and provide quarterly business reviews.

Other primary responsibilities of your Enterprise Support Manager include the following:

- Acts as your ambassador, leveraging support resources to ensure delivery success
- On-boards and trains your staff on support resources and tools
- Navigates OpenText processes to ensure escalations happen quickly, and solutions to requests are handled in a timely manner
- Provides quarterly detailed reporting, supports Key Performance Indicator (KPI) trending, and is responsible for analyzing the trends in order to provide recommendations
- Proactively monitors support incidents, and facilitates regular meetings to review status and ensure progress
- Understands your business goals and desired outcomes, and manages to consistent service levels
- Facilitates meetings with R&D and product management as needed

For a full deliverables overview, please see the following table.

## Secure the Services You Need, When You Need Them

### Flexible Credits

In IT, you constantly juggle business-critical projects and push against deadlines. The business expects you to improve the quality of services while implementing projects that drive innovation. Change is part of the landscape, and you have to expect the unexpected. To be successful you need to be agile and address demands in real time, with proven results.

	Named Support Engineer (NSE)	Technical Account Manager (TAM)	Solution Support Engineer (SSE)	Dedicated Support Engineer (DSE)	Enterprise Support Manager (ESM)
<b>Premium Support Overview</b>	<b>Problem Resolution</b>	<b>Technical Guidance</b>	<b>Personalized Guidance &amp; Resolution</b>	<b>Dedicated Onsite</b>	<b>Advocacy &amp; Escalation</b>
<b>Scope of Coverage</b>					
<b>Dedication Level</b>	6 customers	6 customers	4 customers	1 customer	6 customers
<b>Premium Support Access</b>	Business hours	Business hours	Business Hours, plus 7x24x365 Sev. 1	Business Hours, plus 7x24x365 Sev. 1	Business hours
<b>Product Coverage (region &amp; workload limitations apply)</b>	Product Center	Product Center	Product Center	Custom	Product Group
<b>Onsite days</b>	Not included	4 days/year	4 days/year	4 days/week (1 day remote)	4 days/year
<b>Problem Resolution</b>					
<b>Incident resolution through dedicated, senior engineer</b>	NSE		SSE	DSE	
<b># incidents with dedicated contact</b>	35 incidents		unlimited up to 25% of SSE's time	unlimited up to full use of DSE	
<b>Access to Enhanced Business Support (EBS) queue (level 2 engineers)</b>	Backup for NSE (Product Center)	Unlimited (Product Center)	Backup for SSE (Product Center)	Backup for DSE (Product Center)	Unlimited (Product Group)
<b>Priority Target Response Times</b>	1 hr. Sev. 1 & 2	EBS 1 hour	30 min. Sev. 1 1 hr. Sev. 2	15 min. Sev. 1 1 hr. Sev. 2	EBS 1 hr.
<b>Technical Guidance</b>					
<b>Proactive technical advisor</b>		Yes	Yes	Yes	
<b>Solution succession planning</b>		Yes	Yes	Yes	
<b>Guidance on new product benefits</b>		Yes	Yes	Yes	
<b>Supportability assessment</b>		Yes	Yes	Yes	
<b>Proactive patch management</b>		Yes	Yes	Yes	
<b>Operational profile management</b>		Yes	Yes	Yes	
<b>Quarterly technical reviews</b>		Yes	Yes	Yes	
<b>Dedicated Onsite Presence</b>					
<b>Dedicated, onsite (remote also available)</b>				Yes	
<b>Attend staff meetings</b>				Yes	
<b>Participate in project planning</b>				Yes	
<b>Regular checks of environment stability &amp; optimization</b>				Yes	

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# Support That Steps Up to Today's Business Challenges. That's Premium Support.

Premium Support. Built for You and Your Business.

Connect with Us

[OpenText CEO Mark Barrenechea's blog](#)



## What Does This Mean For You?

Flexible Credits are ideal for those times when you need more support—such as help with an upgrade, or onsite troubleshooting of a complex issue. You can also use your Flexible Credits for environment assessments, training, and guidance on how to implement key functionality or plan migrations. You get exactly what you need, when you need it most. With Flexible Credits we build a package customized to what you need. What's more, Flexible Credits give you buying power throughout the year, avoiding extra procurement processes, so you can get access to a wide array of services as and when you need them.

You can purchase Flexible Credits upfront with your license contract or as you go. Then simply redeem these Flexible Credits for additional short-term support, education or consulting services when and where you need them most.

Watch: [Introducing Flexible Credits](#)

Read our [Flexible Credits Guide](#)

## Premium Support

Software environments can be complex. In today's fast-paced market, having someone you can trust and who understands your software configuration can make all the difference. Micro Focus 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.

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<b>Premium Support Overview</b>	<b>Problem Resolution</b>	<b>Technical Guidance</b>	<b>Personalized Guidance &amp; Resolution</b>	<b>Dedicated Onsite</b>	<b>Advocacy &amp; Escalation</b>
<b>Support Management</b>					
Includes Support Account Manager (SAM), dedicated to 20 customers, Product Center coverage	Yes		Yes	Yes	
Onboarding and education on support processes and resources	SAM	TAM	SAM	SAM	ESM
Advocate for customer	SAM	TAM	SAM	SAM	ESM
Host incident review meetings	Quarterly	Weekly or monthly	Quarterly	Quarterly	Weekly or monthly
Escalation Management	SAM: Sev. 1 incidents	Yes	SAM: Sev. 1 incidents	SAM: Sev. 1 incidents	Yes
Proactively monitors incidents and ensures progress (Sev. 1-4)	SAM: Sev. 1 incidents	Yes	SAM: Sev. 1 incidents	SAM: Sev. 1 incidents	Yes
<b>Strategic Oversight</b>					
Enables executive contact at conferences and local advisory boards					Yes
Facilitates direction-setting conversations with Engineering & Product Management					Yes
Manages overall support strategy & experience					Yes
Maintains Customer Support Plan					Yes
Provides Support Business Reviews					Quarterly
Strategic Advisor					Yes

Watch: [Introducing Premium Support](#)  
Learn more about [Premium Support](#)

Learn more at  
[www.opentext.com](http://www.opentext.com)