

# OpenText Extended Support

Perform in the present while preparing for the future



OpenText Extended Support benefits:



**Guard** against critical Priority 1 (P1) issues



**Maintain** confidence in applications



**Troubleshoot** with help from Customer Support

**While planning ahead, business continues to run—as do applications and datastores. When key software falls behind, critical issues affecting performance and security remain priorities that cannot be left unaddressed.**

OpenText Extended Support helps organizations plan for the future at their own pace and in their own way. With Extended Support, companies can continue to receive expert-level technical support and maintain an escalation path to R&D for critical issues for an additional two years past Current Maintenance. This extra level of coverage helps organizations focus on the priorities of business with confidence in their applications and the information they control.

## Stay efficient

It is essential that IT departments and enterprise systems keep business and customer systems running and performing at the levels users expect. Only through Extended Support can organizations report and receive fixes for P1 critical issues on product versions in Sustaining Maintenance.

## Stay on track

When organizations under Extended Maintenance encounter a defect that results in a P1 critical issue, OpenText will take commercially reasonable efforts to restore production service and get the system back on track.

## Stay connected

Keep a direct line open to OpenText Customer Support for troubleshooting and basic support. OpenText can help organizations maintain their existing systems to keep employees and customers satisfied, files available and business moving. Organizations can open tickets online and keep Extended Support close in case they have a question that self-service resources cannot answer.

Services included	Current Maintenance	Sustaining Maintenance	Extended Support*	Limited Extended Support**
R&D support including innovations, platform compatibility and regulatory, compliance, data privacy, and security updates	✓			
Technical Support	✓		✓	✓
New patches and hotfixes	✓		For critical issues only	
Customer Support portal access	✓	✓	✓	✓
Access to existing and new product releases*	✓	✓	✓	✓

\*Refer to the Product Roadmap for availability

Hours of operation are determined by customer's software maintenance program.

\*Critical issues as defined in the Micro Focus Business Support Agreement. Refer to <https://www.microfocus.com/en-us/support/maintenance-and-support-agreements> for full terms and conditions.

\*\*Limited Extended Support is available once the Extended Support term ends.

## Learn more

For more information on our offerings and to speak to an expert about Extended Support, [contact us](#).