

OpenText Premium Named Support Engineer (NSE)

A highly technical, designated engineer who provides expert personalized problem resolution.

Premium Named Support Engineer at a Glance:

Personalized problem resolution

Senior engineer with deep technical expertise in a product area

Working knowledge of your environment and implementation

Business hours access with 1-hour target response for severity 1 & 2 incidents

Dedicated to 6 customers (max. 35 incidents per customer/year) + optional 10 pack add-ons

Escalation Management from a Support Account Manager

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

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Your designated Premium SAM will provide:

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 the Premium NSE Package Key Benefits

What	How
Premium Support onboarding	