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SERVICE OVERVIEW

OpenText Cloud Managed Services

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Accelerate cloud strategy and align your business with world class security standards, application expertise and service level commitments, for solutions that are fast, secure and always available.

30% s
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realized by Cloud Managed Services customers.

6000+ i
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OpenText Cloud professionals.

LA to cover managed services, infrastructure and support.

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Cloud Managed Services can help organizations run on their existing applications, or upgrade to the most recent version of their solution. OpenText handles the deployment, integration, ongoing management and optimization of Information Management applications and infrastructure as well as delivering cost efficiencies, scalability, security and flexibility.

Cost Savings

A typical organization can reduce operating costs up to 30 percent by adopting this approach. Moving to the cloud removes much of the capital investment involved in supporting IM applications on-premises. In addition, Cloud Managed Services eliminate many of the direct costs associated with system and application management and support.

Cloud Migration Services

With more than 6000 certified cloud professionals, moving your IM applications to the cloud could not be in better hands. Specialists in cloud operations, cloud architecture and security ensure your new cloud platform is robust. IM application experts are essential to deliver migrations, integrations and customizations, and experienced cloud service staff are the touch points between OpenText and your organization.

Flexibility

OpenText provides the flexibility businesses' need to transition to cloud. With

"Our project timeline for our move to Cloud Managed Services was 6 months and we hit our go live mark just as we wanted to. Our Professional Services team was just great. They were there with us the whole way and worked really hard over our go-live weekend to ensure delivery on-time. We really consider them part of our team."

Jill Stelter
Enterprise Content Manager
Snohomish County Public
Utility District

Challenges

Challenges

- Needed a fast, efficient way to expand and support a larger OpenText environment
- Internal IT staff focused on technical system support versus accelerating business user adoption and optimization.
- Difficulty staying up to date on latest releases to support business operations

Results

- Most cost-effective way to expand Content Services deployment



Operations

Highly skilled operations teams manage all infrastructure and operations elements, including platform, application, system, security, performance, availability and capacity management, using ITIL processes and best practices.

Cloud Managed Services

Extending beyond the incident response capabilities of OpenText's 24x7 global support team, Cloud Managed Services includes comprehensive processes to proactively detect and escalate performance incidents and service disruptions.

Business Services

The Business Services team at OpenText manages Information Management applications in the cloud, as well as providing expertise for customizations, integrations, application upgrades, premium support and more.

Service Manager

From project initiation and onboarding through the full duration of services, a Service Manager is the primary contact for all aspects of the cloud managed service and a main contact point for handling queries and escalations.

