




SERVICE OVERVIEW


OpenText Optimize Assist Program

OpenText has a range of services to assist customers in maintaining business continuity and responding to changing business needs

 **Ensuring** system availability

 **Supporting** and executing proactive maintenance activities

 **Delivering** expert advice when required

 **Maximizing the value** of OpenText solutions

Making sure the right level of people and resources are in place to deliver optimal performance and availability from Enterprise Information Management (EIM) systems is no easy task. Many organizations need additional skills and resources to accelerate and streamline their digital business journey. The

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xharSkzEatMgAtamzgqtrStroztrzgktgfShrtgtDhbbdtkgAguzctazElvMzstvDgtovuozeTbzizlahmmSERvatEzlhvEzcw

"The benefit of the OpenText Optimize Program has been immeasurable, we have agility, flexibility, and access to the very best resources, who often go above and beyond the call of duty."

Magnus Gerber
Head of Operations Solutions
Pension Protection Fund

"Since using the OpenText Optimize Service Program, the number of IT incidents has decreased by 80 percent."

Lukas Pischala
Senior Technical Manager,
IT Business Processes,
Information & Marketing
OSRAM

Choose a level of support

Optimize Assist or Managed Services

Service programs with a tailored approach designed to deliver continuity and stability for on premises/off cloud, cloud, and hybrid environments





Optimize Assist Program Core Services include

- **Onsite/Remote Technical Assistance (pre-planned flex days)** to resolve complex issues or to take over maintenance and support activities in case of limited availability of customer's staff
- **Incident Trend Analysis** to identify issues, trends and determine potential areas for future problem management
- **Service Manager** as a single point of contact and accountable for the service and customer satisfaction with a *Private Optimize Assist Program Workspace* to manage and facilitate all communication and reporting between OpenText and the