o ent t

SERVICE OVERVIEW

OpenText[™] Output Server CE Managed Servih

¹t™sRDsRtOSECSEtxrgsotpovRvgdt)IdlySotOSECvcStvatoSrvCSESot t™DSd.S Rt IatldtpdRSEDEvaSt)IdlySotOSECvcStbp)O— toSDrg SotvdtltcsaRgMSEiDESfSEESotcrgso tvdcrsovdytRhSt™DSd.S Rtxrgso tldotgDSEIRSot t™DSd.S RtS DSERaPt.hvatBlatltOSECvcsoSrvCSE tMgoSrtvdcrsoSat™sRDsRtOSECSEtlatltREIdalcRvgdi IaSotas acEvDRvgdtrvcSdasRhIRt sdorSatwIEomIES OgfRmIES OsDDgERtIdot DDrvcIRvgdtMidlySMSdRtcgaRatvdRgt gdStas acEvDRvgdtrvcSdaSPtxgM vdvdytRhStDgmSEtIdotCSEaIRvrvR tgft™DSd.S Rt™sRDsOSECSEtmvRhtRhSt SdSfvRatgftcrgsotgDSEIRvgdatESoscSatcIDvRIrtgsRrI tlccSrSEIRSat

opentext[™]

Ensure every document is delivered

s of sources

ERP applications send documents to Output Server for delivery and receives delivery notification. External clients, such as SAP, can securely connect without a VPN.

Millions of documents

Purchase orders, contracts, reports, invoices, pick lists, shipping labels, schedules, bills of lading, statements...

s of destinations

OpenText Output Server

- Print FAX
- User authenticated printing FTP / SFTP
- Email Archiving
- SMS Virtual Inbox

OpenText Enterprise Managed Services

The OpenText Enterprise Managed Service (EMS) program methodology based on OpenText's brefundamentals of the ITIL framework of best p

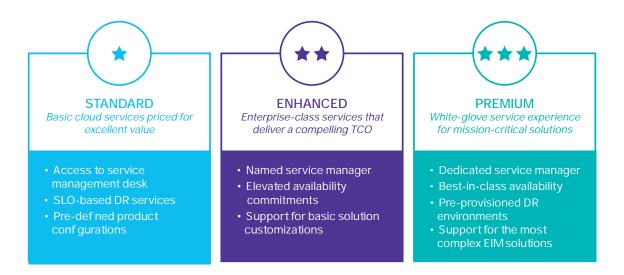
- SaaS / PaaS / laaS
- Application (OpenText Output)
 - Transactional license
 - Updates & Patches
 - Device (destination) di configuration, moni
- Platform (OpenT
 - Integrations
 - ERP S
 - Trans
- Infr_a

opentext[™]

OpenText's 24×7 global support team, Enterprise Managed Services includes comprehensive processes to monitor availability, performance, and, most importantly, proactively detect and escalate performance incidents and service disruptions.

OpenText Cloud Service agreements with customers define the Service Level

opentext[™]



Enterprise Managed Service Details			
Required Services	Standard	Enhanced	Premium
Application Admin Service Requests	Up to 140	Up to 300	As Required
Application Instances	2 (Pre-PROD, PROD)	2 (Pre-PROD, PROD)	3 (2 x Pre-PROD, PROD)
Application Customizations ** (includes Custom Integrations)	0	Up to 2	Unlimited
Support for Application ** Customizations	Configuration changes only, subject to a separate quote	OpenText produced customizations only, subject to a separate quote	OpenText or Third Party produced customizations, subject to a separate quote
Application Release Cycles ***	1 (Annual)	Up to 2 (Annual)	Up to 4 (Annual)
Platform Updates and Upgrades	\bigcirc	\bigcirc	\bigcirc
Encryption at Rest	\bigcirc	\bigcirc	\bigcirc
Compliance Certifications ****	\bigcirc	\bigcirc	\bigcirc

^{*} SLA commitment values excludes planned maintenance time

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: opentext.com.

Connect with us

- OpenText CEO Mark Barrenechea s blog
- Twitter | . inkedIn

^{**} Customer developed functional enhancements are excluded from SLA; support service includes troubleshooting, data collection, service restart

^{***} Deployment of functional updates to the managed Application

^{****} For Private and Public Clouds: ISO 27001, 27002; SOC 1, 2 Type II; FedRAMP (in process)