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SERVICE OVERVIEW

# OpenText™ Output Server CE Managed Service

(t™sRDsRtOSECSEtxrgsotpovRvgdt)IdlySotOSECvcStvatoSrvCSESot t™DSd.S Rt  
latldtpdRSEDEvaSt)IdlySotOSECvcStbp)O— toSDrg SotvdtltcsaRgMSEiDESfSEESotcrgso t  
vdcsovdytRhSt™DSd.S Rtxrgso tidotgDSEIRsot t™DSd.S RtS DSERaPt.hvatBlatltOSECvc  
oSrvCSE tMgoSrtvdcrsoSat™sRDsRtOSECSElatltREldalcRvgdi laSotas acEvDRvgdtrvcSda  
RhIRt sdorSatwIEomIES OgfRmIES OsDDgERTldot DDrvcIRvgdtMidlySMSdRtcgaRatvdRgt  
gdStas acEvDRvgdtrvcSdaSPtxgM vdvdytRhStDgmSEtldotCSEalRrvvR tgf™DSd.S Rt™sRD  
OSECSEtmvRhtRhSt SdSfvRatgftcrgsotgDSEIRvgdatESoscSatclDvRlrgsRrl tlccSrSEIRSat

## Ensure every document is delivered

### Types 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...

### Types of destinations

#### OpenText Output Server

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

## OpenText Enterprise Managed Services

The OpenText Enterprise Managed Service (EMS) is a managed service program methodology based on OpenText's best practices and the fundamentals of the ITIL framework of best practices.

### • SaaS / PaaS / IaaS

### • Application (OpenText Output Server)

- Transactional license
- Updates & Patches
- Device (destination) discovery, configuration, monitoring

### • Platform (OpenText)

- Integrations

- ERP - SAP
- Transportation

### • Infrastructure

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

★	★★	★★★
<b>STANDARD</b> <i>Basic cloud services priced for excellent value</i>	<b>ENHANCED</b> <i>Enterprise-class services that deliver a compelling TCO</i>	<b>PREMIUM</b> <i>White-glove service experience for mission-critical solutions</i>
<ul style="list-style-type: none"> <li>• Access to service management desk</li> <li>• SLO-based DR services</li> <li>• Pre-defined product configurations</li> </ul>	<ul style="list-style-type: none"> <li>• Named service manager</li> <li>• Elevated availability commitments</li> <li>• Support for basic solution customizations</li> </ul>	<ul style="list-style-type: none"> <li>• Dedicated service manager</li> <li>• Best-in-class availability</li> <li>• Pre-provisioned DR environments</li> <li>• Support for the most complex EIM solutions</li> </ul>

<b>Enterprise Managed Service Details</b>			
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	✓	✓	✓
Encryption at Rest	✓	✓	✓
Compliance Certifications ****	✓	✓	✓

\* SLA commitment values excludes planned maintenance time  
 \*\* 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)

### 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](https://opentext.com).

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