



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 OpenText Optimize Assist Program provides that expertise and service support with a fully personalized program.

The OpenText Optimize Assist Program has been created to help customer's IT teams operate and maintain their OpenText solution with fast and effective incident resolution.

OpenText platforms are a core part of many businesses, performing critical and demanding tasks. Customers managing their own systems may at times benefit from the extra expertise that OpenText brings as the developer of that software. This means less pressure on internal resources, and a reduction in incident response times.

The Optimize Assist Program provides a mixture of proactive services, personalized guidance and IT personnel with just the right level of support.

Customers can speak to the team about a fully managed service if a higher level of support is required.

"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

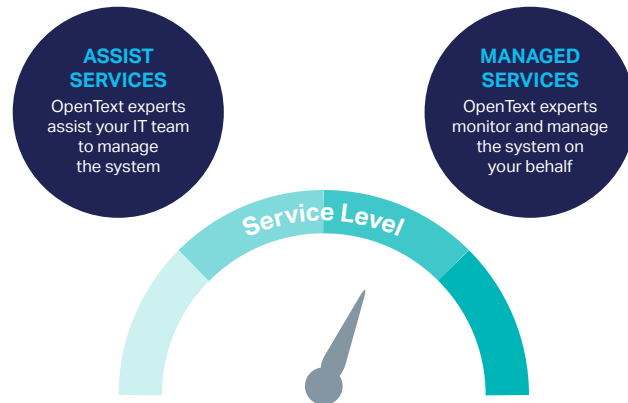
"Since using the OpenText Optimize Service Program, the number of IT incidents has decreased by 80 percent."

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



The Optimize Assist Program meets individual business needs by being both flexible and cost effective. The benefits of the Program include:

Ensuring system availability

- Agreed service response times
- Faster resolution of incidents leading to reduced number and severity of follow-on incidents

Supporting and executing proactive maintenance activities

- Improved stability and reduced downtime
- Providing IT resources that look after the needs of customers globally

Delivering expert advice when required

- Advanced technical expertise
- Accountability and innovative problem solving from the OpenText team that developed the product

Maximizing the value of OpenText solutions

- Improved user satisfaction and user adoption
- Dedicated Service Manager who will provide advice and guidance

Optimize Assist Services are fully customizable helping customers achieve business resilience and continuity.

What is included in an Optimize Assist Program

The Optimize Assist Program includes core essential services for OpenText to support a customer's EIM needs. Customers can add to these by selecting key services from the Optimize Assist Program Service Catalog according to their specific business needs and requirements.

[Optimize Assist Program](#)

[Managed Services](#)

[Consulting Services](#)

[Learning Services](#)

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 Customer (active throughout program term)
- **Site Inventory** to ensure asset, CI (Configuration Item) and CMDB (Configuration Management Database) documentation is current to allow for fastest intervention possible (once per program term, with updates)

These core services and the additional key services below are defined in greater detail within the Optimize Assist Service catalog.

Additional Services available to be added to the Optimize Assist Core Program

- Business Administration
- Staff Augmentation
- Application Support
- Operational Readiness Assessment
- Standby Expert Support
- Monitoring
- Patch Management
- Upgrade Assessment
- Upgrades
- Environment Alignment Assessment
- Health Check Service
- Disaster Recovery Review
- Capacity Planning Service
- Performance Optimization

Customers who are looking for a fully managed service environment for their EIM applications should [contact the Managed Services team](#) to discuss further.

For more information: profservices@opentext.com