Unlock operational efficiency and achieve tangible business outcomes

OpenText Value+ Management Services

Overview

Maximizing the value of your OpenText investment and ensuring its protection is a strategic advantage for your business. It requires dedicated internal staff to administer, support, maintain, and keep your solution updated. However, these efforts can divert valuable people and resources from other critical business activities.

OpenText Value+ Management Services (V+MS) is here to help you focus on what truly matters. By leveraging our unparalleled expertise and global delivery capabilities, we manage your OpenText solutions from end to end. This not only shifts IT costs from operations but also drives significant value back to your business.

With V+MS, you can redirect your resources to optimize your solutions, enhance their adoption, and continuously derive business value. This allows you to concentrate on strategic initiatives and propel your business forward with confidence.

Key service options

OpenText Value+ Management Services for your OpenText Software Platform offers the following core service options, designed to address the most pressing challenges organizations face today:

1. **Continuous Management**

   - **Engagement and customer success management:** Ensure a dedicated focus on your objectives through strategic engagement and success management.

- **Application health and administration:** Ensure seamless operations through continuous monitoring, administration, and capacity planning.
- **Hosting infrastructure management:** Leverage managed hosting solutions to optimize performance and maintain robust security across environments.
- **Technical advice and application administration:** Benefit from expert insights and tailored advice to enhance application performance and resilience.
- **Break-fix and operational service requests:** Minimize disruptions with proactive issue resolution, ensuring operational continuity.
- **Service levels:** Structured service agreements that guarantee consistent, high-quality support with clear metrics for performance.

2. **Continuous Enhancement**

- **Assessment and competency coaching:** Evaluate your team's capabilities and offer coaching for sustained growth.
- **Innovation workshops:** Foster a culture of innovation within your organization to stay ahead of the curve.
- **Product version upgrades:** Keep your systems current and optimized with regular version updates.
- **Agile continuous transformation:** Empower your team to evolve and improve Agile practices continuously.

OpenText Value+ Management Service Framework
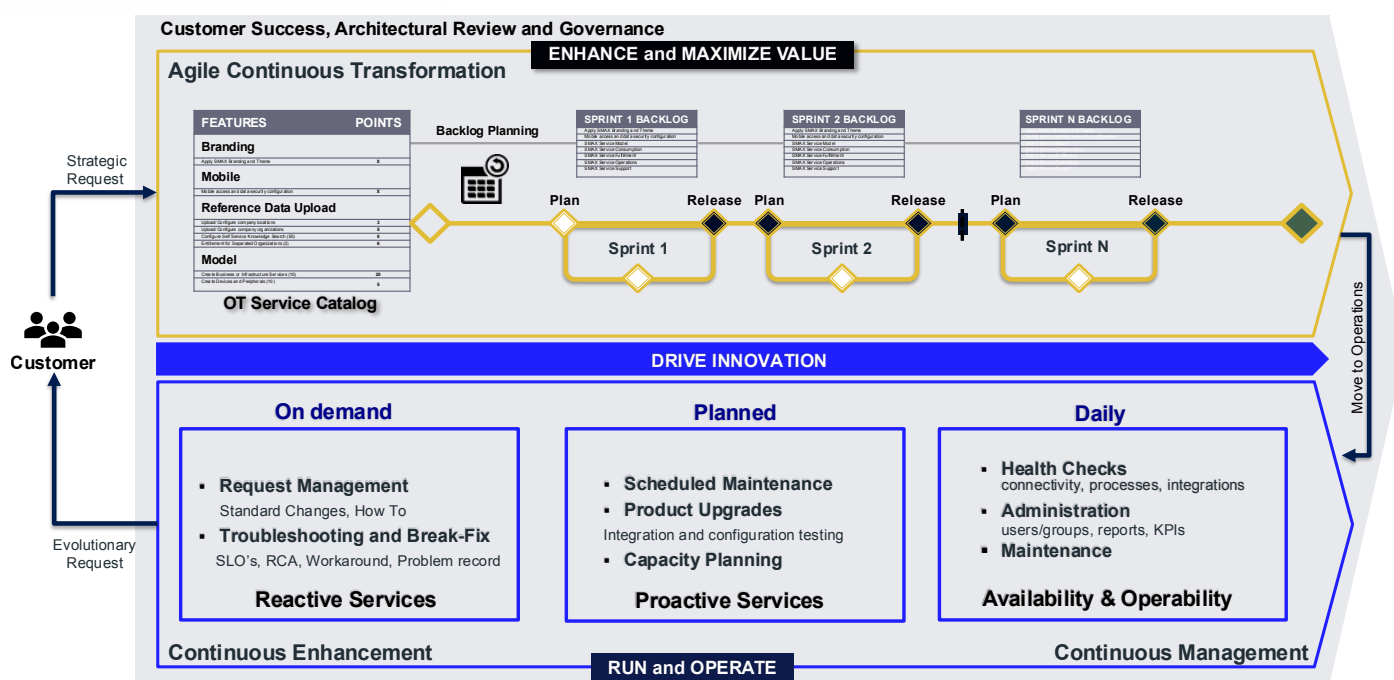
70 percent CIOs and CTOs view technical debt as major drag.[2]

81 percent organizations with staff shortages.[3]

64 percent software features never used.[4]

28 percent of enterprise software is rarely or never used.[5]

Industry insights and core benefits

- **Foster innovation:** A growing number of organizations struggle with allocating IT resources toward innovation, as 56 percent of IT budgets are spent just to keep the lights on.[1] Let us help you refocus efforts on growth while we manage operations.

- **Enhance operational efficiency:** With 70 percent of CIOs and CTOs viewing technical debt as a major drag on innovation,[2] we help reduce this burden by optimizing your infrastructure and services, streamlining operations.

- **Strengthen system resilience:** Address the growing gap in skilled tech talent, with 81 percent of organizations facing staffing shortages.[3] Our services help improve system availability without relying on internal staff.

- **Ensure security and compliance:** With 64 percent of licensed software features never used,[4] our approach ensures you leverage your software fully while maintaining security and compliance.

- **Deliver tangible results:** 28 percent of enterprise software is rarely or never used.[5] We help you drive higher adoption, making sure your software is used to its full potential and generating measurable results.

Our comprehensive service framework, backed by key industry insights, offers:

- **Adaptable service models:** Flexible options to meet your organization's evolving needs.

- **Guaranteed service levels:** Clear performance metrics to ensure timely and reliable resolution.

- **Strategic collaboration:** A dedicated Technical Account Manager to guide and align services with your business goals.

- **Ongoing optimization:** Regular updates and system enhancements to meet your changing needs.

Governance model

Continuous improvement to achieve customer outcomes

Customer Staff & Activities		OpenText Interlock	Meeting Frequency
Executives - Strategic Guidance - Stakeholder Feedback - Value Journey	Strategy	**Account Executive** - Value realization journey - Relationship Management	**Quarterly**
Steering Committee - Forecast of business requirements - Process changes - Onboarding plans	Portfolio	**Delivery Manager** - Customer success Framework - Escalation Management - Delivery feedback/metrics	**Quarterly**
Program Manager - Release Planning - Risk & Dependencies validation - Escalation coordination	Program	**Customer Relationship Manager** - Release planning - Risk & Dependencies mgmt. - Escalation Point	**Monthly**
Service Coordinator - Status Review - Backlog Review - Backlog Prioritization	Operations / Scrum	**Scrum Master / Engagement Mgr.** - Sprint meeting - Performance against SLO's - Status, Trends and consumptions	**Daily**

1 Deloitte, *CIO Insider,* January 2020

2 Protiviti, *The Innovation vs Technical Debt Tug of War,* 2023

3 VC3, *IT Spending Benchmarks*

4 Jim Johnson, *XP Conference Keynote*

5 CIO Insight, *Tackling the high cost of unused software,* 2021

Customer success

Why OpenText Value+ Management Services?

- **Proven track record:** Decades of experience supporting transformation teams in complex IT environments.
- **Scalable solutions:** Services that evolve with your organization's growth.
- **End-to-end support:** Full-spectrum services from day-to-day operations to strategic guidance.
- **Results-driven partnership:** Dedicated to delivering results that align with your objectives.

Start your transformation journey today—optimize your IT spend

Discover how OpenText Value+ Management Services can accelerate your transformation journey. Reach out to learn more or visit our website for additional details.

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