



The Information Company

# Global Customer Services Programs

## Prime Protect Fact Sheet

### Introduction

OpenText™ Global Customer Services (GCS) offers more than industry-leading service and technical knowledge. We offer a team of highly trained technicians strategically positioned around the world, ready to do what it takes to keep you up and running. We offer innovative ways to look at Enterprise Information Management, our software and your business needs. But most of all, we offer trusted, proven protection against the unexpected. That's why we've given the foundation on which our service programs are built the name Protect. It's a simple but powerful word that embodies our dedication to help you succeed with OpenText products, and our commitment to being there when you need us.

### What are the Benefits?

You've made an investment in OpenText software to grow your business, lower costs of operations, and reduce information governance and security related risks. OpenText Prime Protect Support helps you get the most of that investment.

All customers have continuous access to innovation, self-serve online tools and product resources, easy access communication channels, and support coverage to ensure you're fully protected from critical and serious production issues anytime, anywhere, with normal, non-production issue support during regular regional business days.

**Software Updates/Upgrades:** Product upgrades, maintenance releases, patches and documentation will be made available to you at no additional charge. Subscribers are notified of new software versions in regular information bulletins. By installing the latest versions and patches, you enhance the stability of your system and ensure that your OpenText software environment is performing at optimal capacity and maximizing your investment.

**Product Enhancement Input:** As a subscriber to the OpenText Prime Protect Program, you have the ability to submit suggestions for product enhancements.

**Support Services:** Subscribers may report support requests for critical and serious issues 7x24x365, and contact their regional Support Center for normal support requests during standard working hours.

**OpenText Expertise:** All support queries are handled by a team of more than 1500 dedicated OpenText Customer Service employees.

**Online Resources:** Our comprehensive customer service portal, OpenText My Support, is your gateway to an extensive knowledge base along with the ability to register and track your issues online. It provides access to:

- Documentation for all product versions
- A library of articles describing proven solutions to known issues
- Technical tips and instructions for installing, administrating, and troubleshooting
- Newsletters, communities, papers, and blogs related to your product
- Important news regarding all products, plus the latest upgrades and patches
- Ability to open your own support calls, update the status of these calls, and check all planned and completed activities. This gives you an overview of all current activities related to your support requests and cases, at all times.

## OpenText Prime Protect

- Simplifies program offerings to help customers manage their increasingly complex business processes
- Features regular software updates/upgrades, access to online resources and product enhancement input
- Submit support requests through email, phone or through the self-service portal My Support
- Provides coverage for Critical and Serious production issues on a 7-day/24-hour basis around the globe

What's included	Prime Protect support program
Product research and development	<input checked="" type="checkbox"/>
Product patches, latest releases/versions	<input checked="" type="checkbox"/>
Online documentation and resources	<input checked="" type="checkbox"/>
Initiate support requests through My Support, phone or email	<input checked="" type="checkbox"/>
Hours of operation: Mon-Fri local business hours	<input checked="" type="checkbox"/>
24x7 coverage for Severity 1 and 2 issues	<input checked="" type="checkbox"/>
5x8 coverage for Severity 3 issues	<input checked="" type="checkbox"/>
Technical points of contact	6

**Optional Upgrades to enhanced Global Customer Services programs:** As a subscriber to OpenText Prime Protect, you always have the option to expand your coverage to include other support programs and services offered by OpenText, such as Extended Support & Maintenance, OpenText Standby Support OpenText TechConnect programs.

## Additional Program Options:

### [Extended Support](#) and [Extended Maintenance](#)

Upgrade on your own schedule by extending the past maintenance support entitlements of your product plus receive critical patches for core product issues.

## Standby Support

Nights and weekends are great times to perform system maintenance, such as upgrades and server migrations, reducing the impact of system downtime on your end-users. Planning for these events while trying to anticipate all unforeseen issues can be a daunting task, even for the most seasoned IT Professionals.

The OpenText™ Stand By Support Program offers a cost effective remote “safety-net” for your planned system events. Anytime, day or night, we can arrange for a highly experienced Technical Specialist to assist your in-house Service Management teams to resolve challenges faced when making changes to your business-critical production environment.

## TechConnect Programs

Operating and maintaining advanced Enterprise Information Management (EIM) solutions can be a complex challenge. Balancing the key objectives of availability and performance while ensuring user adoption and satisfaction will challenge most IT teams. The OpenText™ [TechConnect](#) and [TechConnect Fax Solutions Edition](#) Programs provide assigned technical experts and a proactive solution to help you and your business succeed. For more information on TechConnect, including options for customers with citizenship requirements, please visit our website.

## More Information

For more information, contact your Renewals Specialist or email [supportprograms@opentext.com](mailto:supportprograms@opentext.com).

## About OpenText

OpenText enables the digital world, creating a better way for organizations to work with information, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX), visit [opentext.com](http://opentext.com).

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