

■ Technical Services

## Software Maintenance Program

Expert assistance and the latest software for your continued success



### What is it?

The Software Maintenance Program from Open Text provides you with access to the latest upgrades and service packs for the products for which you have an active maintenance contract, as well as with access to our global support organization either by phone with a Support Center or over the Web.

With over 450 Customer Support team members globally using the very latest advances in our own software technologies, you can be assured that Open Text, the market leader in Enterprise Content Management (ECM), take our commitment to our customers as paramount.

Open Text Customer Support offers experienced technical support for the operation of your Open Text software products. This guarantees system availability and dependability, optimizes the return on your investment in Open Text technology, and ensures that you achieve your project goals.

### What's Included:

The Software Maintenance Program includes:

- **Software Updates / Upgrades** – Product upgrades, maintenance releases, patches and documentation will be made available to you at no additional charge. Subscribers are notified about 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 Open Text software environment always uses the newest technology.
- **Product Enhancement Input** – As a subscriber to the Software Maintenance Program, you have the ability to submit suggestions for product enhancements.
- **Support Services** – Subscribers may contact the regional Support Center during standard working hours by phone, e-mail, and fax or via our Web-based Customer Support site.
- **Open Text Resources** – All support queries are responded to by a team of more than 450 dedicated Open Text Customer Support employees.

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- **Online Self Service** – Our comprehensive Customer Support Website gives you access to an extensive knowledge base along with the ability to register and track your issues online. For example, it provides access to:
  - Documentation for all product versions
  - A knowledge of articles describing proven solutions to known issues
  - Technical tips and instructions for installing, administrating and troubleshooting
  - Newsletters
  - 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.
- **Access to Premium Support Options** – As a subscriber of the Software Maintenance Program, you can extend it with other support options offered by Open Text such as the 24 x 7 Support Program and Premier Support Program, which can be tailored to your organization.

For more information about this program, please see the “Software Maintenance Program Handbook”.

### Benefits:

- **Improved Issues Support**—Real-time support through telephone technical expertise and Web-support
- **Enhanced Problem Analysis**—Excellent problem analysis and assistance according to clearly defined response time and guidelines
- **Call Prioritization**—Prioritization of problems by urgency
- **Free Access to Updates**—Access to latest Open Text product releases and solutions for which you have active maintenance contracts
- **Free Access to Knowledge Base**—A knowledge base of articles from the Open Text Customer Support and Development teams

### How to begin:

For more information about this or any other Open Text Support Program, please contact your account representative or your local Support office.



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If you are an Open Text partner or customer, visit [online.opentext.com](http://online.opentext.com) for more information about this and other Open Text solutions.

**Open Text is a publicly traded company on the NASDAQ (OTEX) and the TSX (OTC).**