

Customer Support “WeCare!” Update Central Europe (DACH) RedDot Usergroup Anwendertagung



Andy Johnston

*Director, Customer Support Central Europe
Open Text Corporation*

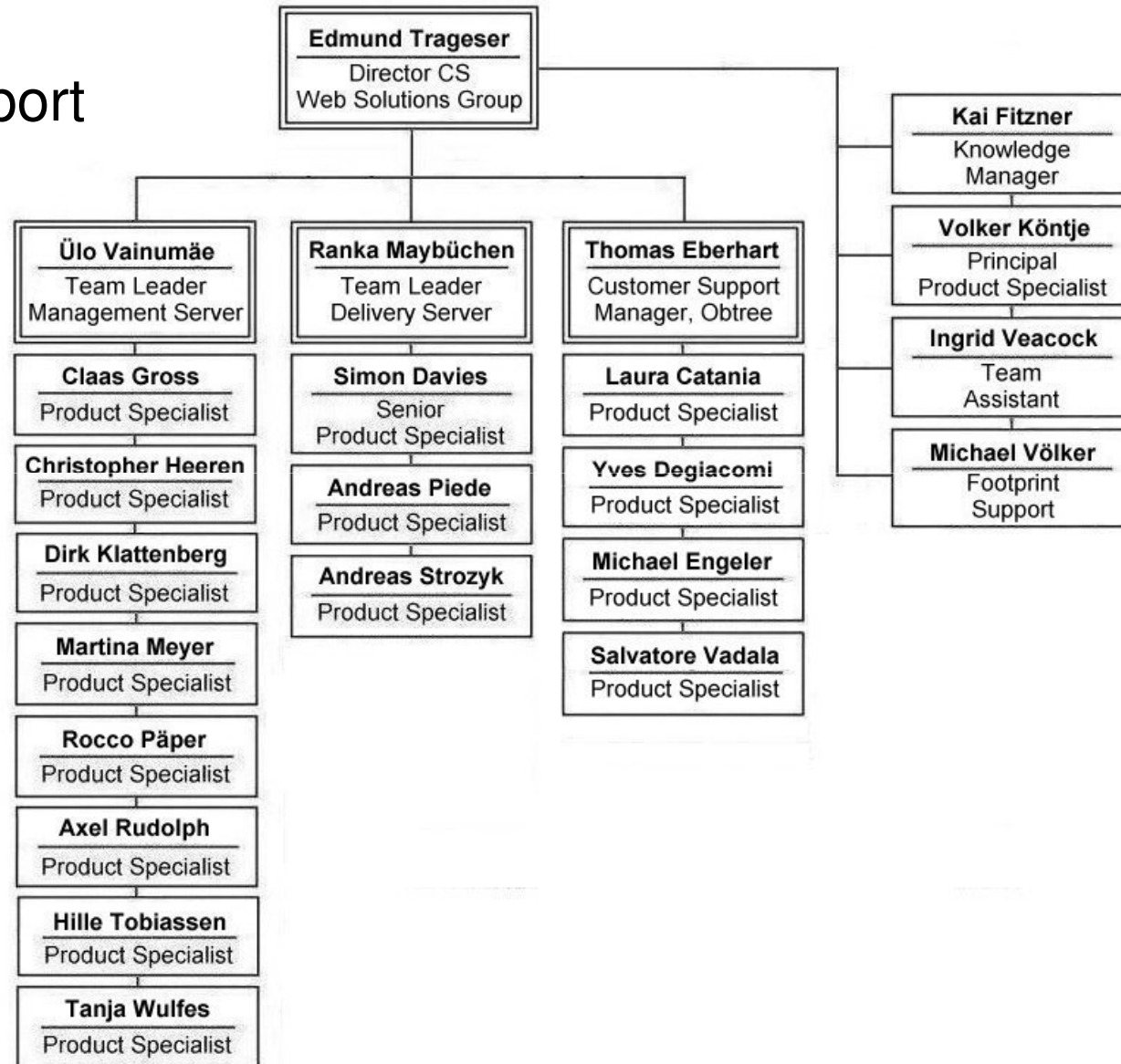
Introductions

- ... The Team
- ... Open Text Customer Support
- ... New Ticket Solution
- ... The CSRs
- ... Your feedback

Introducing... The Team

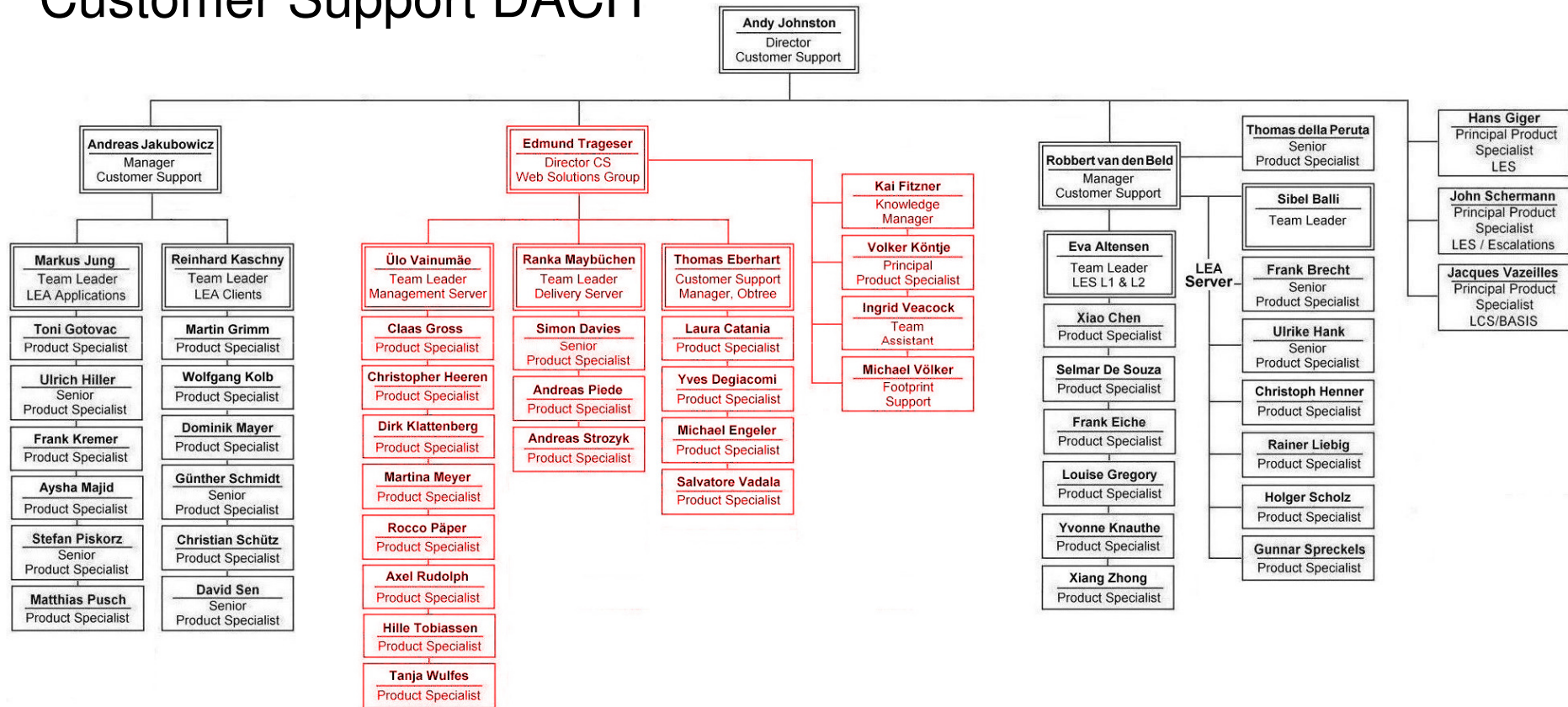
Introducing... The Team

Customer Support Oldenburg

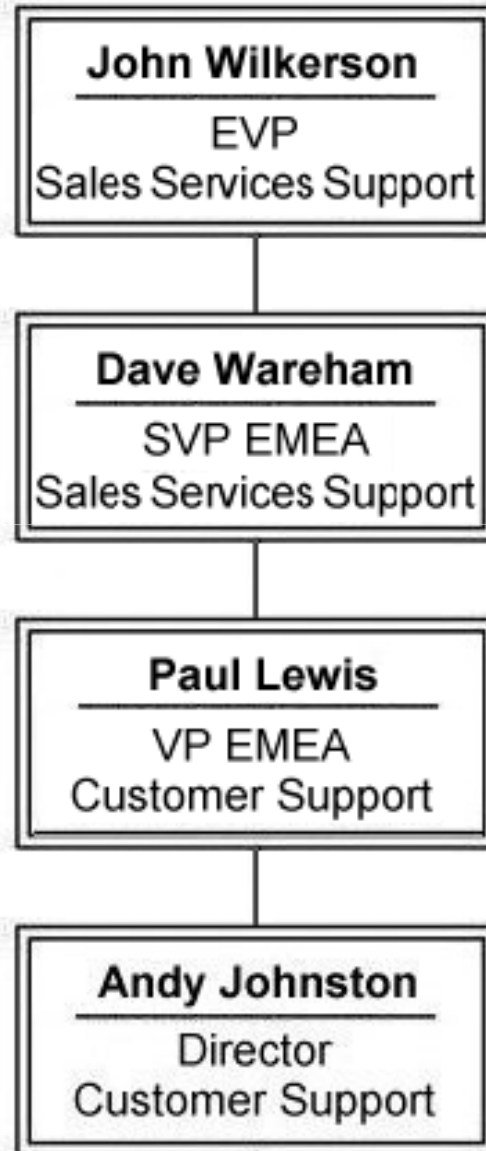


Introducing... The Team

Customer Support DACH



Introducing... The Team



Introducing... The Team

John Wilkerson
EVP
Sales Services Support

Dave Wareham
SVP EMEA
Sales Services Support

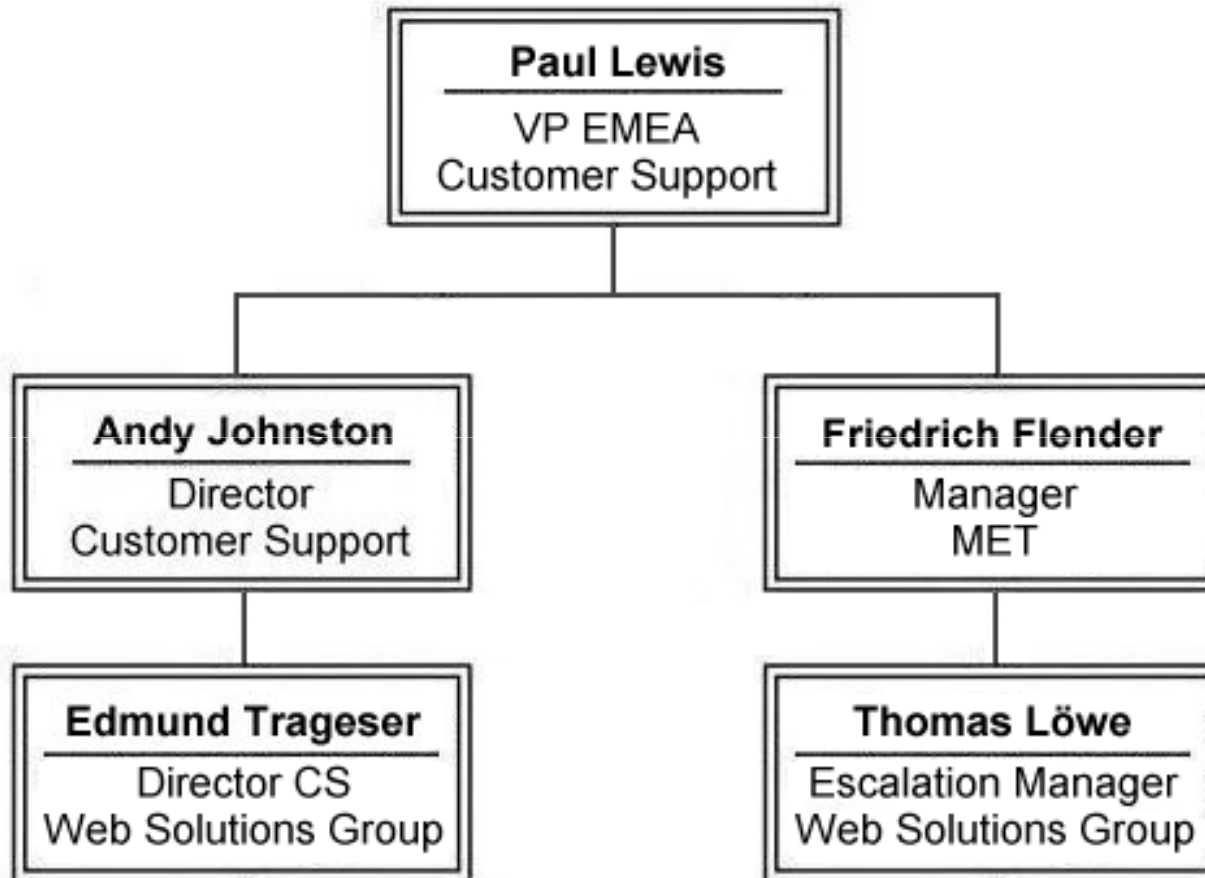
Paul Lewis
VP EMEA
Customer Support

Andy Johnston
Director
Customer Support

Detlev Legler
VP, Sales DACH

Christoph Bodi
VP, R&D DACH

Introducing... The Team

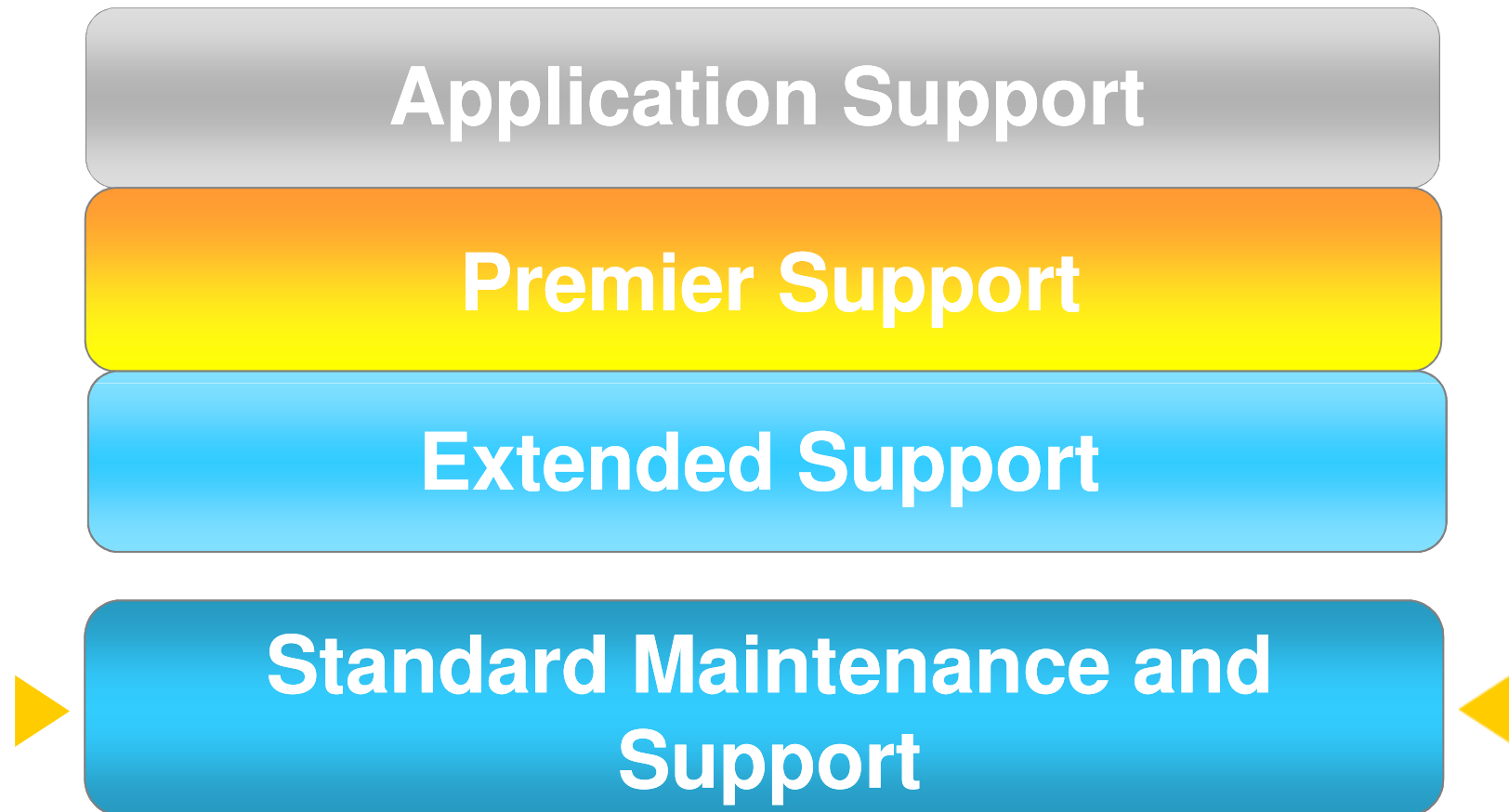


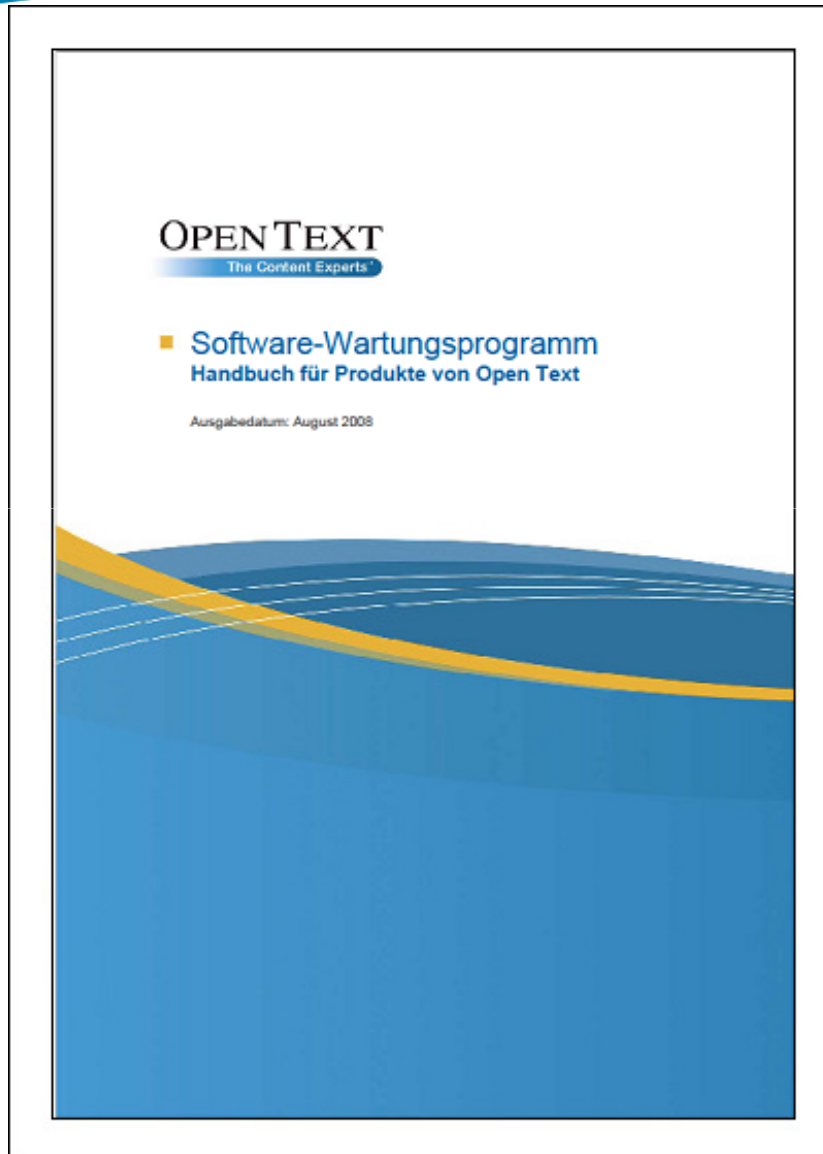
Introducing... Open Text Customer Support

Primary Customer Support Locations



Global teams of more than 500 dedicated Open Text Customer Support employees





Contents

1. Introduction	1
2. Support Services	2
2.1 General	2
2.1.1 Hours and OTC Support Services Location Information	2
2.1.2 Point(s) of Contact	2
2.1.3 Supported Versions	2
2.1.4 Language	3
2.2 Initiation of a Support Request	3
2.3 OTC Response to a Support Request	4
2.3.1 Support Request Dispatch	4
2.3.2 Support Request Classification	4
2.3.3 Response Times	5
2.3.4 Management Escalation Process	5
2.4 Resolution of Support Request	5
2.4.1 Resolution of Critical SR's	6
2.4.2 Resolution of Serious SR's	6
2.4.3 Resolution of Normal SR's	6
2.4.4 Conditions of a Support Request Resolution	6
3. Software Updates	7
4. Limitations	7
5. Term and Renewal	8
5.1 Initial Term And Renewal	8
5.2 Additions	8
5.3 Reductions	8
5.4 Lapse and Reinstatement	8
Exhibits	9
Exhibit 1 – Contact Information	10
OTC Product Support Office - Contact Information	10
Additional Product Support – Contact Information	11
First Class Product Support - Contact Information	11
Former Hummingbird Product Support - Contact Information	11
Connectivity Product Support - Contact Information	12
LegalKEY Product Support - Contact Information	12
RedDot Product Support - Contact Information	12
Exhibit 2 – Open Text Online (customer portal)	13
Exhibit 3 – Trouble Ticket Information	14

Software Maintenance Program (Standard Support)

- **Support Services:**
 - Phone
 - Web
 - E-mail
- **Software Updates**
- **Customer Care Program:**
 - e-Newsletters
 - LiveLinkUp 365 Webinar Series
 - Champion Toolkit
- **Open Text Online Accounts:**
 - Knowledge Center
 - Open Text Communities
 - Customer Self-Service
- **Events:**
 - ContentWorld User Conference
 - User Groups
 - Specialty Groups
 - Executive Briefing Center

The screenshot shows the Open Text Knowledge Centre website in a Windows Internet Explorer browser window. The browser's address bar displays the URL: `https://knowledge.opentext.com/knowledge/lisapi.dll/fetch/2001/customview.html?func=llworkspace`. The page features a navigation menu with links for Home, My Tickets, Downloads, Patches, Documentation, Knowledge Base, Discussions, Update My Information, and Logout. A search bar is present with the text "Search KC for" and a "Go" button. The main content area includes a "WELCOME TO THE KNOWLEDGE CENTER" banner with a photo of a woman at a computer and a "Go Get Product Support" button. Below this, there is a list of product families: "Email Management and Groupware Solutions", "Imaging Solutions Group", "Livelihood ECM - Archive Server", "Livelihood ECM - eDOCS", and "Livelihood ECM - Enterprise Server". A "New To The Knowledge Center?" section is also visible. On the right side, there is a "Customer Support Quick Start" section with a list of links: "Customer Self Service Home", "Customer Support Webinars", "Upgrade Assistance", and "Support Hours and Holiday Schedule". Below this is a "Customer Care" section with links for "Learning Services" and "Partners & Programs". The page also includes a "Contact Support" section.

Open Text Support Lifecycle

New release +18 months **After 18th month**

■ Current Maintenance ■ Past Maintenance

What is 'Current Maintenance' ?

When a new version of an Open Text product is released, it is considered to be under 'Current Maintenance' for a period of eighteen (18) months from the release date of the next version. Products under Current Maintenance offer the following features:

- Telephone and e-mail support
- Online assistance from the [Knowledge Center](#)
- Service Packs and / or Patches
- The ability to request hotfixes
- The ability to report product defects
- The ability to request enhancements or new features

Maintenance Lifecycle for Livelink:

The following table provides information regarding the release dates and subsequent support expiry dates for Livelink Enterprise Server (English).

Open Text will provide patches and bug fixes to each version for a period of at least eighteen (18) months after the subsequent version is made available to subscribers of the Software Maintenance Program and its licensee's.

Livelink Enterprise Server (English)		
Product Version	Release Date	Past Maintenance
Livelink 9.7 x	January 2007	
Livelink 9.6 x	May 2006	July 2008
Livelink 9.5 x	November 2004	May 2008
Livelink 9.2 x	August 2003	December 2006

Introducing... New Ticket Solution

- Global, centralised call-tracking system
- ITIL compliant
- Event Auditing
- Management Reporting
- SLA-based system
- Support & R&D Access
- 24x7 access via Customer Self Service Portal

Customer Self-Service

Open Text - Customer Self Service - Windows Internet Explorer

https://css.opentext.com/servicemanagementweb/Presentation/SelfServiceMain.htm

File Edit View Favorites Tools Help

Google

Open Text - Customer Self Service

CSS User Guide CSS FAQ Knowledge Center Expert Service Center Reselect Group Update My Information Log Out

OPEN TEXT Customer Self Service
https://support.opentext.com

Self Service Main

- Self Service Home
- Create New Ticket
- Save
- Refresh
- Go To Ticket ID...

Customer Self Service

Open Tickets Closed Tickets All Tickets My Profile

Export Grid Page: 4 | Prev Next | 1 2 3 4 5

Ticket #	Subject	Status	Priority	Contact	Creation Date	Original Ticket #
167643	Query concerning Updating F	Closed	3	James Parrott	15/12/2006 08:11:50	
169781	Error in links on Enterprise Se	Closed	3	Lindsay Davies	02/01/2007 14:14:45	
180736	Unique constraint violation w	Closed	3	Peter Petrou	15/02/2007 04:47:29	
182914	Search results aren't display	Action-OpenText	3	Julian Butt	23/02/2007 10:19:04	
184127	Urgently needing access to t	Closed	3	Sarah Dwelly	28/02/2007 10:22:07	
184866	upgrade from 9.2 to 9.5 fail	Closed	3	Peter Petrou	02/03/2007 12:01:15	
188189	LL User Guide Request	Closed	3	Sarah Dwelly	15/03/2007 11:52:22	
188807	KC Account Request for Hita	Closed	3	Sarah Dwelly	19/03/2007 09:15:48	
188812	KC Account Request for Hita	Closed	3	Sarah Dwelly	19/03/2007 09:23:02	
192540	required copy of filter pack fi	Closed	3	Steven Dyer	03/04/2007 04:13:16	
195222	RE: LPAD-13155 validate ind	Closed	3	John Schermann	16/04/2007 09:51:02	
195834	needed details on importing :	Closed	3	Peter Petrou	18/04/2007 03:57:43	
195835	requested details for droppin	Closed	3	Peter Petrou	18/04/2007 04:00:51	

My currently selected Group

Export Grid Page: 1 | Prev Next | 1

Customer Name	End User Code	Address1	Address2	City	State/Province/Cour	Zip/Postal Code	Country	24x7	ESP
Open Text UK - Supr	EU0011083						GB	False	False

Internet 100%

- Defined Escalation Management Process (SMPH)
- Management Reporting Tools
- Customer Self Service – Event Auditing
- Incident / Problem Management Reports
 - Initial Response Days / 5 Day Untouched
- Customer Satisfaction Surveys
- Complaints Policy

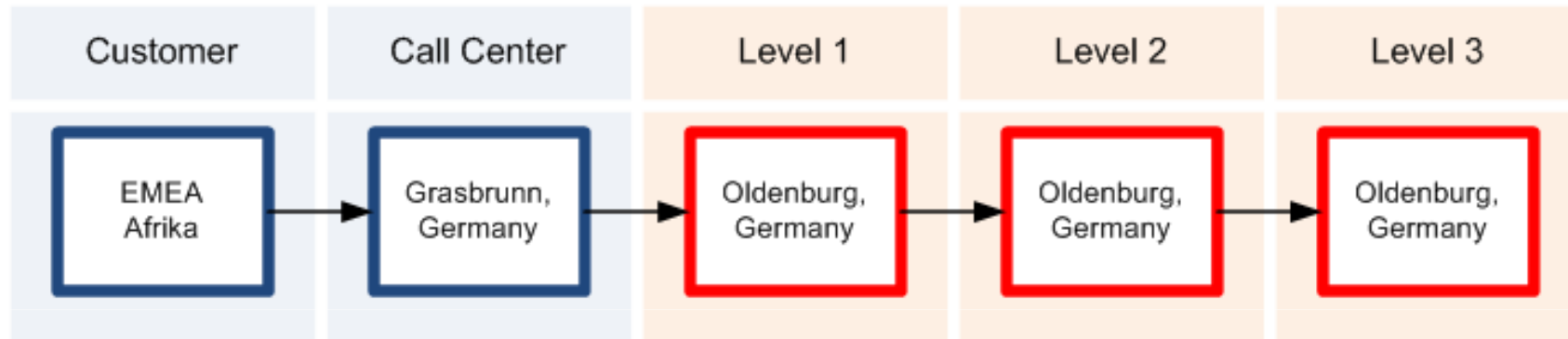
Introducing... The CSRs

Introducing... The CSRs

- “Customer Support Representatives”
- Professional call centre Structure
- Initial point of contact
- Describe, *Mutually* Prioritise, Assign
- Established in Open Text > 10 years
- Local language support
- Very customer oriented
- Feedback Questionnaires

Introducing... The CSRs

Issue Process (forwarding)



- de-support@opentext.com
- +49 (0)89 4629 2121
- css.opentext.com

Introducing... Your feedback

(Open Text ECM products)

Total tickets opened DACH 14,967

Total tickets opened Global 90,163

Customer feedback DACH: **95,7%** satisfied
Return Rate: 17.95%

Total tickets RedDot DACH FY08: 6130

RedDot Customer feedback DACH: ?

In Summary...

- Customer Care is now Customer Support
 - Continually Improving, always open to feedback
 - Same team, improved processes
 - Part of the bigger picture
- Customer first
 - Communication is the key
 - We(still)Care!
- See you next year...

Any questions ?

Andy Johnston
+49 (0)89 4629 2121
de-support@opentext.com
ajohnston@opentext.com