

Success Story

# Global leader in business and financial information optimizes its enterprise solutions with help from OpenText™ Premium Support

**Facing a growing number of open tickets and plans to expand functionality of their existing solution, this OpenText customer looked to Premium Support for help.**

In this age of information, companies that provide real-time news, data, and digital content are essential to our businesses and everyday lives. OpenText, The Information Company™, helps these companies structure their unstructured data, share content around the globe, and manage their business.

For one such OpenText customer, the need to stay on current technology and maintain a manageable IT queue led them to look to Premium Support. Through Premium Support, a Dedicated Support Engineer (DSE) was assigned to the customer as their direct line to OpenText support. To best serve the customer, the DSE studied the customer's business and solution and developed a thorough understanding of their needs.

After the necessary onboarding, the DSE took ownership of activities related to the customer's OpenText solution, which would have otherwise been handled by their IT department. With the DSE taking the lead on behalf of the customer, OpenText was able to implement proposed solutions and efficiently resolve the customer's backlog of tickets.

By unburdening themselves from repetitive and time-consuming system maintenance activities, the customer's IT department was able to focus on more exciting endeavors like expanding their solution to meet new business requirements and other high-value projects.

# opentext™ | Premium Support

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Thanks to a holistic approach, Premium Support proved that it is more than a safety net—it can add real value to OpenText solutions and serve as a trusted partner to administrators and their businesses. This customer has signed on for 17 more months of Premium Support.

“With the burden of system maintenance taken care of, the customer’s IT department was able to focus on expanding their solution to meet new business requirements and prioritize high-value projects.”

### More information

For more information about how the OpenText Premium Support program can help you get the most out of your OpenText technology investment, visit our website:



Premium Support



Premium Support Flexible Credits

### 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/TSX: OTEX), visit [opentext.com](https://www.opentext.com).