

Success Story

# Government institution optimizes solution value with help from OpenText™ Premium Support

**Wanting to realize the full value of their solution investment and ensure long-term system health, this customer chose Premium Support to help manage case load and stay on top of upgrades.**

IT teams across industries around the world are feeling increasing pressure as budgets shrink and resources are stretched. For government agencies, where costs are publicly scrutinized and flexibility is hard to come by, the act of handling day-to-day support requests while juggling implementation, migration and upgrade tasks can be overwhelming.

One government institution has been able to find relief thanks to OpenText Premium Support. With Premium Support, and specifically Named Support Engineer (NSE) Alec, this customer received a dedicated support resource who allowed them to skip support queues, gather expert advice when needed and work with confidence knowing that they are not alone.

Alec worked to become familiar with the customer's technical contacts, business requirements, challenges and system configuration. With this intimate knowledge, Alec could immediately jump into any conversation with the

customer—he understood the context of the customer's questions and concerns and was able to act as an extended member of the IT team.

In preparation for a system upgrade, Alec worked in tandem with the customer to simulate the upgrade in a lab environment, validate the process end-to-end, and produce proven, customer-specific upgrade process documentation. He participated in upgrade rehearsals led by the customer's IT team and helped pull in support and engineering resources to overcome any technical hurdles.

Over the two months leading up to the customer's upgrade, the Premium Support team made up of NSE Alec, Support Account Manager Laquitta and a Premium Delivery Manager averaged three calls a week with the customer to stay completely apprised of progress. Additional simulations and rehearsals helped to ensure that there were no surprises when it came time to perform the production upgrade.

# opentext™ | Premium Support

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Ultimately, the customer completed the upgrade less than one hour into the scheduled four-hour change window. Premium Support was ready and available for the duration, though thanks to the prep work done ahead of time, everything went according to plan.


Alec and the Premium Support team continue to work closely with this customer as they move into other projects

and handle day-to-day issues as they come up. The customer has been incredibly happy with the increased level of service—so much so they have secured Flexible Credits to bolster their Premium Support engagement when they need it most.

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### 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).