

Success Story

OpenText™ Premium Support helps state IT agency keep Americans safe and connected to essential services

Downtime is not an option for this American state IT agency, whose systems deliver critical information, services, and support to residents when they are most in need. To ensure constant and stable service, the agency trusts OpenText™ Identity and Access Management (IAM) with guidance and protection from Premium Support

When it comes to offering services that can mean the difference between life-and-death, trust—by way of availability, predictability, and consistency—between client and provider is absolutely critical. The American state IT agency featured in this story knows that when any of their 290,000 users come to their web properties for help in times of medical emergencies, storm evacuations, pension or welfare need, and other critical situations, their users expect—and require—always on service.

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The central IT agency for this US state uses OpenText IAM to provide users secure access to important resources across 60 different state agencies. This access takes on many forms, including SAML authentication and web services. To ensure maximum uptime, this US state trusts OpenText Premium Support to provide ongoing support and guidance for critical upgrade projects.

“We’ve come to rely heavily on our Premium Support team,” says the IT agency’s Identity Management Operations Manager (identified hereafter as “OM”). “They are always there to support us, whether it’s to keep the lights on or to roll up their sleeves in a critical time of need. They are also highly involved in upgrade activities and help to keep our infrastructure current.”

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OM praises Premium Support for their experience, organization, and dedication. Whether it is providing OM's team with custom documentation or extra support during critical stages of an upgrade, Premium Support resources are always up to the challenge. This has built a strong working relationship with Premium Support becoming an integral part of OM's team and projects.

"I value working with the same engineers for all my issues," says OM. "They know the specifics of my implementation and business priorities, they know my team... This speeds up the troubleshooting process and leads to quicker resolutions. My DSE [Dedicated Support Engineer] has supported our infrastructure longer than most of the members on my own team."

The dedicated Premium Support members' intimate knowledge of this customer's environment, business, and requirements contributes to a feeling that everyone is working together on one team, towards a shared vision. The Solution Support Engineer, DSE and Support Account Manager (SAM) are all very familiar with the individuals on OM's team and the day-to-day nuances of their business.

With so many eyes on the system, nothing gets overlooked. And if reinforcements need to be called upon, help is just a phone call away.


"Our Premium Support team helps us gain access to development resources for a dial-in during critical events, and our SAM helps get attention when we need it most," says OM. "Sometimes this can include an enhancement request, and a little extra push from the SAM can sometimes make all the difference."

The value that this customer has placed on Premium Support is evident in their recently expanded Premium Support engagement. Looking ahead to an upcoming OpenText™ Integrated Document Management workflow project, the team hopes Premium Support can "unravel and document" this new product area for them. You can be sure that Premium Support will be with them every step of the way.

Premium Support is invaluable to us," says OM. "We could not comfortably operate without it. Especially for mission critical environments like ours, it's a must have."

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).