



# OpenText Customer Support

Connectivity Solutions

## Customer Quotes

"Being in Customer Support myself, I can really appreciate the stable product that Exceed is and the first-class level of customer support that Connectivity provides. They have always been helpful and solved my inquiry right away without wasting my time and money. I can easily say that it is the best Customer Support I have ever received."

**Diana L. Collier, Senior Installation Support, ANSYS/Fluent**

"Customer Support did an outstanding job, solved my problem in a very short order and had a GREAT, customer service oriented attitude throughout the entire process!"

**Wayne Schmidt, President and CEO, the Sirocco Group, Ltd.**

"I left a message and received a prompt call back. I didn't answer and received another call back the next day. Once a solution was provided I was called back and e-mailed with an update that got me a better result! If all companies followed up like this and supported their customers this way, many more people would be more productive! Thank you so much!"

**Customer in the Government**

We believe the key to success lies in our ability to support and establish mutually beneficial long-term relationships with our customers. Organizations that have chosen to subscribe to our maintenance program have full access to our Customer Support team and the services they offer.

Support is all about the people, therefore our solution experts are always there for you ready to answer any questions and help you troubleshoot any issue you might have, improve your experience and increase your satisfaction with our solutions.

## Real-Time interaction with our support experts

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**Phone Support:** our team of support experts is only a phone call away. When subscribing to our maintenance program, any member of an organization can call our support team during working hours and talk to a live person and not convoluted phone answering systems. Our response time within 8 business hours ensures that someone will get back to you promptly.

**Centralized Incident Tracking:** as soon as you call us to report an issue, an incident ticket is created for you. That means that your case and all its accompanying documentation will be centrally stored for our support personnel to access. Although we usually prefer to have you stay with the same support specialist, this ensures a smooth transition and avoids wasting your time if your original support expert is not available. We believe asking the same question several times over is not the best use of your time.

**WebSupport Portal:** do you want to check on the status of a ticket you opened with us but have no time to call? Do you want to open a new case outside of business hours? Our WebSupport Portal portal offers you a convenient web-based user interface where you can view all your tickets and easily open new cases or update existing ones. Because it is linked to our central support system, all your information is kept in a central location while allowing you to interact with our support specialist offline.



## Key Characteristics

**Worldwide presence**

**Unlimited support call**

**Under 8 business hours response time**

**Access to all minor and major upgrades**

**Web support portal**

**On-line management of support incidents**

**Remote desktop troubleshooting**

**Video FAQs**

**Access to product download**

**Exclusive loyalty offers**

## 24/7 Support Program

Demanding business conditions have led certain organizations to request a much higher level of support than what is needed usually. This is why we have created the 24/7 program. This program guarantees that you will be able to speak to one of our support representative any time of the day, any day. In addition to enjoying all the other benefits provided by our maintenance program, organizations that choose the 24/7 Support Program can enjoy the peace of mind and the reassurance that they will be able to reach out to our support experts outside of business hours and during week-ends.

## Standby Support

Standby Support is an optional service which allows customers to put one of our customer support representative on standby call outside of the regular support hours. This service has been especially designed for our customers who want to perform migration or deployment operations during weekends for instance.

## Technical Excellence all the way

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**Quick Troubleshooting:** troubleshooting a case is the primary and most important step in resolving an issue in a timely fashion. That is why we take troubleshooting very seriously and have built our expertise around it over the years. Our software is equipped with tracing capabilities which allow us to quickly gather the critical information we need to identify your technical support issue, and replay the situation as if we were sitting next to you even if we do not have a copy of your business application. In addition, our support specialists are equipped with remote desktop troubleshooting tools which allow us, under your complete control, to perform additional tests while defying geographical boundaries.

**Escalation to R&D:** should we determine that your case warrants involving our R&D department, our support escalation process allows us to quickly put our developers in the loop. Our support expert will act as the bridge between you and our R&D department, making sure that communication flows smoothly and that all aspects of your case are properly championed and represented.

**Hotfixes – high quality, fast turnaround:** many software vendors have a lacklustre attitude when it comes to releasing updates to their solutions. Some will take many months, if not years, to provide their customers with a fix or to implement a feature request, while others will dump a half-finished piece of code to deploy to hundreds of users. At OpenText, we strive to achieve balance; that is why our hotfix process is both rigorous and fast, ensuring that all hotfixes have been properly tested by our QA department, and allowing us to build, test and distribute hotfixes in weeks.

**Supported versions you can count on:** Our lifecycle policy is quite comprehensive and covers most versions for a 5 year period after they have been released. Optionally, organizations that require support for older versions after 5 years can purchase extended support packages. Also, we don't wait for major version releases before introducing new features in our products; we keep improving them along their complete lifecycle.

## Beyond Customer Support

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**Electronic Download:** as a software administrator, there is nothing more frustrating than to be constantly looking for CDs or DVDs to install the right software when it's needed. Our Customer Support portal removes that burden by allowing the administrator, or his designate, to download a copy of their licensed software. ISO and executable formats allow the installation to be either burned to a CD/DVD or to be launched immediately. So whether it is for an urgent installation or because you don't want to spend time unnecessarily looking for your media in every department of your organization, you will always be one click away from our Connectivity solutions.



"The support technician was relentless in solving my issue to the point of researching my OS (QNX) and its NFS capabilities. Bottom line: This woman is the "public face" that any company would love to have. She is pleasant, knowledgeable and persistent."

**Mike Gann - Project Analyst**

"I was very impressed with the professional support I got. I rate my support on this issue as excellent. The technician was very clear and polite, knew exactly the steps I needed to take, and most importantly, waited patiently and politely as I rebooted my machine several times. I will spread the word that Connectivity's online support is top-notch."

**John Zickgraf - Senior Engineer - Honeywell**

"I have never directly worked with Connectivity before, but I am very impressed with their prompt and useful customer service. I am glad customers have the ability to submit these help requests online. Thank you."

**Joseph Bianconi - Engineer - Freescale Semiconductor**

**Extended Documentation:** throughout the years, our support specialists have developed an extensive corpus of additional documentation notes that cover special situations, undocumented flags ... Members of our Customer Support program have access to that extra set of information when required.

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**Video FAQs:** our Customer Support team keeps finding new ways to leverage the optimum potential of our products and they are on a mission to share that knowledge. That is why they create Video FAQs which quickly and efficiently present a specific feature from our solutions. Customer Support customers get prime access to all these FAQs.

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**Newsletter:** our monthly newsletter, Newslink, allow you to constantly stay in the loop of the latest hotfixes, service packs and major releases for your OpenText solutions. As a Customer Support customer, you will be automatically subscribed to this newsletter upon joining.

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**Discussion forum:** as a Customer Support customer you will have full access to our discussion forum where you will be able to ask and answer questions as well as exchange intelligence with other customers like you and our Customer Support expert.

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**Knowledge base:** our extensive knowledge base and wiki contain many articles on how to best use our solutions as well as tips and tricks to help you perform your work more effectively when using an OpenText product.

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TOGETHER, WE ARE THE CONTENT  
EXPERTS      MAINTENANCE PROGRAM

