



# OpenText Maintenance Program

Connectivity Solutions

## Quick facts

**Cost of downtime:** According to a survey led by Computer Associates recently, European business collectively suffer from **1 million hours of IT downtime each year**. During these periods, companies estimate that their **ability to generate revenue is reduced by a third (32%)**. Organizations above 50 employees collectively **lose more than €17 billion in revenue** each year.

**Cost of internal helpdesk:** According to Gartner, end users contacts with IT service desk can cost up to \$50 each. Furthermore, Gartner estimates that the average number of contacts to helpdesk for an organization with 1,000 employees is 471 per month. Based on these figures, **internal helpdesk service could cost up to \$300,000 a year for a 1,000 employees organization**.

"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

Whether your business is already depending on our Connectivity Solutions, or about to, we understand that it is paramount for you to protect your investments and maximize the business value you derive from them. Our maintenance program will equip you with the necessary services that will give you complete peace of mind while allowing you to achieve faster and higher ROI.

## Faster and Higher ROI with the OpenText Maintenance Program

**Save money on internal helpdesk costs:** supporting users internally can be an extremely expensive exercise. In addition to internal helpdesk costs (see 'Quick Facts'), the time your IT staff spends handling user calls is time that is not spent working on your strategic initiatives. The OpenText Maintenance Program allows anyone in your company to contact our support staff anywhere in the world, giving you the opportunity to reduce internal support costs and free up resources to work on more strategic projects.

**Keep productivity up and minimize downtime:** downtime reduces user productivity and ultimately it negatively impacts your ability to generate revenue. When you subscribe to the OpenText Maintenance Program, you get unlimited calls to our support organization, allowing our experts to troubleshoot your problem immediately and resolve it quickly.

**Reduce risk:** the complexity of your IT eco-system with its diversity of operating systems and applications, as well as the high pace at which it transforms makes it pretty much impossible for you to fully anticipate the impact of each operational change that takes place on a daily basis. The OpenText Maintenance program provides you with the peace of mind that you have full access to our library of hot fixes and service packs under the guidance of our support experts to help you respond to any unforeseen emergency.



## Support Program

Worldwide presence

Unlimited customer support calls

Response Time within 8 business hours

Access to all minor and major updates

Online Customer Support Portal

24x7 management of support incidents via Web

Remote desktop troubleshooting and diagnostic

Video FAQs

Access to full product downloads

Exclusive sanctioned pricing on service offerings

## 24x7 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 24x7 Support 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 24x7 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 weekends.

## 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.

**Obtain major software upgrade at no charge:** we constantly work to improve our solutions and provide new features to better serve your business needs. The OpenText Maintenance program guarantees you access to all of our releases, big or small, giving you the flexibility and the time you need to evaluate and deploy the new version to your user base.

**Keep your business operations up-to-date:** organizations that want to remain competitive have no choice but to constantly transform their enterprise operations to adjust to market realities. The OpenText Maintenance program helps organizations better support their business transformation efforts by providing them instant access to our product experts and technical resources.

**Avoid proliferation of workarounds outside the system:** user adoption is a key factor in achieving high return on investment for any IT project. Whether perceived or real, a user's problem often results in changes in behaviours that ultimately negate some or all of the expected benefits from the solution that was deployed. The OpenText Maintenance program brings you the necessary resources to solve these problems before users start to develop workarounds outside the system.

**Reduce your exposure to security breach:** security breaches can reach up to \$300 in costs per record stolen. That is why software vendors constantly protect their solutions against such breaches. By joining the OpenText Maintenance program not only will you get the reassurance that you will always obtain the latest security improvements for our solutions, but we will also work with you and other software vendors to maintain optimal interoperability when they modify their solutions for security purposes.

## Additional Benefits of the OpenText Maintenance Program

**E-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. The OpenText Maintenance program takes that burden away from administrators by allowing them, or their 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.

**Multi-Year Renewal Options:** negotiating maintenance contracts is a time-consuming exercise that most businesses would like to avoid repeating every year. Furthermore, with economic constraints getting tighter and tighter, budget-conscious CIOs put pressure on their buyers to find ways to reduce their ongoing maintenance costs. The OpenText Maintenance program offers a multi-year renewal option that not only saves valuable time by avoiding a yearly maintenance negotiation round, but also offers potential cost-saving that will allow organizations to meet their budgetary targets.



"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

**Disaster Recovery Licenses:** disaster can hit anywhere, at anytime and take any form, be it natural disasters, as we have seen too often in our recent past or man-made. When it hits, all the energy of your organization will be focused on how to put back operations in motion as quickly as possible and the last thing you will want to worry about are licensing issues. That is why the OpenText Maintenance program extends your grant of license in such a way that you can deploy your licenses on cold-boot disaster recovery systems ahead of time. That way, the license will be ready to be used in an instant when you need them and your operations will resume faster.

**License Reporting:** many vendors have used the threat of non-compliance as a quick way of making some extra money on the backs of their customers. This business philosophy is both wrong and short-sighted hence that is why the OpenText Maintenance program has been designed to help you stay in compliance at all times. Our licensing specialist will provide you with a complete list of your licenses currently under maintenance, giving you the necessary knowledge to make the right business decision while ensuring the number of licenses adequately matches your needs.

### Our Team at Your Service

**Account Managers:** whether you want to quickly enquire about the state of your licenses, get information on any of our added-value services or renew your maintenance contract, your personal representative knows your account and understands your needs to offer the best solution for your business.

**Support Specialists:** our solution experts are always there for you: phone, e-mail, web portal, customer community, they are ready to answer all questions and help you troubleshoot any issue you might have, to improve your experience and increase your satisfaction with our solutions.

**Solution Consultants:** do you need help to deploy our solutions? Are you looking for experts to convert your scripts and macros? Would you like custom training sessions organized for your staff? Our solution consultants offer the best service available on Connectivity solutions and will help you take your investment one step further.

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