OpenText
THE CONTENT EXPERTS

OpenText Professional Services

Connectivity Solutions

Proven methodology, clear deliverables

With a methodology honed over years of deploying OpenText Connectivity Solutions for enterprise or departmental use, OpenText consultants orchestrate the strategic planning, implementation and operation of OpenText Connectivity solutions, or deliver rapid implementation and upgrade services to accelerate your return on investment.

Our consulting group can help you build solutions that enable you to leverage your investment in our technology, and in existing enterprise systems. As consulting engagements, Service Packages include tasks and deliverables as defined on a per-engagement basis. The implementation of these service packages can range from simple modifications to meet specific departmental needs to enterprise applications that integrate with multiple existing systems.

OpenText's Global Services Implementation Framework provides the proven methods, procedures, and guidelines to successfully roll out OpenText Connectivity solutions.

Organizations that invest in new solutions for their business have two major objectives: solving their business problem and achieving the highest ROI possible as fast as they can. This is the reason why OpenText is offering a number of professional services that will help companies optimally deploy, use and maintain their OpenText solution at every stage of its lifecycle in the Enterprise.

Our team of professional services consultants is exclusively comprised of OpenText employees with several years experience in implementing and using our solutions. Our proven methodology, our well-defined engagement rules and our experience with thousands of customers are the guarantee that we will provide you with the highest possible quality of service to make your project a success.

Deployment and Migration

Script and Macros Migration and Development Services: each business has its own requirements and sometimes one size does not fit all. That is precisely why we have built our solutions with extensibility in mind and equipped them with powerful APIs and development capabilities. For some businesses these capabilities will be used to improve upon the functionalities fulfilled by an incumbent solution. Others will use these development tools to create new services that will help their users be more productive. In any case, our team of experts can assist you or even take over the development tasks to help you migrate, write or improve these scripts to satisfy your business needs.

Implementation Planning and Solution Deployment: one of the most critical phases in any IT project is deployment. A well-executed deployment often makes the difference between success and failure. Deployment impacts user adoption and return on investment, not to mention all the hidden costs that can suddenly rise dramatically if the deployment is not executed properly. This is why our teams can help you prepare and execute the deployment. They will evaluate the hardware requirements, install and configure your servers and clusters, implement connection profiles according to your users and groups specifications and prepare deployment packages for your desktop clients. We will make sure your deployment is a complete success.

Maximizing Value through Training

OpenText is committed to maximizing your technology investment by effectively leveraging and enhancing the OpenText Connectivity products and solutions. Our comprehensive education programs are designed to meet the needs of all OpenText users, ensuring the long-term success of your Connectivity deployment. Our goal is to help you develop both the technical know-how and the creative vision it takes to meet your most demanding business challenges.

Benefits

- Decreased Calls to Help Desk
- Improved Understanding of Connectivity Solutions
- Improved Knowledge Sharing & Collaboration
- Increased User Adoption & Satisfaction
- Management Confidence in Software Selection

Services and Products

Our consultants analyze your team's education and training needs, focusing on the key learning outcomes and timelines, and creating the right education plan. Education plans can be developed for any phase of your implementation - pilot, implementation, roll-out, upgrade or refresher. OpenText employs a blended approach to learning by combining mentoring, instructor-led courses, webinars, eLearning and focused workshops.

OpenText Learning Services is committed to bringing the finest quality education programs and services to our customers. Our dedicated team of experts is committed to providing you with the best possible learning experience.

Architectural environment review: whether you want to take this service as a part of your deployment process or you want to get our experts to investigate an active production environment, we will execute a thorough review of your architecture, analyze your requirements and operating procedures and provide a complete report detailing our findings as well as our recommendations.

Customized documentation: we do provide exhaustive and detailed documentation for our solutions when you purchase them, but for some customers like to have custom operating instructions to pass on to their staff. Our writing team can assist you with this task by analyzing the process you want to document and developing a custom document describing the instructions and procedures better reflecting the specificities of your business and IT environment.

Knowledge Transfer

Peter Drucker, one of the fathers of management theory, once said: "Knowledge has to be improved, challenged, and increased constantly, or it vanishes". The ever-increasing complexity of business and IT environments have created new challenges for business and technical users alike, to always maintain their knowledge up-to-date if they want to perform to the levels that is expected of them. That is why OpenText has designed a series of training courses, specifically targeting the needs of the different groups in your organization. Delivered by our own solution specialists, these courses will equip your organization with the knowledge to optimally use and manage our business solutions.

Training for end-users: this training covers all the operations and procedures that end-users will require for their daily use of our solutions in the context of your business operations. Our team will work with you to create custom course which will be tailored to the technical proficiency and the business functions of the attendants.

Training for administrators: this training is available in 2 levels: basic and advanced. The basic level covers all aspects of the installation, use and basic troubleshooting procedures of our solutions. The advanced training explores complex installation scenarios, performance optimization techniques and expert usage and troubleshooting.

Training for license managers: this short program can be integrated in the administrator training or taken separately. It handles all legal, logistical and technical aspects related to keeping your licenses in compliance with the OpenText license agreement

Webinars on demand: if setting up formal training classes does not fit your organization's model (for geographical or scheduling reasons for instance), we can create custom videos targeting a specific topic for you to make available to your resources on an on-demand basis.

Preventive Maintenance

Performance Benchmarking: this service can be purchased on its own or as part of the application optimization service (see below). Our team of expert will review your technical architecture and conduct a detailed audit of your network performance in order to identify and document the different performance metrics for the traffic between your users and your applications.

Performance Optimization of a specific X application: as a complement to performance benchmarking, our X application optimization service consists of an in-depth analysis of the network traffic, CPU consumption and drawing times of your business specific application. Based on this analysis, your performance objectives and your business-specific requirements we will provide a custom configuration settings and best practices recommendation that will ensure your application works in optimal condition.

Post/Pre Disaster Recovery: 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. Our disaster recovery service will provide you with a detailed set of procedures to quickly restore access to your business solution and minimize disruption to your operations.

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