

Customer Success offerings

Maximize your outcomes with OpenText and take the guesswork out of success



Take aim at **business objectives**



Maximize **user adoption** and **solution capability**



Reduce time to value



Solve challenges with **helpful resources** and **technical expertise**



Scale your systems as your business grows

L.O.V.E.™ by OpenText™

More than just a successful deployment, our L.O.V.E. methodology focuses on the entire customer journey from delivery through outcomes. It includes onboarding, adoption, planning and ongoing engagement for future growth and optimization of your OpenText solutions.

Land Together

Listening and learning to ensure short-, medium-, and long-term value.

Expand

Ongoing discovery to increase value in your software investment.



Operate

Best-in-class implementation and operations.

Value

Regular success engagements, proactive communications and reporting to springboard innovation.

Objectives vary between businesses and will certainly shift over time. Whether you are just beginning your journey with OpenText or are looking for ways to increase adoption and enhance the value you get from your established solutions, OpenText Customer Success offers three service offerings designed to help you overcome your biggest business challenges and scale for future growth.

Invest in your success with our three service offerings

Essential Success

Bringing L.O.V.E.™ by OpenText to all customers

Access a wide variety of online resources via our exclusive [Customer Success Portal](#) and receive guidance from customer and technical success experts who can help you along your customer success journey.



Our foundational success offering includes:

- ✓ Standard [Onboarding](#) and [Welcome Materials](#) to kick start your journey.
- ✓ Access to our [Customer Success Portal](#) with [Self-guided Resources](#).
- ✓ A combination of [Customer Success](#) and Technical Success to support your business and technical requirements.

Enhanced Success

Optimize your solution and reach your goals faster

Work alongside a Customer Success Team to crystallize your business goals and develop a Customer Success Plan that can help define expectations, reduce time to value and guide the success of your OpenText solution. Access Technical Success Services, for support of customizations, integrations, and interfaces including third-party products.

Our enhanced success offering includes:

- ✓ An assigned [Customer Success Manager](#) who guides you through your success journey with OpenText.
- ✓ A [Success Plan](#) that defines expectations, goals, and metrics that [drive the value](#) of the solution.
- ✓ [Success Services](#) that ensures [faster time to value](#) for priority tickets.
- ✓ Access to [Application Consultants](#) for [customizations](#), [integrations](#), and [interfaces](#).
- ✓ Access to [Self-paced training](#), [certification](#) and [hands-on labs](#) through a Learning Subscription.



Signature Success

Partner with OpenText to reach your solutions full potential

Partner with your Customer Success Manager (CSM) to build out your success strategy and roadmap for long term success. Proactively consult your Technical Success Manager who intimately knows your solution and will partner with your CSM to help you accelerate ROI and create a tailored success plan. Take advantage of our catalog of Success Workshops. Go beyond the technical implementation and partner with success services to create a multi-year training and adoption strategy that up-skills your team, plans for effective organizational change management to boost end-user adoption to achieve your success goals and business outcomes.



Our signature success offering includes:

- ✓ A [Customer Success Manager](#) who establishes a joint governance model and proactive communication at all levels of the organization.
- ✓ Access to [Success Workshops](#) to understand your business needs and inform a unique proactive approach to your success.
- ✓ A tailored [Success Plan](#) that accelerates the value of the solution and ensures a joint strategy for growth.
- ✓ A Technical Success Manager who consults with you to plan for scalability and conducts [Performance](#), [Solution Health](#), [Capacity](#), and [Architecture Reviews](#).
- ✓ Multi-year [Training Strategy](#) that up-skills your team and plans for effective organizational change management to boost end-user adoption

Contact us

With OpenText Customer Success Services, you can go beyond your cloud solution. Invest in services that maximize adoption and focus on meeting your business objectives. Access OpenText experts to leverage insights into industry, data and thought leadership, more quickly realize tangible value from your solution, and drive long-term success.

Looking for more information, [Contact us today](#) to find out how Customer Success Services can help you chart your course.

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).

Connect with us:

[OpenText CEO Mark Barrenechea's blog](#)

[Twitter](#) | [LinkedIn](#)