



opentext™

Customer Support

Programs, Services & Online Offerings

November 5, 2019 | Ana Paula Bonani

Agenda

- Introduction
- Support programs
- Services workflow
- My Support & other online offerings
- Release Life Cycle

Introduction

- OpenText Customer Support
 - Maintenance renewals
 - Customer Support Representatives (CSRs)
 - Global Technical Services
- Gupta Technical Support
 - Advanced, high standard technical support for all Gupta solutions
 - Part of OT GTS organization
 - 'Follow The Sun' services to hundreds of customers around the globe

Support Maintenance Programs



OpenText Protect

Unlimited support for critical, serious and normal issues Monday through Friday, except for OT published holidays, during local business hours

Initial response time based on ticket priority:

- 1h for critical, 2hs for serious, 4hs for normal incidents

Software updates for all subscribers include new versions of the covered software and product patches.



OpenText Protect Anytime

Unlimited support for production down issues, 24 hours a day, 7 days a week

1h initial response time

Direct connection with an expert with the experience necessary to rapidly resolve the most urgent issues

Software updates for all subscribers include new versions of the covered software and product patches.

Included Services

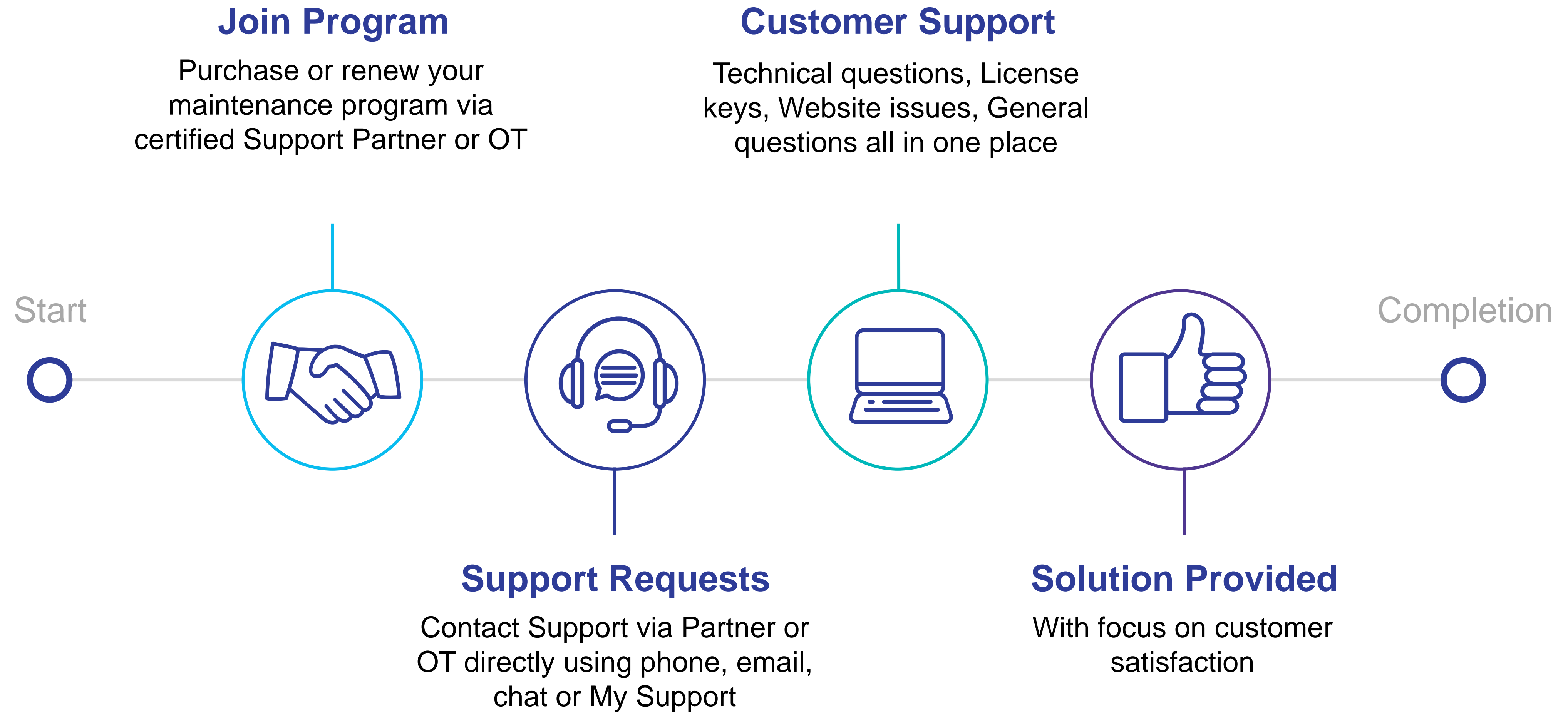
Plan Comparison		
Included services	Protect	Protect Anytime
Product Research and Development	✓	✓
Product patches, latest releases/versions	✓	✓
Online documentation and resources	✓	✓
Unlimited support requests	✓	✓
Hours of operation: Mon-Fri local business hours	✓	✓
24x7 coverage for production down (P1) issues		✓

- Direct services or via certified Support Partners
- Maintenance Program Handbook
 - Policies
 - Processes
 - Hours of operation
 - Support Request classification and more

[Link to Software Maintenance Program Handbook](#)

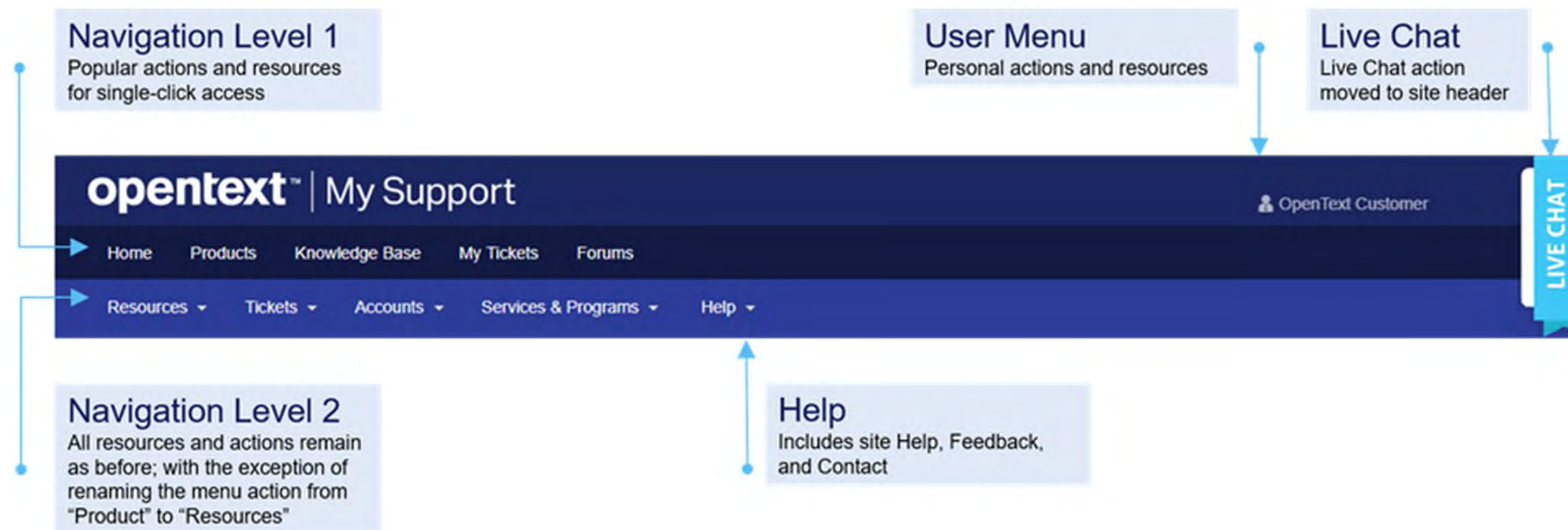


Services Workflow



Knowledge Centred Support – KCS

- Knowledge as key asset
- Content created and evolved on demand
- Ever growing knowledge base



My Support

- Our online portal for answers, guidance, key product resources and more

[Link to My Support](#)



Community

Participate in the community to ask questions, offer suggestions, or discover solutions.



Resources

Access valuable resources and documentation to ensure a successful implementation.



Transactions

Manage your account and system information; open and update cases with support agents; and pay bills.

My Support demos

Account and contacts, products, software downloads, knowledge base, tickets, My Support online help

Managing your account and contacts

- Self-service option for customers to control their My Support account
- Customer Admin can edit contacts and assign access rights

Accounts

This page displays all the accounts to which you belong. Use the checkboxes to select which accounts you want to view tickets for.

Link to Accounts

Click the button below to search for an Account to which you wish to be linked.

 Link to Account


Account Help Guide

 Update Selections

 Export

Displaying accounts 1 - 1 of 1

 View All | Page 1 of 1

<input checked="" type="checkbox"/>	Nickname ▲	Account Name	End User Code	Primary Contact	Primary Phone	Alternate Phone	Unlink Account
<input checked="" type="checkbox"/>	Open Text UK Ltd - Europe North Support Center	Open Text UK Ltd - Eur...	EU0009530	Patrick Stimp...			

Finding your OpenText products

- Our Product Finder will take you to your favorite product's landing page

The screenshot shows the OpenText My Support interface. At the top, there is a dark blue header with the OpenText logo and 'My Support' text. Below the header is a navigation bar with links for Home, Products, Knowledge Base, Tickets, and Forums. A secondary navigation bar contains dropdown menus for Resources, My Tickets, My Accounts, Services & Programs, Partner, and Help. A search bar is present with the text 'Can we help you find something?' and a search button. The main content area is titled 'Products' and includes a sub-header 'Are you looking for information about OpenText products?'. Below this is a paragraph of text explaining how to use the product finder. There are two columns of product recommendations: 'Favorite Products' and 'Recently Viewed Products'. The 'Favorite Products' column lists 'AXS-One COOL' and 'AXS-One RCM'. The 'Recently Viewed Products' column lists 'Gupta Team Developer (TD)', 'Gupta Q', 'Gupta TD Mobile', 'My Support', 'Gupta SQLBase', and 'AXS-One RCM'.

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Home [Products](#) Knowledge Base Tickets Forums

Resources ▾ My Tickets ▾ My Accounts ▾ Services & Programs ▾ Partner ▾ Help ▾

Can we help you find something? All ▾ e.g. Administration Guide Search

My Support /

Products

Are you looking for information about OpenText products?

Click on an option below to select your product to see what content and resources are available. Click **View the Product Page** to take you directly to the current activity for that product. To directly access specific types of resources for the selected product, you can simply click on each individual resource.

Select a product or choose from your list of favorites to go to the Product Page or directly to the resource you need. [Learn more](#) >

Please enter a product name

Favorite Products

- > AXS-One COOL
- > AXS-One RCM

Recently Viewed Products

- Gupta Team Developer (TD)
- Gupta Q
- Gupta TD Mobile
- My Support
- Gupta SQLBase
- AXS-One RCM

Downloading software

- Access to all versions of products under maintenance
- Behind paywall

Resources ▾ My Tickets ▾ My Accounts ▾ Services & Programs ▾ Partner ▾ Help ▾

Can we help you find something? All ▾ e.g. Administration Guide Search 🔦

My Support /

Downloads

We provide Downloads for the community of Employees, Customers and our Partners.

Find the Downloads you are interested in by using the form below and select the product you are interested in.

Please keep in mind that if your question or problem is urgent, you should contact Customer Support.

FIND OPENTEXT PRODUCT DOWNLOADS

Search Products

Product Name by Letter

ALL A B C D E F G H I K L M N O P Q R S T U V W X

Accounts Payable for JD Edwards EnterpriseOne....

Accounts Payable for Oracle E-Business Suite

LATEST TRAINING NEWS

News & Events more

Click above for everything you need to know about Learning Services: events, offerings, promos.

View Course Catalogue

Searching the knowledge base

- Our knowledge base keeps growing
 - KBAs created and updated based on ticket resolution
- There to help you self-serve!

The screenshot displays the OpenText Knowledge Base interface. At the top, there is a dark blue navigation bar with links for Home, Products, Knowledge Base, Tickets, and Forums. Below this is a secondary navigation bar with dropdown menus for Resources, My Tickets, My Accounts, Services & Programs, Partner, and Help. The main heading is "Knowledge Base", with sub-links for "Search the Knowledge Base", "Recent Activity", and "Additional Support". A large banner image shows a bookshelf with a magnifying glass icon. To the right of the banner is a search box labeled "View a Knowledge Base Article" with a "Go" button. Below the banner, there is a section titled "Actuate" with a link to "Access your Knowledge Base Articles here." and a small icon. At the bottom, there is a "Search the Knowledge Base" section with a "Product" dropdown menu (set to "All Products"), a "Look for" dropdown menu (set to "All Words"), a "Keyword or phrase" input field, and a "Search" button.

Creating and managing your tickets

- Select ticket type to help us expedite your request

The screenshot shows the OpenText support portal interface. At the top, there is a navigation bar with links for Home, Products, Knowledge Base, Tickets, and Forums. Below this is a secondary navigation bar with dropdown menus for Resources, My Tickets, My Accounts, Services & Programs, Partner, and Help. A search bar is present with the text "Can we help you find something?" and a search button. The main content area is titled "Tickets" and contains the following text: "Need support assistance with an OpenText product? Want to open a ticket for general questions or website issues? Need to request a License Key?" and "Click on an option below to report issues with your software or the OpenText website. You can also request license keys, ask general questions or view an existing support ticket." Below this, there are four ticket type options: "Technical Questions" (Report an issue with your software.), "License Keys" (Upgrading and need a license key?), "Website Issues" (Report an issue with an OpenText™ website.), and "General Questions" (Do you have a general question for us?). To the right, there is a section titled "View an existing support ticket details." with a text input field for "Enter an ticket number to view." and a "Go" button.

- Gupta customers can open a 'License Key' ticket to request an installation key or PMC

Simple three-step process

- 'Remember-me' functionality
- Tips
 - Add more phone numbers and email addresses as needed
 - Create new system
 - Watch ticket notifications
 - Watch development details

My Support Help

- Links available while navigating
- Search in wiki functionality

The screenshot shows the OpenText My Support website. At the top, there is a dark blue header with the OpenText logo and 'My Support' text. Below the header is a navigation menu with links for Home, Products, Knowledge Base, Tickets, and Forums. A secondary navigation bar contains links for Resources, My Tickets, My Accounts, Services & Programs, Partner, and Help. A search bar is prominently displayed with the text 'Can we help you find something?' and a search button. Below the search bar, the page title 'OpenText My Support - Help & About' is visible. On the left side, there is a 'WIKI INDEX' section with a search input field. The main content area features a 'Welcome to My Support' message and a description of the support platform.

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Home Products Knowledge Base Tickets Forums

Resources ▾ My Tickets ▾ My Accounts ▾ Services & Programs ▾ Partner ▾ Help ▾

Can we help you find something?

My Support /

WIKI INDEX

HOME

GET STARTED

Search

Product Finder

OpenText My Support - Help & About

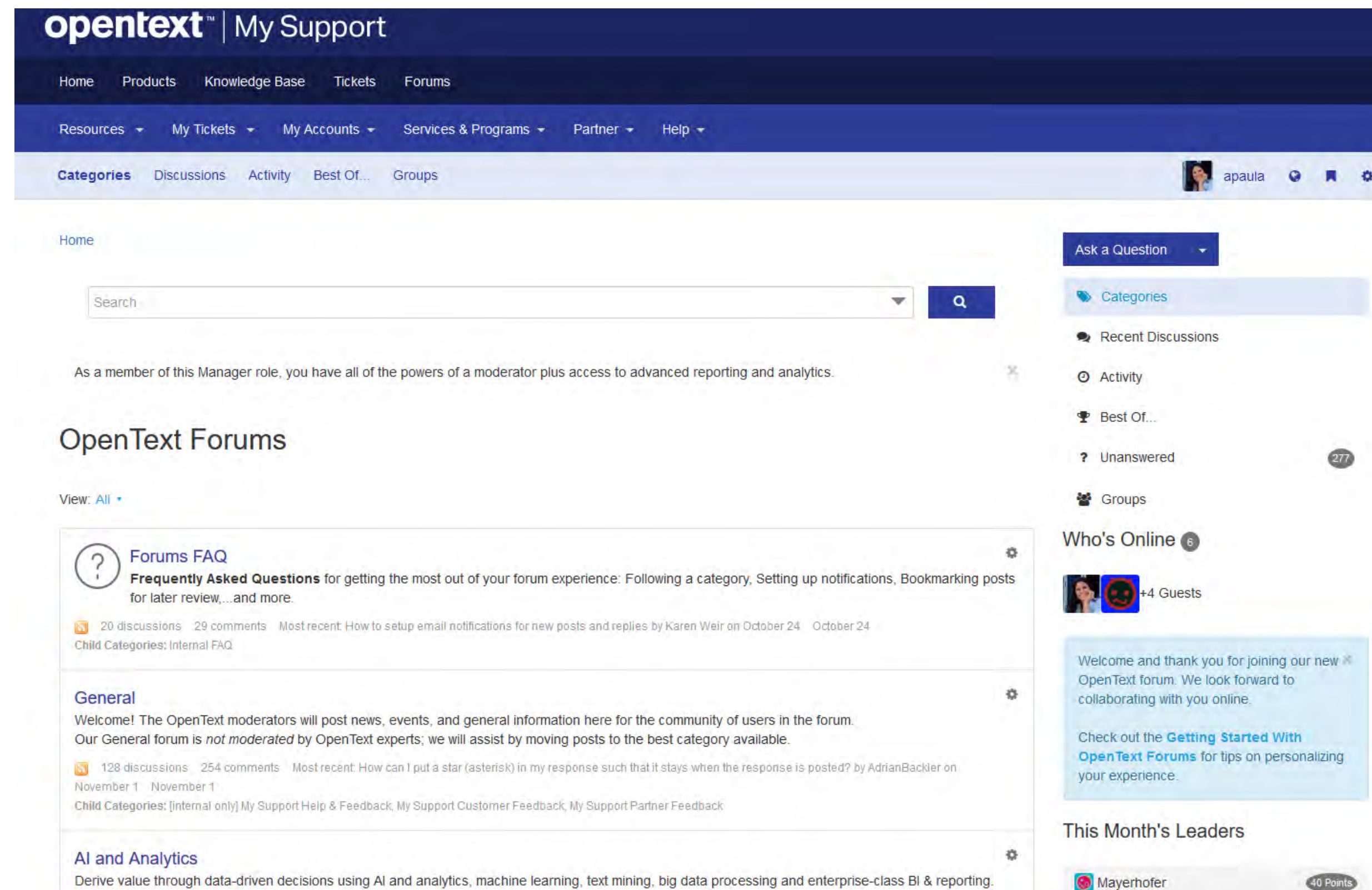
Welcome to My Support

One Place. One Community. Always Online.

My Support offers a seamless web experience for users to engage across a variety of interactions for cases, forums, software, articles, technical documentation, alerts, and more.

Discussion Forums

- A place for the community of employees, customers and partners
- Follow a wide range of OpenText groups
- [New home in 2019!](#)



Support Life Cycle

- Release dates
- Current and sustaining maintenance
- [Link to Support Life Cycle](#)

Support Lifecycle

Learn more about the OpenText Protect Support Programs [here](#).





Product Name	Version	Release Date 	Sustaining 	Notes
Gupta Team Developer (TD)	7.2	September 2019	September 2024	-
Gupta Team Developer (TD)	7.1	May 2018	May 2023	-
Gupta Team Developer (TD)	7.0	October 2016	October 2021	-
Gupta Team Developer (TD)	6.3	March 2015	March 2020	-
Gupta Team Developer (TD)	6.2	June 2013	August 2017	-
Gupta Team Developer (TD)	6.1	March 2012	March 2016	-
Gupta Team Developer (TD)	6.0	November 2010	March 2015	-


Faster Fixes for Team Developer

- Shorter wait time for receiving updates and fixes for Team Developer
- **Old**
 - Same priority for updates for the current and previous versions, with 4-month wait between releases
 - Wait time prevented customers from proceeding with their projects
 - More one-off requests ending with resources redirected from quality releases
- **New**
 - Updates for the **current** TD version available in a 2-month cycle approximately
 - For **earlier** versions of TD
 - Updates available every six to eight months as part of our regular release schedule
 - For important issues, customers can request a patch from OpenText Support to receive a fix on a priority basis.

Roadmaps and release schedule

- Up-to-date roadmaps per OpenText product
- Future releases plan
- [Link to roadmaps](#)

									
<input type="checkbox"/>	Type	Name ↑	Size	Modified	Next Version	Future Release	ID		
<input type="checkbox"/>		Gupta SQLBase Roadmap ▾	19 KB	10/21/2019 11:52 AM	12.3	Q2 CY2020	63244925		
		Gupta SQLBase Roadmap							
<input type="checkbox"/>		Gupta TD Mobile Roadmap ▾	18 KB	10/21/2019 11:52 AM	2.4	Q1 CY2020	63244261		
		Gupta TD Mobile Roadmap							
<input type="checkbox"/>		Gupta Team Developer Roadmap ▾	20 KB	10/21/2019 11:52 AM	7.3	Q1 CY2020	63246942		

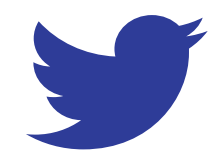
									
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Q&A

Any questions or comments welcome!

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Thank you



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linkedin.com/company/opentext

opentext.com