

OpenText Customer Communication Management for G-Cloud 15

Pricing Document - Framework Reference RM1557.15

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OpenText Customer Communication Management for G-Cloud 15

Pricing

Service Name	Unit	Unit Price
OpenText Communications – G-CLOUD Edition (upto 10m transactions/yr)	Transaction	£0.05
OpenText Communications – G-CLOUD Edition (upto 20m transactions/yr)	Transaction	£0.03
OpenText Communications – G-CLOUD Edition (upto 50m transactions/yr)	Transaction	£0.02

Pricing Assumptions

- The unit prices detailed above are indicative list price for guidance, a more detailed quote is available on request from OpenText for specific quantities.
- The pricing above is detailed based on a 3 year term. Alternative time frames are available upon request.
- Contact OpenText for transaction volumes lower than 10m/year.
- A transaction is defined as a single instance of any documents, writings or records created, adapted or processed by OpenText Communications and shall include, the data for which is input to, output from, created, processed, or manipulated in some way by OpenText Communications, as counted by the Software.
- Higher and lower volume prices are available depending on customers specific requirements, the level of discount will vary according to customer requirements.
- Payment is required within 30 days of invoice
- APA – 7.5% year on year increase on above pricing

OpenText Communications G-Cloud Edition provides a standard platform for rapid deployment. The standard platform is designed to deliver an optimal coverage for high volume document composition applications.

System Monitoring & Uptime	Your Enterprise MCS solution is monitored for availability and health on many different levels. Automated alerting solutions check the availability of your solution every several minutes. These automated alerting systems check the availability of the application and help to ensure that issues with your solution are caught and triaged before they become service impacting.
Standard Test Environment	All of our deployments include both a Production environment and a Test environment. The Test environment is a reduced scale site intended for change control activities. To maximize economy, our Test environments are not designed for load testing and are limited to a reduced number of users compared to Production.
Up-Time Management	OpenText follows the ITIL process for Incident Management (IM), with procedures detailing management and escalation of issues around the clock. Our Network Operations Centres (NOCs) are staffed 24x7 to ensure immediate response to service-impacting incidents. Incidents can be raised either by our automated alerting systems or by direct report from a customer or staff member, and are triaged through our IM process. As part of your service, OpenText provides you with access to our Cloud support organization either by email, phone or over the Web.
System Maintenance	System maintenance includes deploying mandatory hotfixes and quarterly cumulated patches. Hotfixes, patches and cumulative patches fix product defects and do not introduce new functionality.
Backup	OpenText protects your business data with daily incremental and weekly full system back-ups. Back-ups are encrypted and stored in an alternate data centre facility located in the same geographic region as your primary system deployment where they are retained for a period of 30 days.
Disaster Recovery	Disaster Recovery (DR) planning and preparation is an important aspect of OpenText Cloud operations. Our Managed Cloud Services product deployment architectures are designed to maximize the resiliency of your system and to minimize the impact of a system failure. The DR "best effort" services provided under a standard OpenText Managed Cloud Services Agreement(s) can be extended with the Business Continuity option to provide specific Recovery Point Objective (RPO) and Recovery Time Objective (RTO) commitments.
VPN	1 VPN Connection included
Included Storage	2.6 TB production storage 600GB non-production storage Additional Storage can be added as needed.

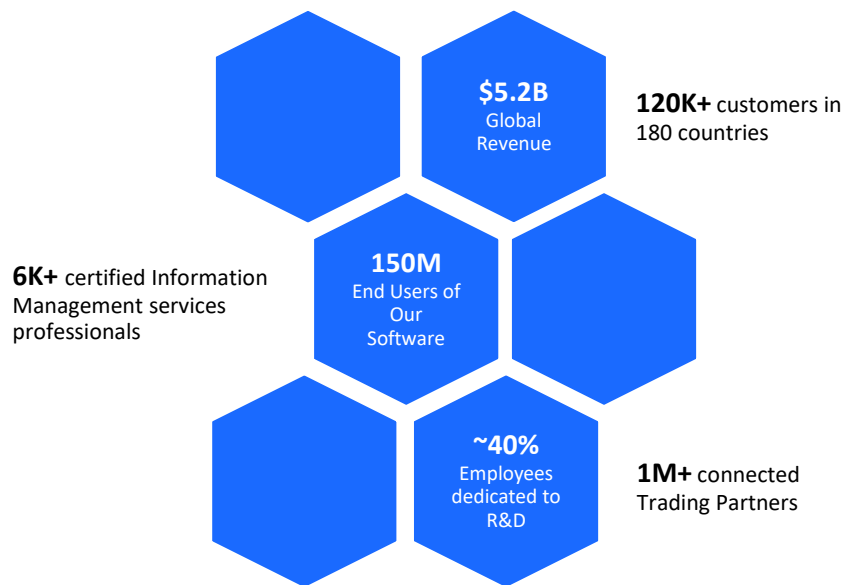
Included Data Transfer	400GB per month. Additional Data Transfer can be added as needed.
Application Availability	The standard package includes 99.5% application availability for Production System
Delivery Manager	<p>A designated Delivery Manager (DM) is your single point of contact and accountable for all Cloud Managed Services. Acting as your advocate for excellent service and ongoing satisfaction, the Delivery Manager ensures a consistent service (delivered according to the contract).</p> <p>The Delivery Manager schedules regular calls (usually monthly) to review your SLA performance and any ongoing support interaction. The Delivery Manager will use these sessions to understand your business priorities and requirements and co-ordinate our internal business units as they work together for your success.</p>

The G-Cloud Edition is a pre-packaged configuration and the included infrastructure is designed to support a typical usage scenario with a common user profile mix and standard workloads. To manage higher workloads or ambitious performance requirements, OpenText may offer a customer specific sizing and infrastructure configuration.

Optional Additional Services

The table below shows the optional available solutions relating to this service, pricing details will depend on customer requirements and the existing OpenText solutions provided. Pricing is available upon request.

Premium Service Add-on for G-Cloud	Additional 24x7 support, major upgrades and enhanced performance optimization
Business Continuity Add-on for G-Cloud	Additional high availability and disaster recovery support as well as a Premium Test System
Buy-Ahead Storage for G-Cloud	Additional storage option
Buy-Ahead Data Transfer for G-Cloud	Data transfer service capacity



We are OpenText

OpenText, The Information Company™, powers and protects information to elevate every person and every organization to gain the information advantage. A leader in Information Management, OpenText offers a comprehensive portfolio across content, business network, digital experience, security, application modernization, operations management, and developer APIs.