

OpenText Digital Asset Management for G-Cloud 15

Pricing Document - Framework Reference RM1557.15

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Pricing

Service Name	Unit	Unit Price per annum
OpenText Digital Asset Management – GCLOUD Edition	Standard User	£240

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.
- Minimum Order Quantity is 50 Standard Users.
- The unit price detailed above is based on an order quantity of 2000 Standard Users.
- Users that only require limited access via Digital Hub portals and integrated applications can be added as Registered Consumer Users for £850 per 100 users per year.
- Higher and lower volume prices are available depending on the customer requirements, the level of discount will vary according to customer specific requirements.
- Pricing detailed is based on 'used' services. Once users are made available in the service, they are deemed as 'used'.
- Pricing for 'bring your own license' is available upon request, available for Digital Asset Management.
- Payment is required within 30 days of invoice.
- APA – 7.5% year on year increase on above pricing

Digital Asset Management G-Cloud Edition provides a standard package for rapid deployment. The standard package is designed to deliver an optimal media library and brand management configuration.

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.
Service Updates	Application and platform updates are performed each quarter or as required to maintain the service
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 standard RTO/RPO for services provided under the OpenText Digital Asset Management Managed Cloud Services is 7 Days / 24 hours.
Included Storage	10 TB Storage The standard package includes 10 TB of storage. Additional Storage can be added as needed.

Application Availability	The standard package includes 99.5% application availability for Production System

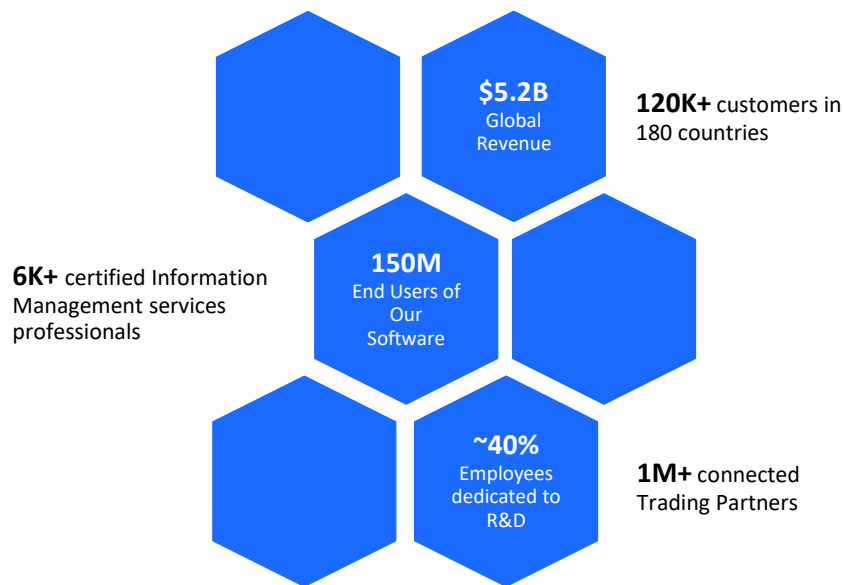
The G-Cloud Edition is a pre-packaged configuration and the included infrastructure is designed to support a typical usage scenario with a common user profile mix and standard workloads. To manage higher workloads or ambitious performance requirements, OpenText may offer a customer specific sizing and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

Initial load and bulk ingestion of content may impact the overall system performance, OpenText may offer specific support to optimize the load and migration of content.

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.

Enhanced Service Add-on for G-Cloud	Additional 24x7 support, enhanced performance optimization, named service delivery manager. Also increases availability to 99.9% and improves RTO/RPO to 8hr/8hr.
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.