



# Value+ Management Services

Reimagine how to Run and Transform OpenText solutions

Professional Services

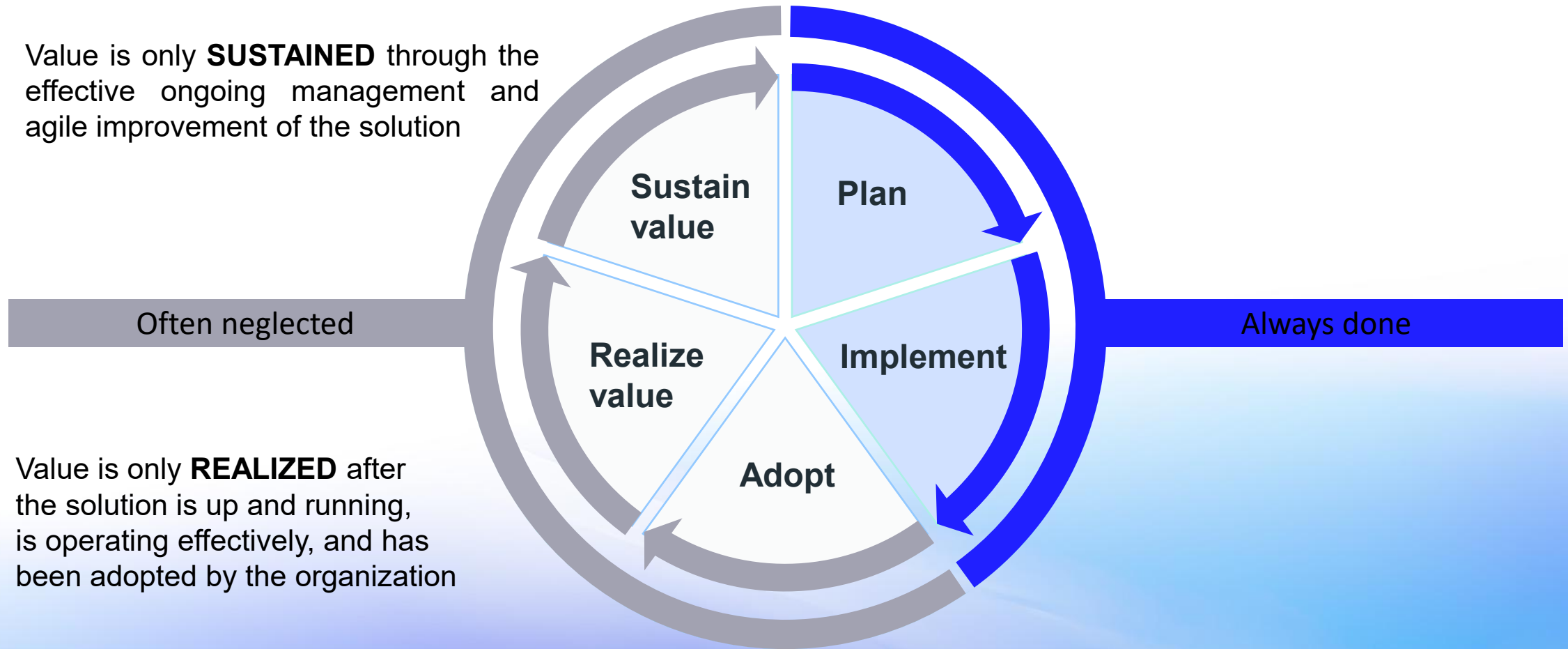


# Our Value is to help you focus on your core

Free up resources for more innovation



# Business value is more than technology



# Leveraging your IT spend

65%

of IT budgets are spent just to keep the “lights on”

**Operational cost**

70%

of CIOs, CTOs and other technology leaders view technical debt as a major drag on their organization’s ability to innovate

**Technical debt**

81%

of organizations are experiencing a shortage in skilled tech workers. 70% said a skills shortage was holding them back.

**Skilled staff shortages**

40%

of licensed software features are never utilized by enterprises. 30% of enterprise software is rarely or never used.

**Adoption**

# Your outcomes addressed with Value+

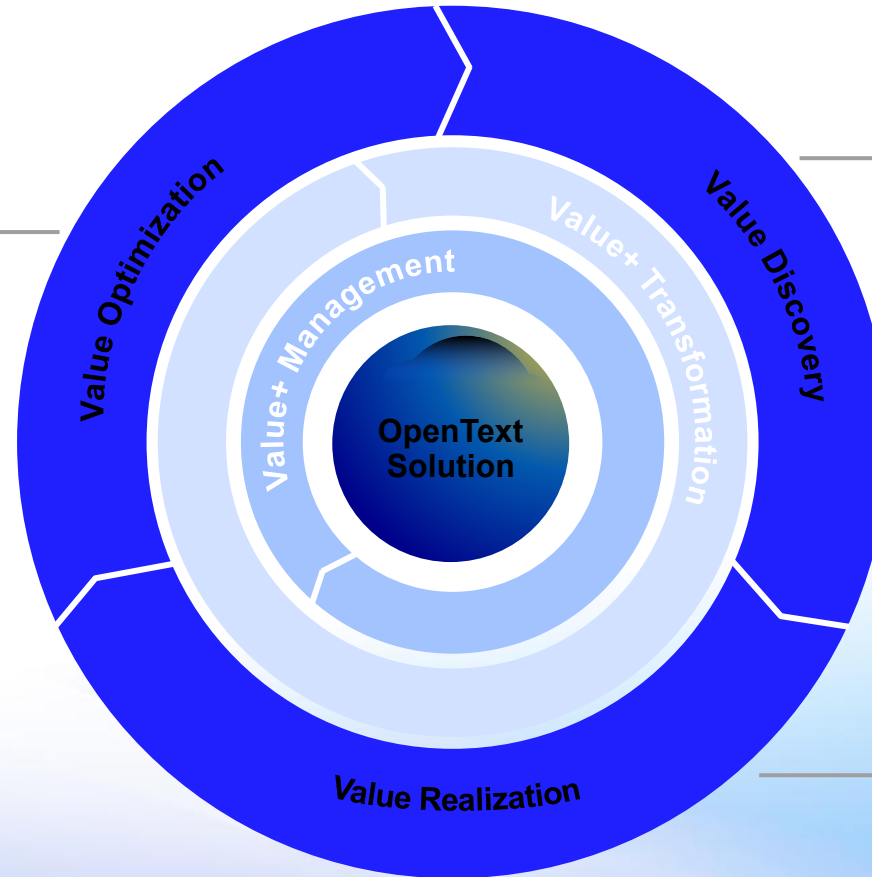
- ▶ Free up **resources** for core business
- ▶ Continuously **innovate** with OpenText solutions
- ▶ Reduce your solution **TCO**
- ▶ Speed up **business outcomes**

# Your Transformation Journey. Our Experts.

## Optimization Services

Run and optimize your digital transformation

- + Software optimization
- + Migration to Cloud and Upgrades
- + Managed Services



## Advisory Services

Plan your digital transformation

- + Strategy
- + Value Discovery
- + Roadmap

## Solution Realization Services

Build your digital transformation

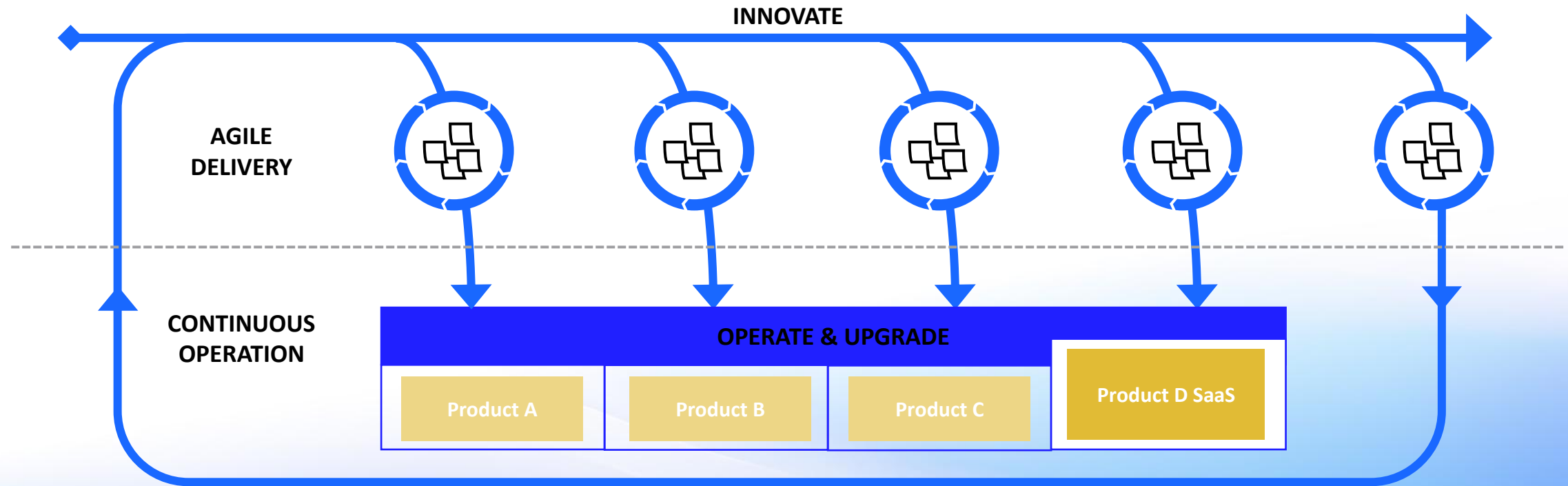
- + Solution Design
- + Implementation and Configuration
- + Integration

# Speed up outcome achievement with Value+ Services



## Value+ Transformation

Continuously enhance and transform



## Value+ Management

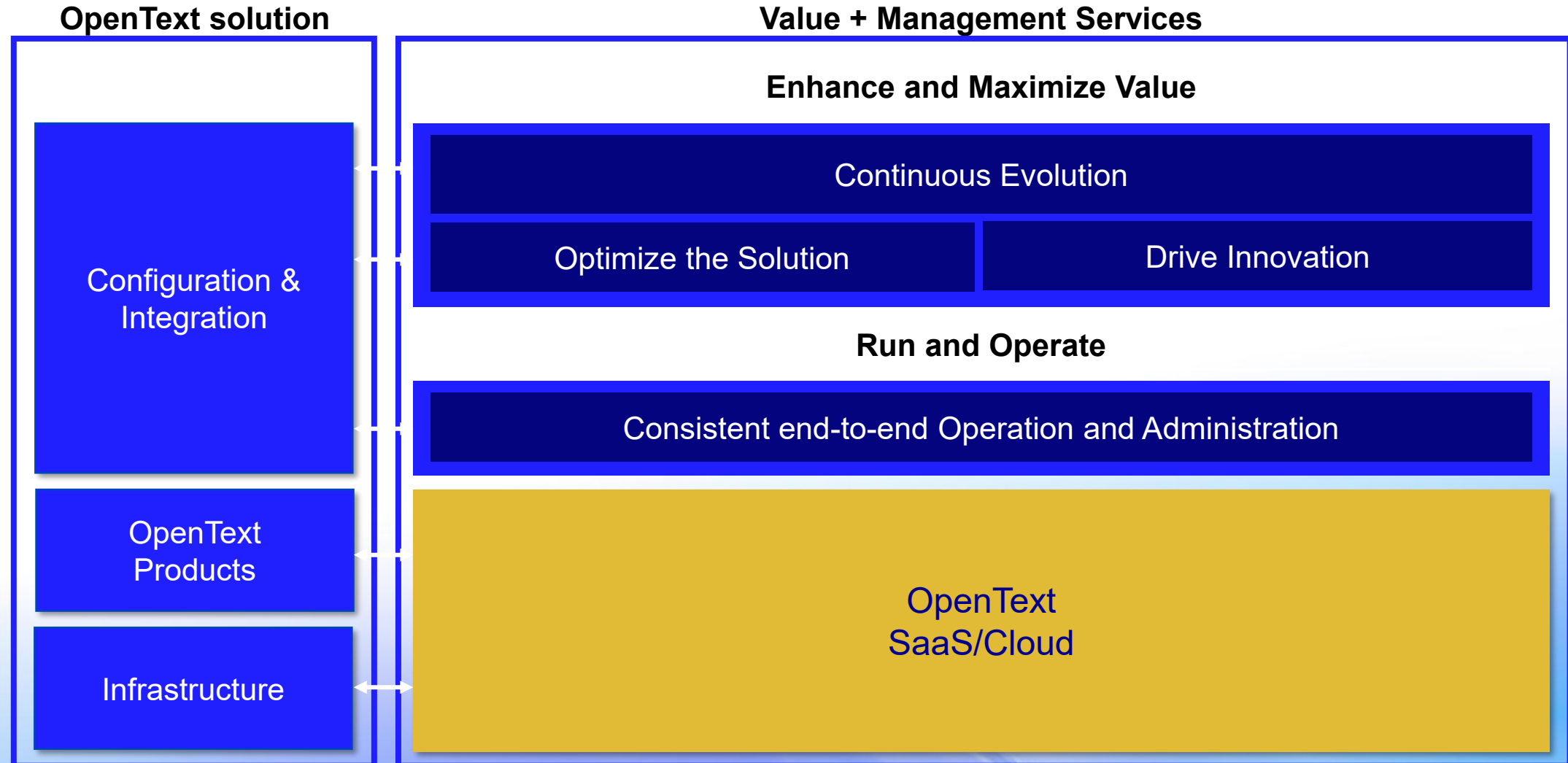
Continuously update and operate



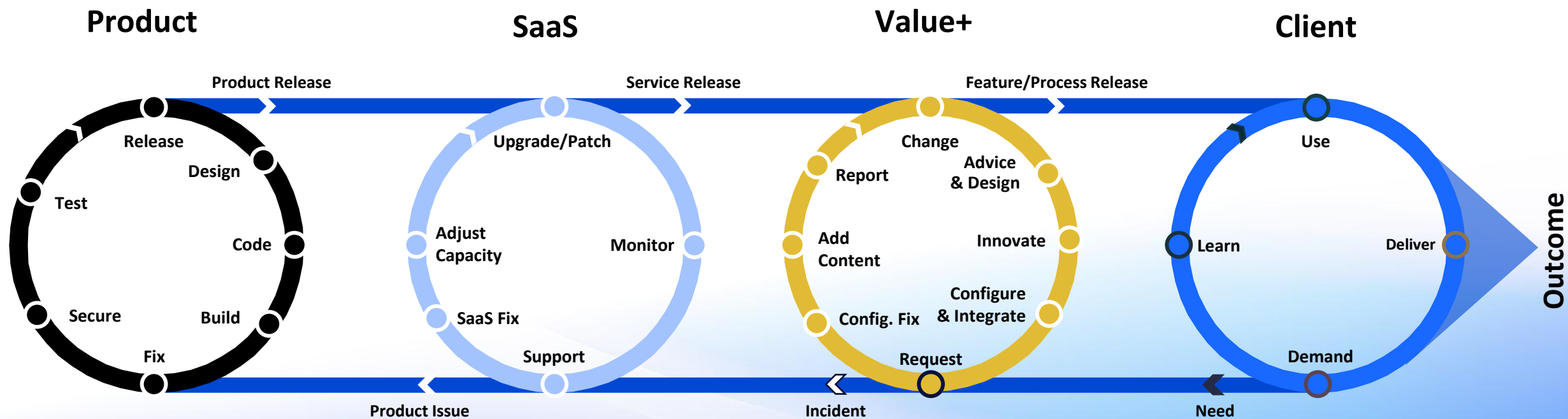
***Value+ Management for  
SaaS/Cloud solutions***



# Managing OpenText solutions on your behalf



# Enhancing SaaS lifecycle with Value+ Services



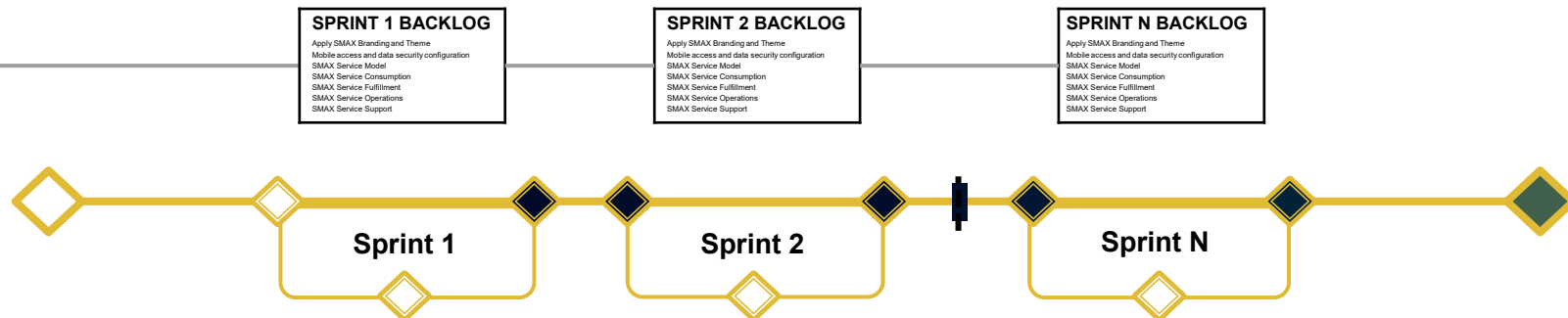
# Continuously Delivering Value

## Value+ Transformation

AGILE

| FEATURES                                        | POINTS |
|-------------------------------------------------|--------|
| <b>Branding</b>                                 |        |
| Apply SMAX Branding and Theme                   | X      |
| <b>Mobile</b>                                   |        |
| Mobile access and data security configuration   | X      |
| <b>Reference Data Upload</b>                    |        |
| Upload/Configure company locations              | 3      |
| Upload/Configure company organizations          | 5      |
| Configure Self Service Knowledge Search (50)    | 5      |
| Entitlement for Separated Organizations (2)     | 6      |
| <b>Model</b>                                    |        |
| Create Business or Infrastructure Services (10) | 20     |
| Create Devices and Peripherals (10)             | 5      |

ENHANCE and MAXIMIZE VALUE



DRIVE INNOVATION

SaaS

Daily

### Health Checks

- Processes
- Integrations

### Administration

- Reports
- KPIs

- Connectivity
- Application
- Infrastructure

- Users/Groups
- Subscriptions

Availability & Operability

Planned

### Upgrades

- Config and Integration Verification

- Application
- Infrastructure

- Scheduled Maintenance
- Capacity Planning

Proactive Services

On demand

### Troubleshooting and Break-Fix

- Config & Integration

- Application
- Infrastructure

### Request Management

- Config & Integration

- Subscription
- Tenant

Reactive Services

Value+ Management

RUN and OPERATE

# Value+ Management Services: Service Scope for SaaS

## Scope

### RUN and OPERATE

**Engagement Management** – single point of contact, work-plan coordination, escalation



**Technical Advice** – mentoring, best practices, roadmap



**Operational Service Requests**

– small configuration changes

– configuration and integrations break-fix

10-20 per month included,  
additional Service UNITS are optional

### ENHANCE and MAXIMIZE VALUE

**Assessment** – review existing system, identify risks and gaps, define improvement plan



**Competency coaching** – new functionality, planned changes, usability



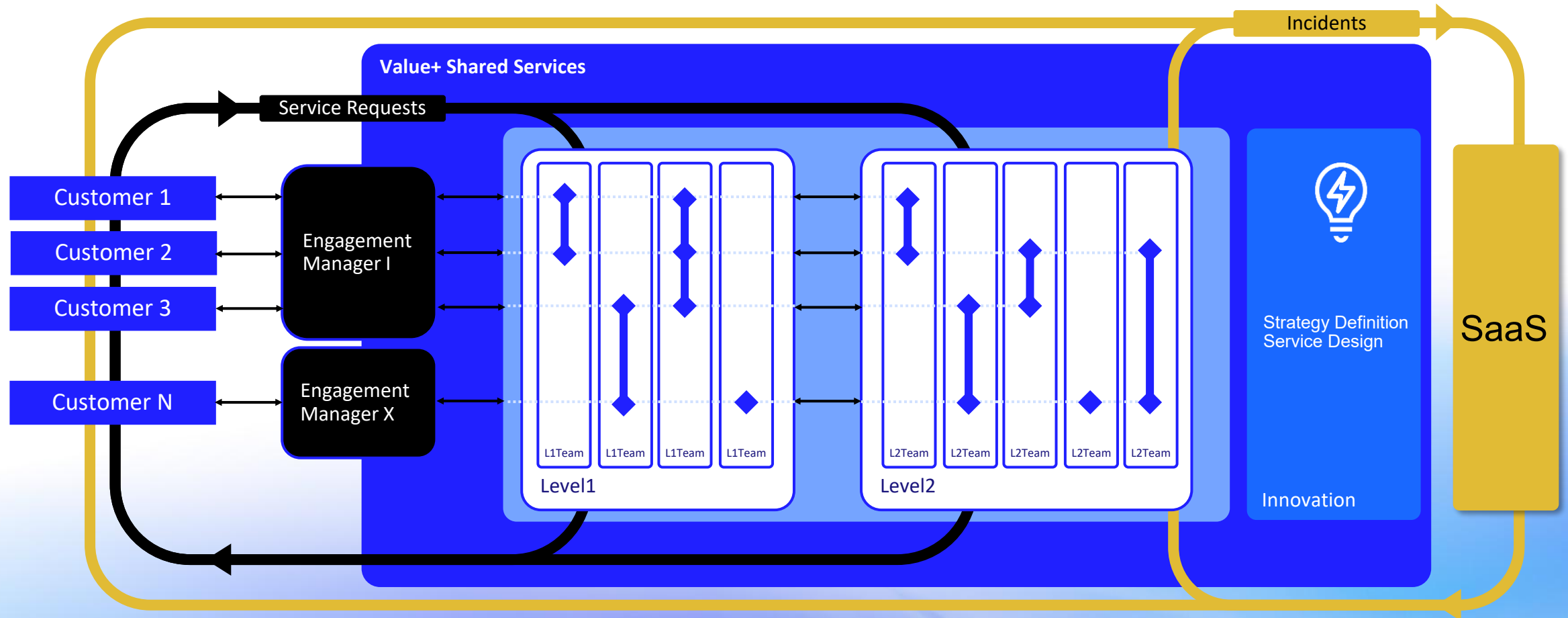
**Innovation Workshops** – maximize value of the solution, leverage innovation

1 per year

**Agile Continuous Improvement** – extend or modify configuration and integrations, automate

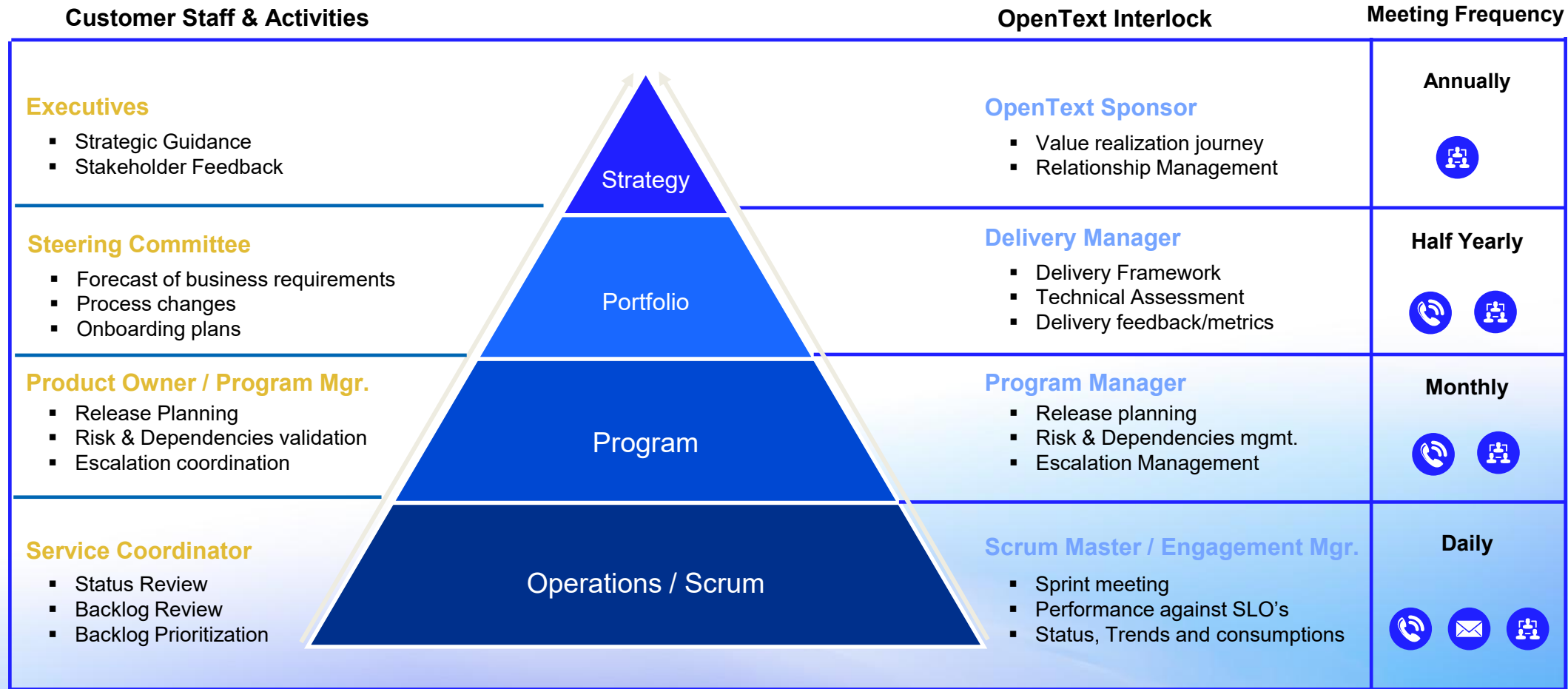
Optional Service UNITS

# A Shared Services Delivery Model



# Governance Model

Continuous improvement to achieve customer outcomes



(\*) Frequency can be adjusted to specific service requirements

# Agile Feature Catalog

Example of Feature Catalog \*

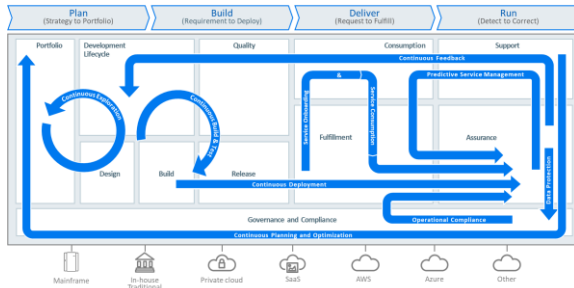
| FEATURES                                         | UNITS |
|--------------------------------------------------|-------|
| <b>SMAX Branding</b>                             |       |
| Configure SMAX Branding and Theme                | 0.5   |
| Configure an Enhanced Portal with custom Widgets | 1-5   |
| <b>SMAX Reference Data Upload</b>                |       |
| Upload and Configure company locations           | 0.5   |
| Upload and Configure company organizations       | 1     |
| Configure Self Service Knowledge Search          | 1     |
| <b>SMAX Integrations</b>                         |       |
| CMS - Native SACM (per instance)                 | 15    |
| CMS Discovery (out of the box)                   | 10    |
| CMS Discovery (custom)                           | 10-20 |
| Data Load interface – Import (per interface)     | 1-5   |
| SSO Integration (per integration)                | 3     |
| REST based Integration (per integration)         | 3-10  |
| External OO Runbook (per process)                | 5-14  |
| Event to Incident Automation with OBM            | 2     |

| FEATURES                                             | UNITS |
|------------------------------------------------------|-------|
| <b>SMAX Services</b>                                 |       |
| Configure SMAX Offering with Task-Plan and Approval  | 1-10  |
| Create Business or Infrastructure Service (CMDB/CMS) | 1-10  |
| Create Devices and Peripherals (up to 10)            | 1     |
| <b>SMAX Processes</b>                                |       |
| Configure new Process Model (Incident, Change)       | 2-10  |
| Create Knowledge Articles (up to 10)                 | 2-10  |
| Configure 1 Alternate Routing Mechanism              | 2-10  |
| Configure 1 new Survey                               | 2     |
| Configure 1 new SLA (Incident, Service Request)      | 1-5   |
| Configure 1 custom Dashboard or Report               | 0.5-2 |
| Add 1 Data Domain (Segmentation)                     | 1-5   |
| Build 1 Studio App                                   | 2-10  |
| <b>SMAX Consulting &amp; Tailored Configuration</b>  |       |
| 1-Day Innovation Workshop                            | 10    |
| Scope Custom Feature                                 | 1     |
| 5-Days T&M                                           | 5     |

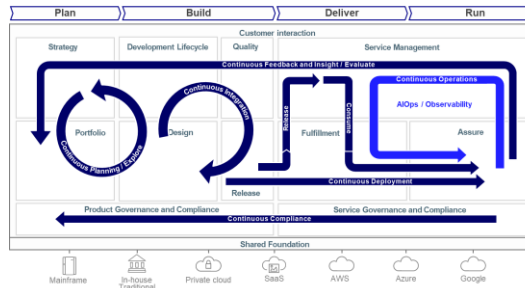
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# Continuous Innovation: Workshops

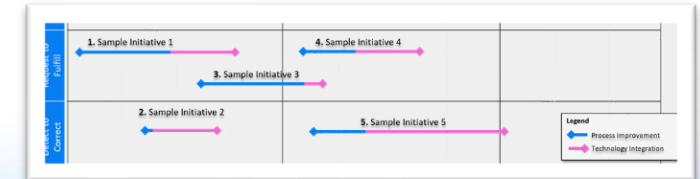
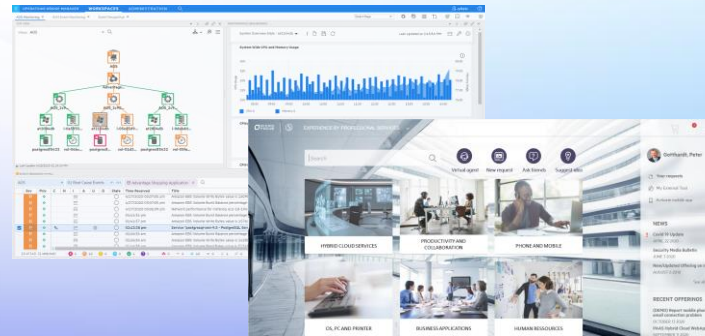
Deliver Innovation on a periodic basis to drive value



- Customer DX
- End to end view
- Biz KPI prioritization



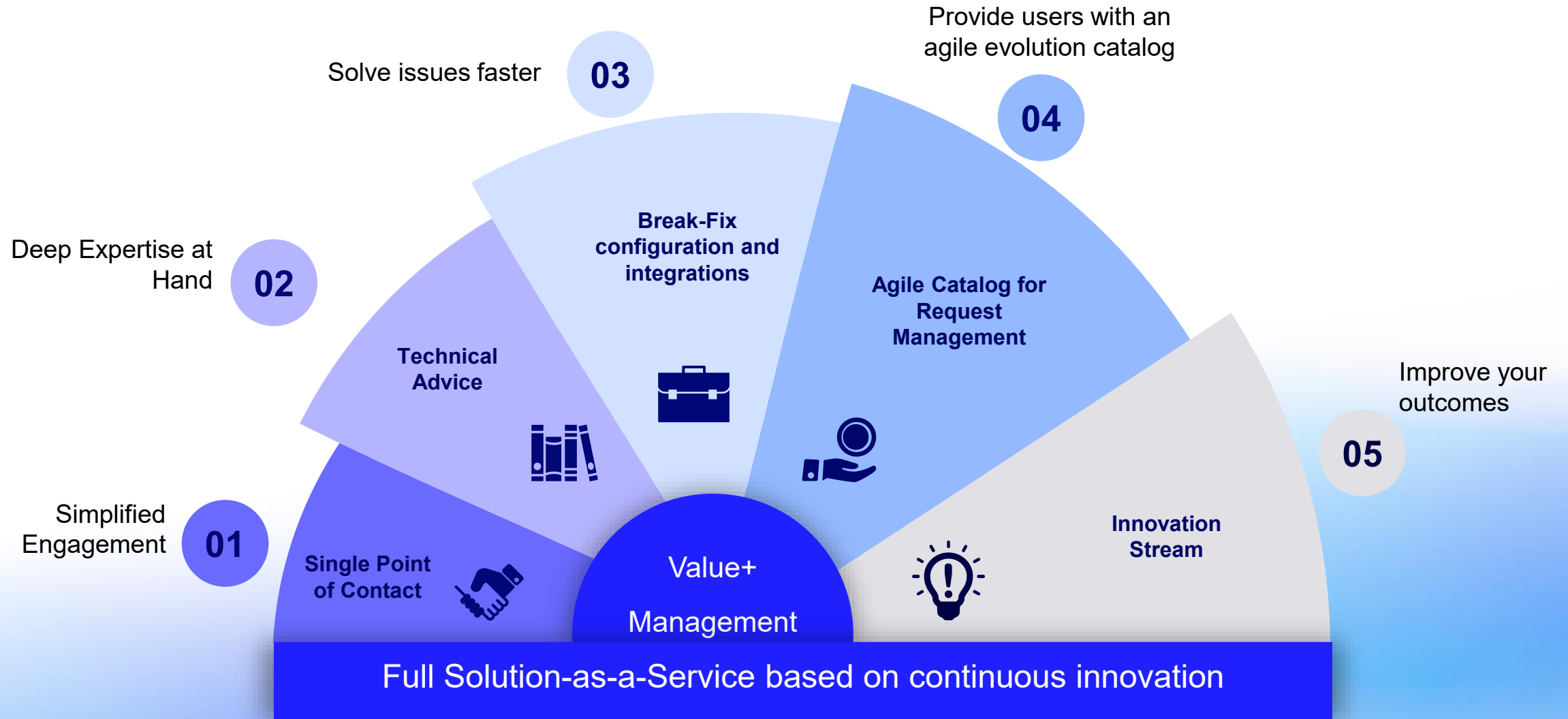
- Selected e2e use case walk through
- Leveraging latest technology
- Live Content



## Agile Evolution Roadmap

- AIOps
- SMART DevOps
- Hybrid Cloud Management
- IT Automation

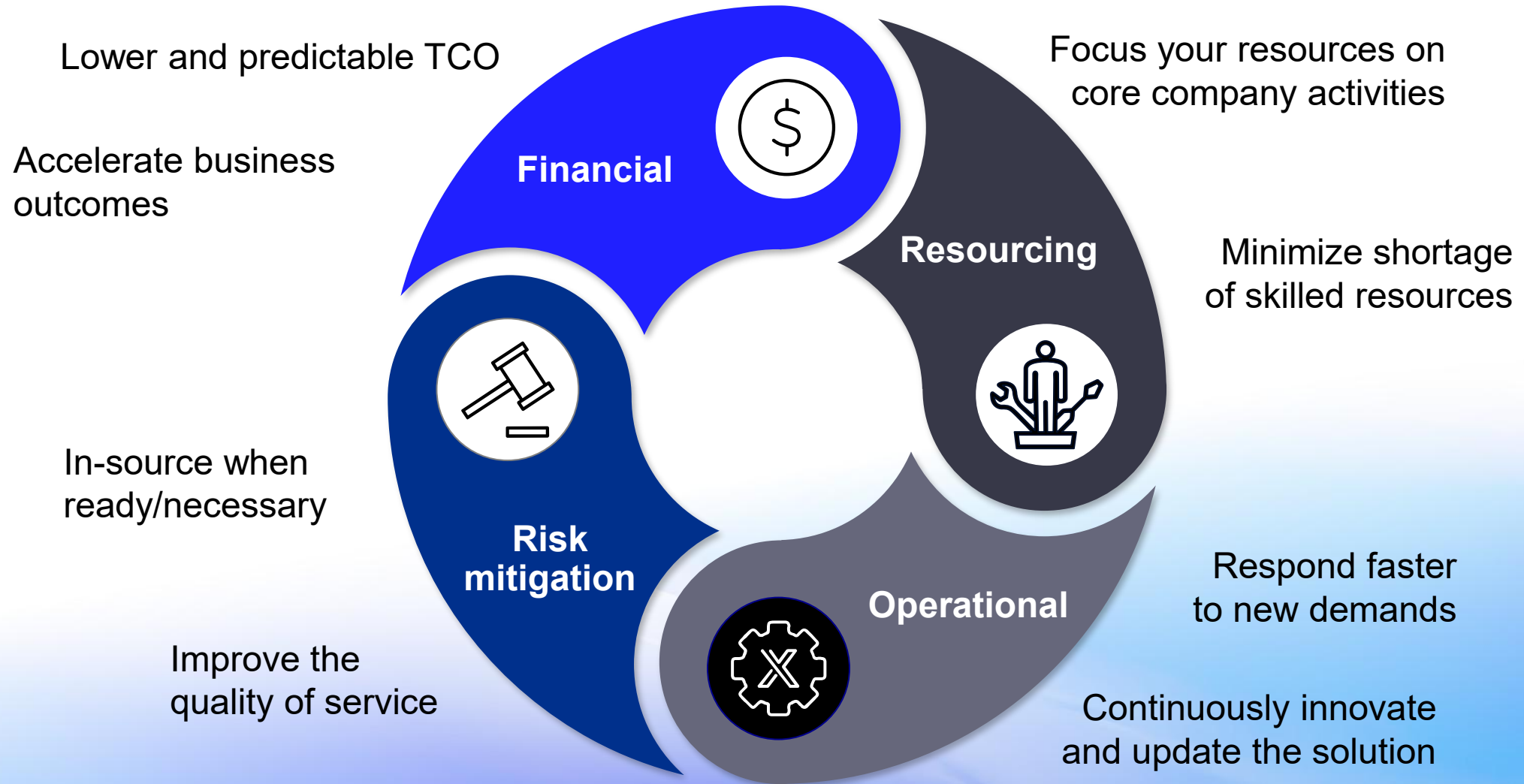
# Our Value+ for SaaS. Your Benefit



# How to consume Value+ Services

- **Value+ Management: annual fee (predictable)**
  - SW and solution Run & Operate
  - Version currency & Innovation stream
  - Shared services
- **Value+ Transformation: number of sprints to be consumed over time**
  - Backlog for the sprints
  - Input from business needs, innovation stream and daily operation
  - Continuously focused on outcomes

# Our Value, Your Benefit



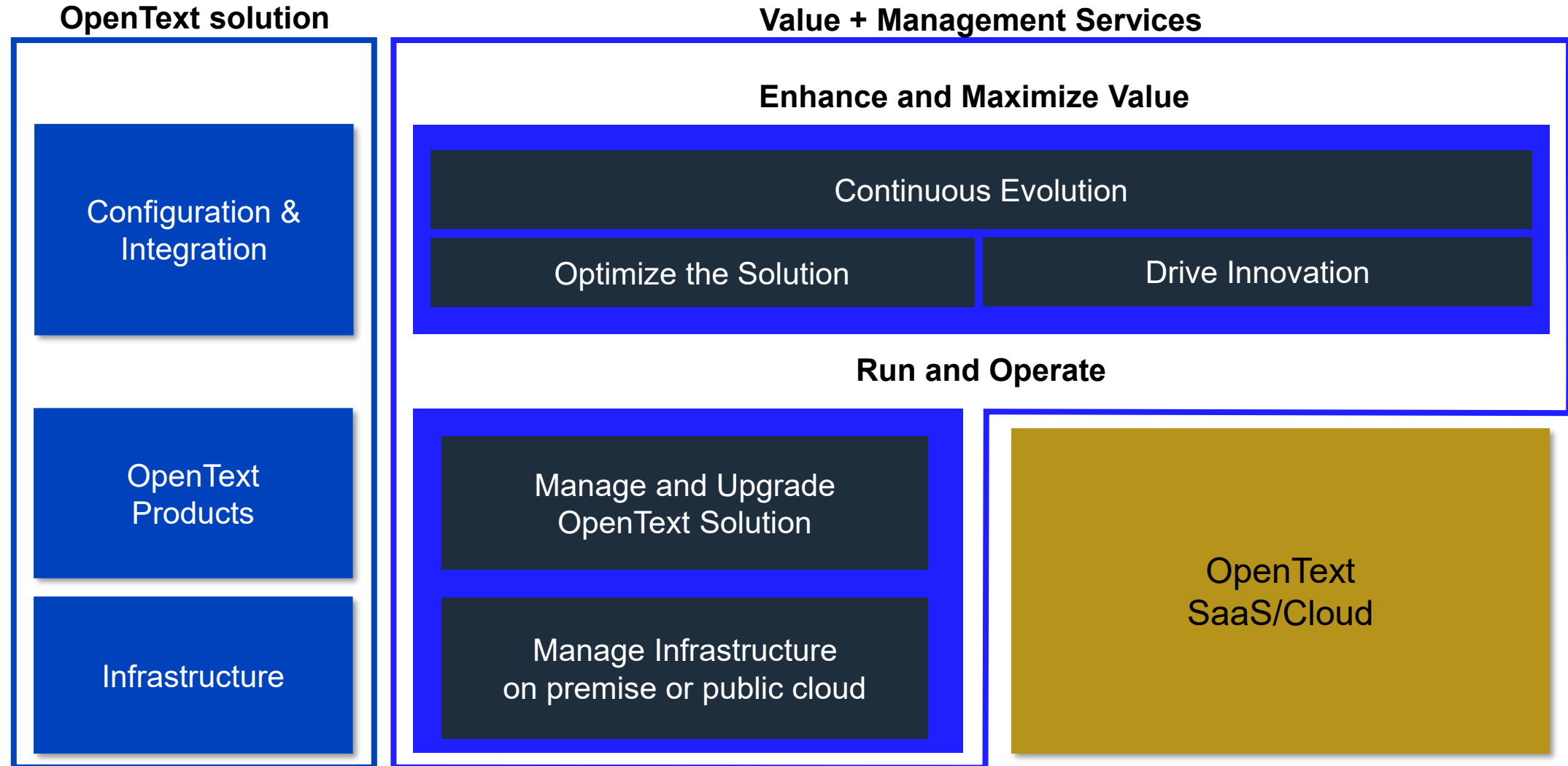


**opentext™**

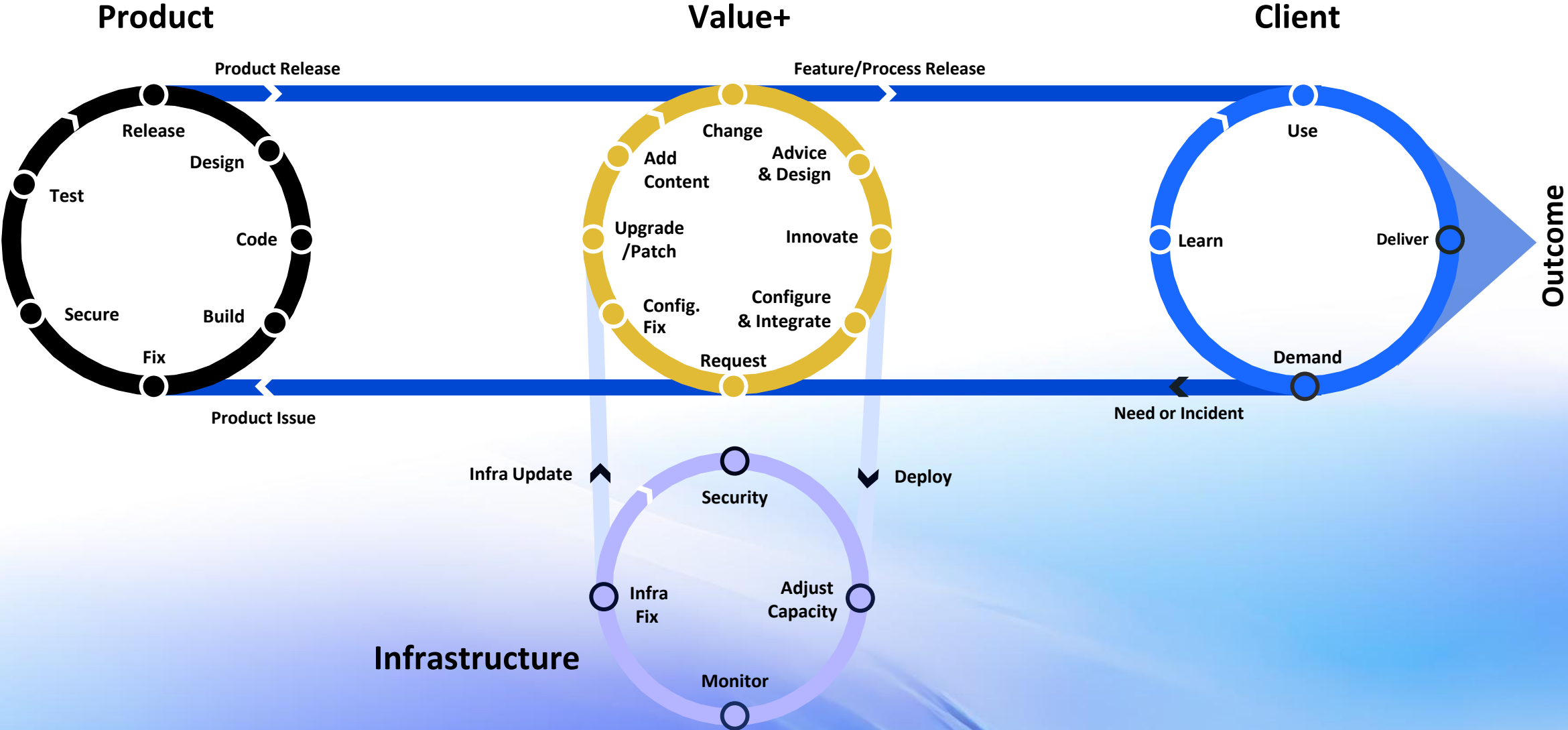


***Value+ Management for  
On-Premise solutions***

# Managing OpenText solutions on your behalf



# Enhancing the Product lifecycle with Value+ Services



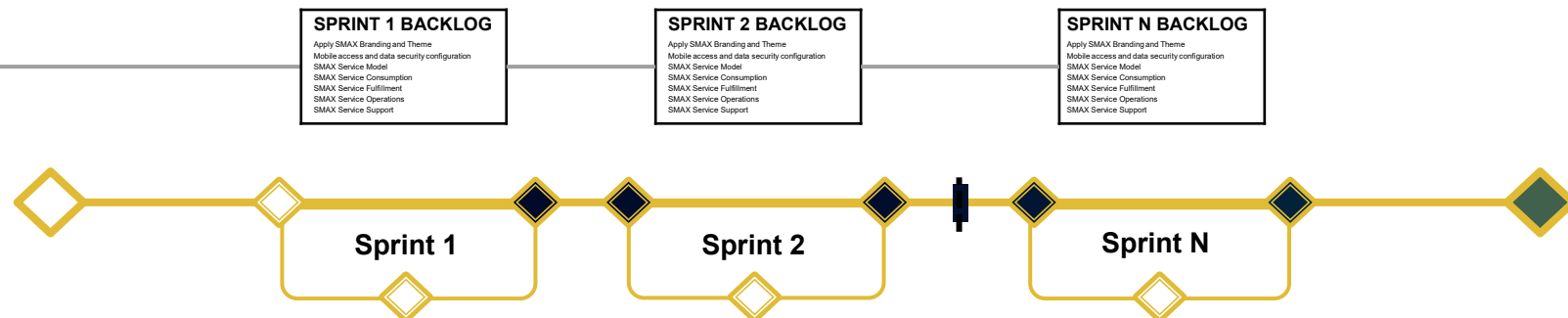
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## Value+ Transformation

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| <b>Model</b>                                    |        |
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ENHANCE and MAXIMIZE VALUE



DRIVE INNOVATION

Daily

- **Health Checks**  
connectivity, processes, integrations
- **Administration**  
users/groups, reports, KPIs

**Availability & Operability**

Planned

- **Scheduled Maintenance**
- **Product Upgrades**
- **Capacity Planning**

**Proactive Services**

On demand

- **Request Management**
- **Troubleshooting and Break-Fix**

**Reactive Services**

RUN and OPERATE

**Value+ Management**

# Value+ Management Services: Service Scope

## Scope

### RUN and OPERATE

**Engagement Management** – single point of contact, work-plan coordination, escalation

✓

**Technical Advice** – mentoring, best practices, roadmap

✓

**Application Monitoring** – regular health checks, early warning alerts

✓

**Application Administration** – standard operational tasks, user administration

✓

**Capacity Planning** – planning for platform growth

✓

**Operational Service Requests** – small configuration changes

10-20 per month included,  
additional Service UNITS are optional

**24x7 Break-Fix** – application, configuration and integrations

✓

**Hosting Infrastructure Management** – following customer's guidance and policies

Optional

**Service Levels** – monitoring and reporting SLOs

✓

### ENHANCE and MAXIMIZE VALUE

**Assessment** – review existing system, identify risks and gaps, define improvement plan

✓

**Competency coaching** – new functionality, planned changes, usability

✓

**Innovation Workshops** – maximize value of the solution, leverage innovation

1 per year

**Product Version Upgrades** – deploy new product releases

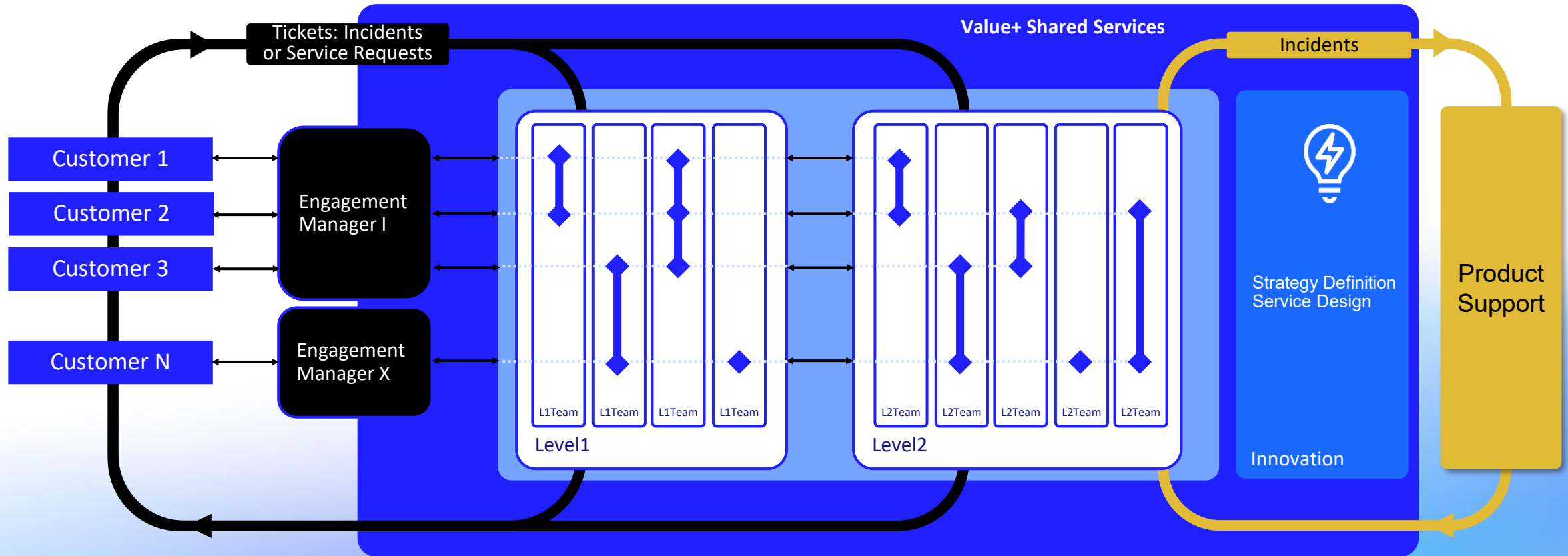
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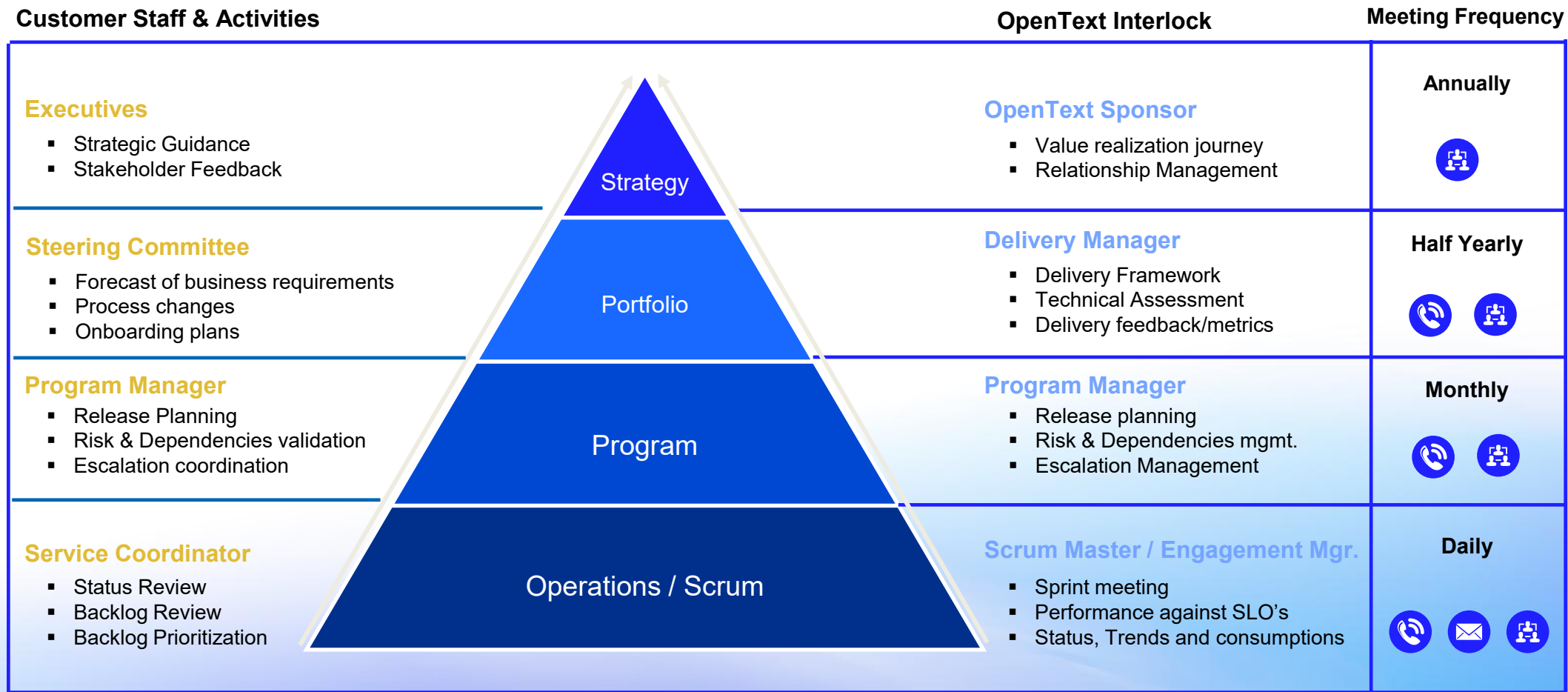
# A Shared Services Delivery Model

Optimized TCO, while driving an improved Quality of Service



# Governance Model

Continuous improvement to achieve customer outcomes



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# Troubleshooting and Break-Fix: Service Level Objectives

| Ticket type                                                                                                             | Response Time       |
|-------------------------------------------------------------------------------------------------------------------------|---------------------|
| <b>P1 (Critical)</b><br>Service Outage, no workaround is available                                                      | 30 Business minutes |
| <b>P2 (High)</b><br>Major Service Failure, a partial workaround may be available                                        | 2 Business hours    |
| <b>P3 (Medium)</b><br>The solution is operational, issue impacting some users, acceptable workaround or solution exists | 6 Business hours    |
| <b>P4 (Low)</b><br>Minor problem                                                                                        | 8 Business hours    |

# Operational Service Requests

- Dynamic Environments require small configuration changes outside of the continuous enhancement release cycles. These small requirements will be addressed through Operational Service Requests.
- Value+ Management Services include 5 Service UNITs per month for Operations Service Requests

| Normal<br>(average effort < 2 hours) |               | Complex<br>(average effort < 4 hours) |               | Non-Standard<br>(average effort > 4 hours)       |
|--------------------------------------|---------------|---------------------------------------|---------------|--------------------------------------------------|
| Requests per month                   | Service UNITs | Requests per month                    | Service UNITs | Volume of UNITs to be scoped based on complexity |
| 20                                   | 5             | 10                                    | 5             |                                                  |

# Agile Feature Catalog

- Maximize the Value of your Solution with Agile Implementation and Continual Improvement

Example of Feature Catalog \*

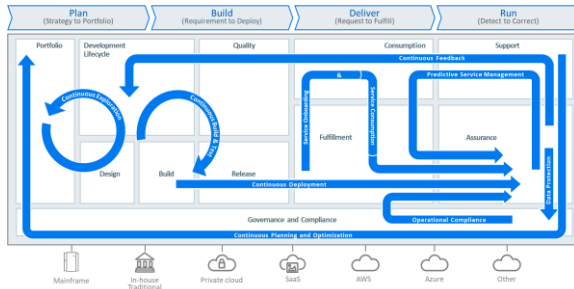
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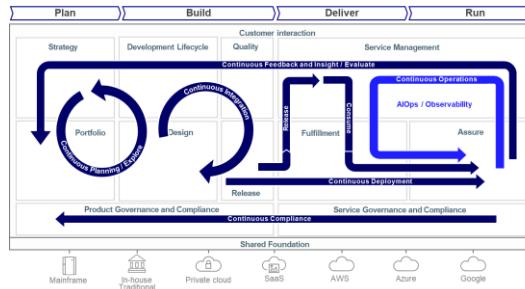
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# Continuous Innovation: Workshops

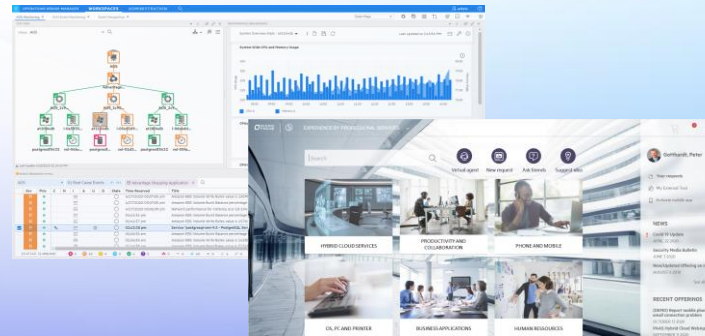
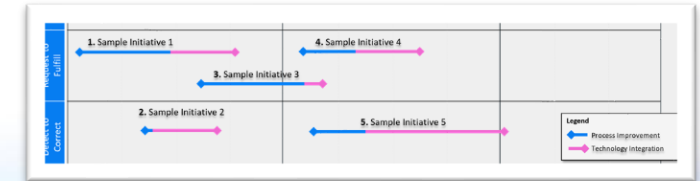
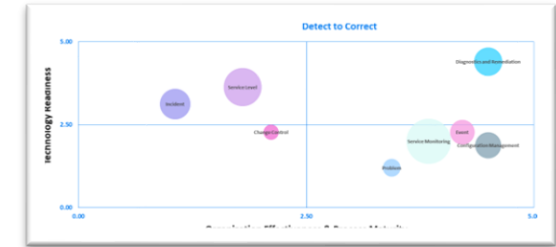
Deliver Innovation on a periodic basis to drive value



- Customer DX
- End to end view
- Biz KPI prioritization



- Selected e2e use case walk through
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## Agile Evolution Roadmap

- AIOps
- SMART DevOps
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# Sizing the scope of the Value+ Management Services

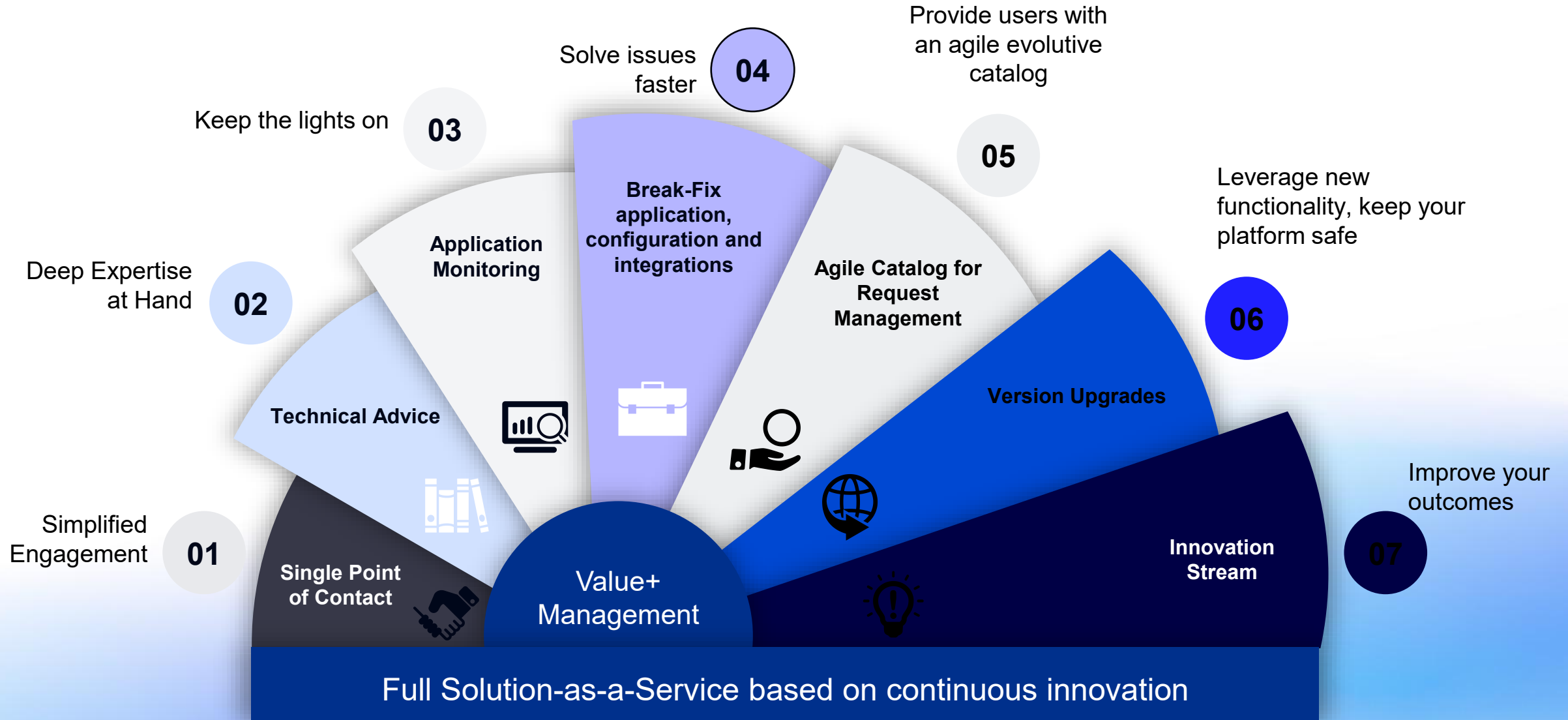
## RUN and OPERATE

|                                                                                                                                                         | Size                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| <b>BASE PACK</b> – mandatory for all Value+ Management Services                                                                                         | Mandatory                                |
| <b>PRODUCT UNITS</b> – describe the size of the OpenText deployment                                                                                     | Number of Product Units                  |
| <b>INSTANCES</b> – the BASE PACK includes management of 2 instances (Development and Production)                                                        | Number of Instances                      |
| <b>INTEGRATIONS</b> – the BASE PACK includes management for the out-of-the-box integrations                                                             | Number of OOTB and Non-OOTB integrations |
| <b>OPERATIONAL SERVICE REQUESTS</b> – the BASE PACK includes 5 SERVICE UNITS / month<br>(1 SERVICE UNIT = 4 requests < 2 hours or 2 requests < 4 hours) | Number of Service Units                  |

## ENHANCE and MAXIMIZE VALUE

|                                                                                                                           |                                         |
|---------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| <b>PRODUCT VERSION UPGRADES</b> – the BASE PACK includes 1-2 upgrades per year (depending on product)                     | Number of Upgrades per Year             |
| <b>INNOVATION WORKSHOPS</b> – the BASE PACK includes 1 workshop per year                                                  | Number of Innovation Workshops per Year |
| <b>AGILE EVOLUTION</b> – SERVICE UNITS are required for Agile Evolution, a Catalog of units is available for each product | Number of Service Units                 |

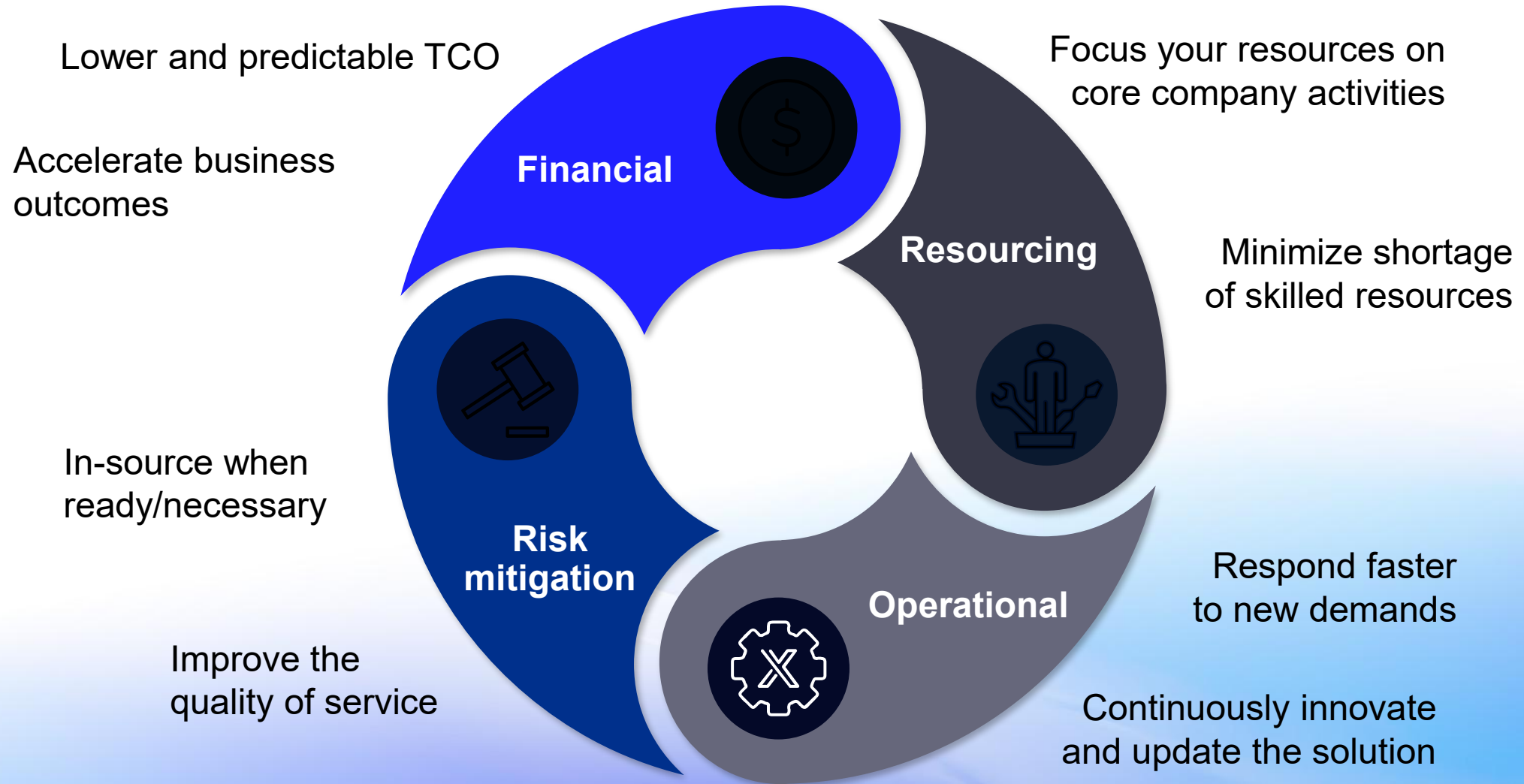
# Our Value+, your Benefit



# How to consume Value+ Services

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# Our Value, Your Benefit



# Working with Professional Services

As the vendor, we can share our stronger knowledge and experience of our OpenText products.

Our Value+ Services are designed to capitalize on our customer experience and product expertise.

**1,000** certified consultants, in more than **50** countries

**ISO 9001** and **27001** certified

**60+** Net Promoter Score

**Over 20 years** best in class managed services experience

**Hundreds of** Managed Services Globally

**Nearshore** and **Offshore** Delivery Centres

**Unparalleled** reach into engineering

**> 90%** Renewal Rate

We know that to meet your business challenges, you need a trusted partner and collaborator. OpenText Professional Services brings together technology, people and process to drive adoption and maximize your value. Our scale, industry recognition and innovation make us a partner you can trust and rely on.



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