

OpenText Managed Support

(On-Premises, Cloud and Hybrid)

Reducing the cost of product ownership and product maintenance complexity by providing scalable, timely and professional support services

Business benefits

- Enterprise-class support with defined service levels (SLA)
- 24x7 support options for critical issues
- Enhancements are delivered much faster and with much more confidence due to 20 years of market experience
- Predictable and known operating expenditure (OPEX) & reduced major capital expenditure (CAPEX)
- Full support for customizations and system integrations that may already be in place or are required to fulfill business requirements
- Flexible and scalable subscription pricing models

Ecodocx can provide peace of mind to both small businesses and Fortune 500 enterprises through industry-leading support from experienced technical analysts and developers.

Ecodocx's OpenText Managed Support enables organizations to simplify the support for their OpenText Enterprise Content Management and Customer Communications Management software so they can operate more efficiently and cost-effectively and be more responsive to dynamic business needs. Ecodocx's service options offer world-class customer support at competitive costs—all from the industry leader in information management and content services.

For customers needing tailor-made solutions, Ecodocx offers a billable option to develop and support software customizations and lessen the burden on enterprise IT.

Use it for

CEM: OpenText Exstream (StreamServe, Customer Communications Enterprise, Exstream Dialogue), SAP Document Presentment, SAP Document Presentment Live and other;

ECM: OpenText Content Server, OpenText Capture (Captiva), OpenText Archiving and Document Access for SAP, OpenText Extended Enterprise Content Management for SAP, OpenText Vendor Invoice Management for SAP and other;

Many companies invest millions in building complex enterprise software solutions based on OpenText products, but often miss the real value of those solutions. They succumb to the widespread misconception that enterprise systems implementation is more of a one-time activity with a defined start and end date than an ongoing process and journey.

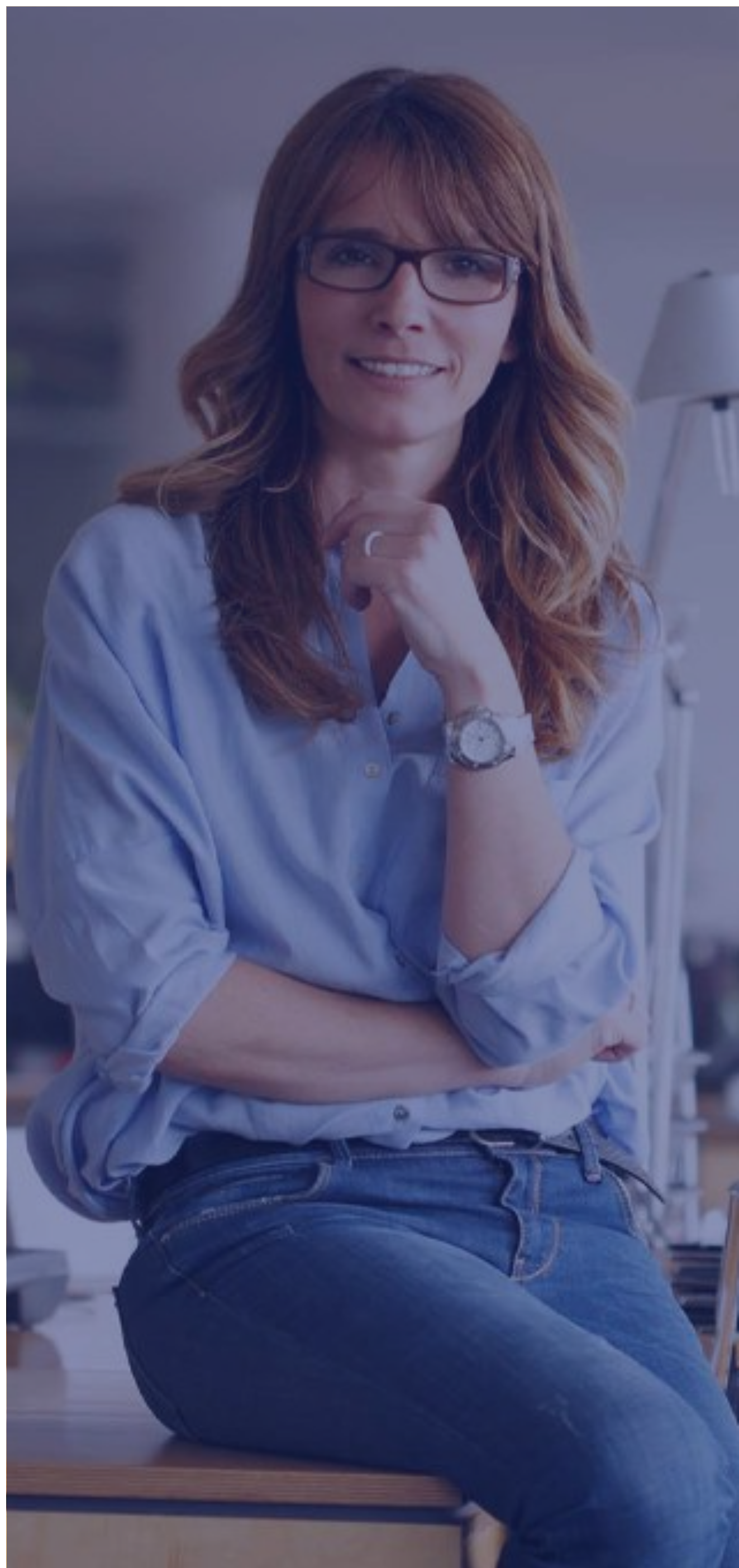
Once the solution goes live and the ribbon is cut, organizations often seem to believe that the benefit will be achieved, the in-place solution will not change, new business needs won't appear, there is no need to customize, improve and update their complex enterprise solution.

But that's not how these things work. Unfortunately, the decisions and their timing on how enterprise applications are supported have a profound impact on the total cost of ownership (TCO) of the application, risk, end-user satisfaction, and the agility of the solution.

At the same time, this leads to a continuous increase in maintenance and support costs. Companies need specific expertise, robust operating methods, and tools that enable them to work seamlessly in a global team environment. With Ecodocx, companies can adapt the support to their IT and business goals.

Ecodocx's delivery network provides access to the right resources, skills and experience to solve our customers' key application management goals worldwide.

We can help customers overcome challenges to improve application performance and achieve better business results. Our broad range of support services, from strategy to build, operate and innovate, get more of your application portfolio investment by going beyond the traditional OpenText support model and focusing on business optimization and innovation, rather than just on measured values at specific times, support and service level agreements (SLA).



Ecodocx's OpenText Managed Support Plans at a Glance			
Service Description	Basic	Premium	Enterprise
Issue reporting through customer's preferred channel, including support ticketing system, phone and email.	✓	✓	✓
Support ticket resolution Monday - Friday, local business hours (8x5)	✓		
Support ticket resolution in accordance to Service Level Agreement (24x7x365)		✓	✓
Issue handling/resolution over phone/web meeting with dedicated expert	✓	✓	✓
System monitoring		✓	✓
Regular proactive health checks		✓	✓
Solution enhancements	✓	✓	✓
Product updates (including regular patches)		✓	✓
OpenText advisory & recommendation services	✓	✓	✓
Knowledge transfer		✓	✓
Custom support services bundle		✓	✓

Ecodocx's OpenText Managed Support plans can be adjusted to the specific needs and budget of each company. If the above table doesn't include specific services that a customer needs, those can be reviewed and added into the premium and custom support plans.

For more information on our offerings and to speak to an expert about making the move to Ecodocx's OpenText Managed Services, please reach out to us at 617 475 1636 or sales@ecodocx.com.

“Ecodocx has been a really good service provider and partner of ours for a long, long time. [...] They always provide strong expertise, and great development and coding skills, which we don’t have in-house. This helps us to continue moving forward with our business improvements.”

Bojan Elez,
CCM and EOM Solution Architecture and Administration at Sysco

[> Read the full success story](#)

““We’ve been collaborating with Ecodocx’s team for the last couple of years on different OpenText projects. It’s been a very pleasant experience working with them, as their staff is highly reliable, knowledgeable, patient, and always ready to provide useful advice and timely support. I highly recommend Ecodocx for OpenText projects!”

Elias Sanabria,
Business Systems Analyst at The Metropolitan District Commission

[> Read the full success story](#)

“Just wanted to say what a great success it has been working with you guys [Ecodocx] on our quote and email projects so far. We have been looking for good assistance for quite some time and I have been thoroughly impressed with what Ecodocx has been able to do so far! I appreciate how responsive and efficient you have been.”

Drew Bussen,
Information Technology Manager at Engis Corporation

[> Read the full success story](#)

“We have been partnering with Ecodocx for the last three years, as well as several years of tapping into their services before that. Their resources have been skilled, reliable and conveniently available. During business interruptions, Ecodocx support has been there to help us through it with rapid response and timely follow up. They have also provided valuable feedback, advice and assistance in setting up our environments and organizing our projects [...]. I will continue to use them as a valuable resource and partner [...].”

Robert Payer,
Information Technology Manager at Teknor Apex

[> Read the full success story](#)



Ecodocx LLC

**50 Milk Street, 16th Floor
Boston, MA 02109 USA**

T. +1 (617) 475 1636
E. info@ecodocx.com
W. www.ecodocx.com

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