Data Sheet opentext

Value+ Management Services for **Application Delivery Management**

Sustain value and protect your investment with OpenText Value+ Management Services.

Executive Summary

Sustaining the value of your OpenText invest ment and protecting it can be a challenge.

But these efforts remove valuable people and resources from your business. OpenText Value+ Management Services (V+MS) for Application Delivery Management (ADM) helps you focus on your core mission by leveraging our expertise and global delivery capabilities.

We manage your OpenText solutions from end

WR HQ/OKW/LQFR, V7WBVPRSHDW/LRQV DQG GULYLQJ YDRO WHKHEDEFXISVHLODHUFUWV R XWH V R-XWBIRS W L PRLXIVUR O X VGIURLOY V LOW KUBIGRS VIDIOFFOR QWLQ & FIXIV VOLQ business value from them.

v Technical account management for proactive guidance with an investigateassess-recommend approach.

'HGLFIDLWONVQDOV WDDGE PLPOKUVWWXXSEnhancements that continuously improve SRWU PDLQWWDHLHOBSXNDIQWGRXOSXGHNDQRVQ\RXUVROXWLRQWKURXJK XSJUDGHV DQG LQWHJUDWLRQV WKDW LQFUHDVH v Support of up to 15 incidents per month. value and adoption.

> , PSOHPHQWWWWMKBVR20SHIQ7MGRGuct as software-as-a-service (SaaS) or on your organization's premises.

- v 5HVROXWLRQ IRU LQFLGHQWV OpenText Service Portal.
- v Periodic availability monitoring.
- v 5HVROXWLRQ IRU LQFLGHQWV Q Hario Eir Robidovilly DWLRQV
- v One instance of production support.
- v 6WDQGDUG HQKDQFHPHQWV which usually lead to minor changes (maximum of 40 hours to implement).
- v One upgrade of the target site for the SURGXFWLRQ HQYLURQPHQW 80 hours to implement.
- v 2Q FDOO DIWHU KRXUV VXSSR

Service Summary

V+MS for ADM manages your OpenText soft-Z DHUS O R WP ZULHWOKFI WXLSYSWRHUT X H V W PDQDJHPHQHWQTRIDQOPGHPQDWLQWHIQDQF which includes:

- v Reactive services with a single point of contact for incident and problem management across the entire solution.
- Figure 1. V+MS provides incident resolution DGIUHTXHQF\ EDVHG SHUURGLF PRQigMaRLab QJ R
- v Operational services for ongoing

PDLQWHQDQFH DQG RSHUDWLRQV

LQFOXGLQJ V\VWHP DGPLQ Serwice Description

Khe Drownekt teak lettine is V+MS for ADM via SURDFWLYH PRQLWRULQJ

GHYLFH DQG SDWFK PDQDJHRPXHDQHWJRURINIH UHYVLJFHDFIWHLVYHYVLF

DSSOLFDWLRQ UHVWDUWV ROSLIFINDWIRNOHDO VHUYLFHV- WHEFRIODELIFOO ABAFRXQW PDQ DGPLQLVWUDWLRQ DQG UHDFXHUPUHLQQW UDHQSQRUHQQKDQFHPHQMVMhisZsKrkiFeKyoLqQAGAGtH product to be covered.

v ALM/Quality Center

v ALM Octane and ValueEdge

v UFT One (includes UFT Developer)

v/RDG5XQQHU(QWHUSULVH RU/ 3URIHVVLRQDO LQFOXGHV /RD Developer)

Service Hours

The available window for purchasing this service is Monday through Friday from 2:00–11:00 S P , Q G L D \times 67 W D \times G D U

Service Categories

Reactive Services

5 H D FHW HYDFYDFUR U L V V X SHEY E DO DEHOF V with your solution implementation. These ser-YLHFV L Q FFOX XROBNH V R O X W L R Q H O H P H Q W V V X F K D VF X V W R P H UL FLY CS WIDFHWILL FLY SE FW L TO W L R Q FR OD TO TO MANNUTAVED HOLD FHW L Y

Technical Account Management

ENHANCEMENT OPTIONS

The Technical Account Manager is your single Below is a list of "Standard Enhancements" sorted by product and applicable implementation SRLRQFMRQWMRTWHWUHYTLXFD\OZWLW\SHZKLFK\RX FDQ UHTXHVW WKURXJK WKLV VHUYLFH dedicated specialist:

dedicated specialist:	Product	Enhancement on Tools	On SaaS	On Dunmine
v Communicates with you via email for any	LoadRunner	Enhancement or Task Create Scripts	On Saas Yes	On Premise Yes
service-related issue.		\$XWRPDWLRQ)UDPHZRUN 6XSS		Yes
v &RQGXFWV ZRUN SULRULWI		QWHJUDWLRQ 6XSSRUW	Yes	Yes
 v Participates in regular status meetings and communications. v & R Q W U L E X W H V W R P R Q W K O service-level reports. 	UFT One	Create Script	No	Yes
	l	\$XWRPDWLRQ)UDPHZRUN 6XSS	RUW No	Yes
		,QWHJUDWLRQ 6XSSRUW	No	Yes
v)DFLOLWDWHV WUDQVLWLR	Digital Lab	'LJLWDO /DE *HQHUDO &RQÌJXL	J D W L RY@s	Yes
		&HUWLÌFDWLRQ 66/ LQVWDOO	DWLRNO	Yes
Enhancement Services V+MS for ADM provides up to 40 hours of		\$GG DQG FRQÌJXUH GHYLFH S added by customer)	<\VLFDO GH	YLFH PXVW EH
VWD CGB Q kd DH CP FH Q W V Z K L D KH DX				
to minor changes The V+MS team collaborates with you to provide services that en-				
KDOHFRXU VROXWLRUOH THEKOLHO Q W				
GHVLJQ ORZ FRORSDOHFILEWAQW				
and documentation changes. These services				
may include:				-
v \$GMXVWLQJ SURFHVV DQG				
v Modifying reports.				
v \$GGLQJ ÌHOGV DQG YDOLG				
v Changing low-complexity dashboards.				
 Providing additional data validation in an interface. 				
v Extending the monitoring environment or enhancing existing monitors.				
v ,PSOHPHQWDWLRQ RI DSSU DV GHIHFW Ì[HV SDWFKHV				
Enhancement services empower you to TXLFUNIONS RWAGOWWKUNIDERIDQWLHFGS HQKDHOFH OHMTXHVWV ZXKULOFKL prove end-user satisfaction. Low-complexity				
HQKDHQPFHQWWBVNOHVV VDVHKLDHQT MRDUC)			

PHQWV UHTXLUH D VHSDUDWH SURMHFW DQG DUH DOVR not product enhancements.

40 hours to implement. Large-scale enhance-

Product	Enhancement or Task	On SaaS	On Premise
PPM	330 VHUYLFH SDWFK KRWÌ[GHSOR	\PYestQWV	Yes
	\$SSOLFDWLRQ DQG ,QIUDVWUXFWX	UIND PRQLWF	R Mels Q J
	Server restarts	No	Yes
	352' GHSOR\PHQW	No	Yes
	,QVWDQFH UHIUHVK	Yes	Yes
	License monitoring	Yes	Yes
	&RQÌJXUDWLRQ FKDQJHV	Yes	Yes
	Dev deployment of release	Yes	Yes
	Test Deployment of release	Yes	Yes
	Change management	Yes	Yes
	Documentation	Yes	Yes
	Performance issue	No	Yes
	New Changes/ Functionalities/ Developments/ User stories	Yes	Yes
	New enhancements	Yes	Yes

OpenText product within the customer organization.

General Requirements

- 'XULQJ WKHH\RVXH UP X M FV
- v Assign a Service Sponsor who acts as an escalation point for any issue and can assist with issue resolution.
- v Assign managers and other personnel WR ZRUN ZLWK 2SHQ7H[W WKUF duration of the service.
- v 5HYLHZ WKH VHUYLFH VWDWXV IHHGEDFN RQ SULRULWLHV LV decisions related to the delivery.
- v Provide remote access to supported

UPGRADE SERVICE

Up to one upgrade of the target site (80 hours max) for the service duration in a production environment in included for this service.

Service Limitations

The service is limited by the thresholds set in W HOHH U MOLLET V H F DWELTRYQ, W D OQVIRV GOR WINValso facilitate or participate in the folinclude:

- v Software development and enhancement or resolving defects arising from either.
- 'XUILVOYKWLIVEZHDVVQDZHFKQQSLFFFDRWQ Manager and prepare to deliver V+MS for ADM. 3 O H DQVRHIVM DZVHFR QXOFVWVHVH UHYRLËFVHLW D GIZ LOODH THXULHUPHROWF F YAVIR\ R XJR U J ID Q 1 DWLR/QVAWPVY9.B1 5HPRIDVFHVV does not include screen sharing.
- lowing activities:
- v Provide the V+MS team with remote access to your environment.
- v 5HVROYLQJ DQ\ SHUIRUPDQ&BIDLWWKHLVSRWH LQ WKH NQRZOHGJH WUDQVIHU GHIHFWV LQ WKH WDUJHW D\$ \$\$ V@ en Filipe Vinn plance ntas dun Reson XafidV \RXU VWDË or interface.
- v) L [L Q J N Q R Z Q S U R G X F W G H v HP fo while / pre-existing solution documentation
- v ORQLWRULQJ WKH WLFNHWLQDQQ人从州库展界展货QG UHTXLUHG XSGDWHV IRU supportability and maintenance. incident reporting.

Customer Responsibility

Before Service Delivery

Please ensure that you provide all of the pre-U H T XHLW IGWM V FDUEL REDEHING! IRWUH UHY LOFHlivery begins. When you're ready to schedule G H O'L WR-XU P XSVJMRL GR-XZUH H/NQ R W L F Provide access to subject matter experts to OpenText.

- v, QWURGXFH WKH 7HFKQLFDO \$FFRXQW 0DQDJHU to your team and organization.
- v + HOS LGHQWLI\ DQG GHWHUPLQH LQFLGHQWV UHTXHVWV FKDQJH SURFHVVHV V\VWHPV and operating models to commence the service.
- and administrator(s) responsible for the

"Terms"). All capitalized terms used in this data VKHHWQ MIRXWIIZ ILL VH GHÌQKHDIGY WZKOLO meaning set forth in the Terms.

Rescheduling. Customer may reschedule
Services by providing written notice ten (10) or
more business days in advance of the scheduled delivery but only if the revised schedule
results in completion of delivery within one
\HDUIURPWKHSXUFKDVH-GDWH, I&XVWRPHUQR
WLì2HS/HQT/MILUHVFKHGXOLQJ/MQHVVWKDQ
EXVLQHVVQRDW/KBULVR/M/DU
GDHWWKHREQIZSDH/QI/MIKCSHBUYY
WK6HHUMLDHUFRQVHGGHIUXOÌOOHGDQGWKH
rights of Customer to receipt of the Services
will expire.

Change in Scope. Changes in scope to the Services are not allowed. Customer may reTXHVW DGGGWEHRXXXVDXDXYVVX FL DYDLODEOH DQG DWR VVX VXXVVXXVD OO\H[HFXWHG V W DZWR W INHQW R

Services; Acceptance. Services do not in-FOXIGDHUGHZPDDLQWHQDGGDDCDDLRW ZDHLPDLQWHQWRWHWDCGDSDSVRU services provided by OpenText; software as a