

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 investment 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 business value from them.

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

Enhancements that continuously improve value and adoption.

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

v 5 HVROXWLRQ IRU LQFLGHQWV OpenText Service Portal.

v Periodic availability monitoring.

v 5 HVROXWLRQ IRU LQFLGHQWV periodic monitoring.

v Support of up to 15 incidents per month.

v One instance of production support.

v 6 WDQGDUG HQKDKFHPHQWV S which usually lead to minor changes (maximum of 40 hours to implement).

v One upgrade of the target site for the 80 hours to implement.

v 2Q FDOO DIWHU KRXUV VXSSR

Service Summary

V+MS for ADM manages your OpenText soft which includes:

v Reactive services with a single point of contact for incident and problem management across the entire solution.

v Operational services for ongoing

Figure 1. V+MS provides incident resolution the solution.

Service Description

The OpenText team delivers V+MS for ADM via

v ALM/Quality Center
v ALM Octane and ValueEdge
v UFT One (includes UFT Developer)

v PPM
v /RDG5XQQHU (QWHUSULVH RU / 3URIHVVLQRQDO LQFOXGHV /RD Developer)

E-Signature for ABM
This service may not be covered.

Service Hours

The available window for purchasing this service is Monday through Friday from 2:00–11:00

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Service Categories

Reactive Services

5 H D F W H Y H V D I R U L V V X S E D Q C V

with your solution implementation. These ser-

Y L F V L Q F O X R P H V R O X W L R Q H O H P H Q W V V X F K

D F X V W R P H U E S W D F M U R Q R W

L D W L R Q F R D I Q G U D M W R D Q D F W L Y

Technical Account Management

The Technical Account Manager is your single dedicated specialist:

- v Communicates with you via email for any service-related issue.
- v Participates in regular status meetings and communications.
- v Provides service-level reports.

ENHANCEMENT OPTIONS

Below is a list of "Standard Enhancements" sorted by product and applicable implementation

| Product | Enhancement or Task | On SaaS | On Premise |
|-------------|--|---------|------------|
| LoadRunner | Create Scripts | Yes | Yes |
| | \$XWRPDWLRQ)UDPHZRUN 6XSSRUW | Yes | Yes |
| | ,QWHJUDWLRQ 6XSSRUW | Yes | Yes |
| UFT One | Create Script | No | Yes |
| | \$XWRPDWLRQ)UDPHZRUN 6XSSRUW | No | Yes |
| | ,QWHJUDWLRQ 6XSSRUW | No | Yes |
| Digital Lab | 'LJLWDO /DE *HQHUDO &RQJXUDWLRQ | Yes | Yes |
| | &HUWLIQDWLRQ 66/ LQVWDOODWLRQ | No | Yes |
| | \$GG DQG FRQJXUH GHYLFH SK\VLFDQ GHYLFH PXVW EH added by customer) | | |

Enhancement Services

V+MS for ADM provides up to 40 hours of to minor changes.. The V+MS team collaborates with you to provide services that enhance and documentation changes. These services may include:

- v Modifying reports.
- v Changing low-complexity dashboards.
- v Providing additional data validation in an interface.
- v Extending the monitoring environment or enhancing existing monitors.

Enhancement services empower you to prove end-user satisfaction. Low-complexity 40 hours to implement. Large-scale enhancements not product enhancements.

"Terms"). All capitalized terms used in this data
VKHHWQ RR XWZ HUH GHÌ QKDBY V KEO
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 sched-
uled delivery but only if the revised schedule
results in completion of delivery within one
\H DU IURP WKH SXUFKDVH- GDWH ,I & XVWRPHU QR
WLi2SHQ7RIUHVFKHGXOLQJMOHV V WKDQ
EXVLQHVV QRDWRKÈ ULRWU
GDHW WKH RE È 2SDHQZVRG HBUY
W KHUM VRF RQVHG HIXOìOOHG DQG WKH
rights of Customer to receipt of the Services
will expire.

Change in Scope. Changes in scope to the
Services are not allowed. Customer may re-
TXHVW DGGG WÈHROVDYR È LI DYDLO
DEOH DQG DWRD WÈWKPEOD
H[HF XWHG VWZRUJRHQWR

Services; Acceptance. Services do not in-
FOXGDHU GPDUL QWHIQDDB DVLRW
ZDHPDLQWH QURQVHW DGGSSRU
services provided by OpenText; software as a