

Open Text Hosting Services

Deploying solutions that solve business needs

Deploying ECM solutions with today's technology is a challenge. We understand that when embarking on a business initiative, key decision-makers must consider the core business drivers of cost, deployment time, compliance risk, resource expertise, and level of service if they are to achieve success.

Our robust infrastructure allows for flexible service solutions, helping customers achieve their business needs.

Operationally Managed

Open Text hosted solutions provide an operationally managed alternative method of deploying ECM solutions without the administrative and implementation costs associated with installing and managing an in-house system. Our managed solutions look after the operational aspects like upgrades, patching, configuration, performance, scalability, and procedural controls leaving our customers free to focus on the business content of the system. Having hosted Open Text Solutions since 2000, Open Text Hosting has deep and broad operational expertise which enables us to offer our customers quick solution deployment that is ready to scale as their business grows.

Benefits of Hosting through Open Text:

- Lower total cost of ownership
- No capital expenditure
- Faster deployment rollout
- "One Stop Shop" – Application and operational needs
- Access to expert, relevant advice
- No supplier operational "learning curve"
- Scalability, performance and reliability
- Adaptability to meet your business requirements
- Pay as you grow
- Compliance to industry standards
- Outsource the technical operation to us – no added maintenance, monitoring, back-ups and patching

Lower Cost

Hosting Services help reduce the total cost of ownership needed to implement your business solution. Save on upfront and ongoing solution costs in the areas of infrastructure, staff, training, and compliance. Leverage our infrastructure, architecture, and solution management by paying for monthly use rather than having to make a big implementation investment up front. Predictable recurring fees will also result in improved cash flow management.

Unified Solution Support

Our hosted offering is an integrated part of Open Text allowing you to benefit from our direct relationships with Open Text Services, Support, and Product Development. These relationships provide our customers with a combined effort through unified support. This along with our dedication to providing solutions in the ECM market makes us an integrated part of the Open Text team of content experts.

Flexibility

We offer a variety of hosting solutions ranging from small to large, with the ability to easily grow when your business requires it. Varying contract terms allow you to tailor your hosted solution to accommodate short, medium, or long term deployments. Even if integrations or customizations are required, the flexibility is there if and when you need.

Compliance and Risk Management

Open Text hosted solutions provide robust, scalable and secure enterprise class solutions using the latest technologies and methods. Operations are monitored 24X7, with on-call staff responding to alerts. We provide an assured level of service, availability, and quality with defined service level agreements, fault-tolerant solution and infrastructure design, and audited operational controls. Our solutions use an implemented COBIT model for policy, procedure, and controls development in combination with SAS-70 Type II audits, to provide guaranteed levels of operation and confidence in your business solution.



Hosting Facilities

Our hosting service utilizes world class data centre facilities along with enterprise infrastructure to provide an environment capable of satisfying strict service levels agreements.

Security

- 24 hour video surveillance
- 24X7 on site security personnel
- Biometric and electronic key physical access
- Off-site secure data storage
- Intrusion detection and redundant firewalls

Facility

- Fail-safe climate control systems
- Dual backup power strategy featuring UPS & generators with established fuel supply services
- Computer safe fire suppression system
- Flood sump pits and elevated cabling

Connectivity

- Fault-tolerant global IP backbone
- Remote location acceleration technologies

Architecture

- Hardware and equipment from Tier 1 vendors
- Scalable, fault-tolerant application and backend services
- Network fault-tolerance with load balancer, router, switch, and interface redundancy
- SAN & NAS using RAID technology
- Remote facility failover options

Operations

- 24X7 solution monitoring
- 24X7 on-call emergency support
- Backup, restore, and disaster recovery

For additional questions about our hosted offerings please contact us at NAhosting@opentext.com for North America and EMEAhosting@opentext.com for Europe, Middle East and Africa

Our Enterprise class offering provides:

- Fault-tolerant global internet connectivity
- Fault-tolerant solution architecture
- Promptly deployable, operationally managed solutions
- System, database, and application level monitoring
- Dual backup power via UPS and generator
- Fail-safe climate control systems
- Fail-safe fire detection and suppression systems
- 24 hour video surveillance & access monitoring
- Biometric & electronic key access
- 24X7 On-site security & critical on-call
- Flood water detection & sump pits
- Secure off-site data storage services

OPEN TEXT

The Content Experts™

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