



# Premium Support

Gold, Silver & Custom support packages to suit your needs



Need expert help and support for OpenText Content Manager (CM). Kapish offers a range of Premium Support Packages to suit organisations of all sizes. Choose a Gold or Silver Premium Support Package or tailor a support package to suit your specific requirements.

## Support Package Options

### Gold Support

A comprehensive package to suit organisations that require support for OpenText CM during business hours, with scheduled support outside of business hours.

### Silver Support

A support package to suit organisations seeking a cost-effective support solution that doesn't compromise on quality. Includes support for OpenText CM during business hours, with scheduled support outside of business hours available on request.

### Custom Support

Our Custom Support Agreements can be customised to suit your specific requirements.

### Managed Services

Recruiting staff with the appropriate skills and experience to manage your OpenText CM implementation can be difficult and costly for organisations. Engaging a service partner to provide these services can be a cost-effective solution, allowing your internal staff to focus on other core business activities.

Kapish Managed Services are tailored to provide an end-to-end solution for managing OpenText CM implementations of all sizes.

## Benefits

### Knowing Your Environment

It's our in-depth understanding of your technical environment and the way you use OpenText CM that enables our support staff to fast-track your support requests.

### Notifications Related To Your Environment

Our support staff can notify you if we identify an issue that you may be experiencing but are not yet aware of, or if we have identified a new release of OpenText CM that provides new functionality or enhancements that may be of interest to you.

### Included Hours

All our Premium Support Agreements include pre-purchased time for onsite support, consulting or project work which can be used at your discretion. This allows quick access to our experienced team of consultants and software developers when you need it.

### Reduced Consulting Rates

Our Premium Support customers enjoy reduced consulting rates which may be used for any onsite consulting or OpenText CM related projects including software development, upgrades and more

Talk to us today to find out how our suite of products & services can help you get the most out of Content Manager