

# OpenText Authorized Support



opentext™



## TIER-1 SUPPORT

VIP is an Authorized Provider of Tier-1 Support Services (SVI) for OpenText Software. The SVI program represents the highest level of collaboration between OpenText and select software business partners. Only those partners who have demonstrated the skills, infrastructure, professionalism and commitment to meet OpenText's high service performance standards are awarded the privilege to be named an SVI partner.

Organizations that utilize VIP for their OpenText needs benefit from having a single source for software support, updates, new licenses, unparalleled product knowledge and faster resolution time. VIP's team of engineers take ownership of issues and offer premium support packages for full product coverage. As an end-to-end solution provider, VIP can support every aspect of your needs. VIP supports a number of OpenText products, including:

- ALM / Quality Center
- ValueEdge
- LoadRunner Enterprise
- Mobile Center
- ALM Octane
- LoadRunner Cloud
- LoadRunner Professional
- Unified Functional Test

## BENEFIT FROM A SINGLE POINT OF CONTACT

VIP offers superior support options and has direct access to the OpenText Software support infrastructure of more than 800 technical support engineers in 65 countries. VIP can also simplify the annual renewal process, consolidate multiple OpenText Support contracts and create custom packages to deliver the ideal project to best meet an organization's key objectives.

Drive maximum value  
from your investment.