



## SOLUTION BRIEF

### Our Industries

Government  
 Justice and Public Safety  
 Health  
 Energy  
 Commercial

# OPENTEXT AND SIERRA SYSTEMS

## OPENTEXT AMS CENTRE OF EXCELLENCE

Sierra Systems' Application Management Services (AMS) Centre of Excellence provides a comprehensive suite of services to maximize an organizations' investment in OpenText Content Server (Livelink). Sierra delivers a collaborative approach in meeting companies' business objectives. From long term application support, architectural design, systems integration, application development and testing, Sierra knows what it takes to support and enhance your value in OpenText.

Some of the common challenges organizations face include:

ISSUES	CHALLENGES
Automation	<ul style="list-style-type: none"> <li>Lack of common administrative tools</li> </ul>
Customer Support	<ul style="list-style-type: none"> <li>Limited staff with OpenText experience</li> <li>Few support options</li> <li>High costs</li> </ul>
Operations and Maintenance	<ul style="list-style-type: none"> <li>Resources lack experience in large production environments and with the more complex modules</li> <li>Maintenance is not a 'core' service for organizations</li> </ul>
Performance and Capacity Planning	<ul style="list-style-type: none"> <li>System performance analysis</li> <li>Capacity planning</li> </ul>
Programming	<ul style="list-style-type: none"> <li>Resources without OScript or LAPI programming capabilities</li> </ul>
Upgrades	<ul style="list-style-type: none"> <li>Limited experience in architecting a new environment and migrating existing data.</li> <li>Lack of experience with newer versions</li> </ul>

### OUR EXPERIENCE

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Sierra has been assisting clients manage their OpenText installations for several years across a variety of industries. Our teams, located across Canada, are responsible for the day-to-day support, maintenance and monitoring of organizations' OpenText enterprise environments. Sierra's technical resources are accountable for all operational aspects of the OpenText systems, and provide services in four core areas:

**Incident Management Services:** Provide for second and third level support within the client's incident management process and within agreed service levels for reported issues.

**Content Management Services:** Assist with user account management, document and content management.

**Platform Management Services:** Provide lifecycle management for OpenText enterprise application systems to maintain an optimally operating infrastructure.

**Livelihood Development Services:** Ensure qualified OpenText developers can assist with architecting a sound solution that adheres to corporate development standards, document management policies and OpenText integration best practices.

### OUR PROFESSIONALS AND PRACTICE

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Sierra's certified OpenText technical and skilled professionals consists of senior solution architects, business analysts, administrators, and developers. Our multidisciplinary teams work together with our clients and project managers to ensure the project is on time and on budget. Our AMS certified resources then take on the challenge of long term application management ensuring your investment is ready to meet the high demands of its users.

Sierra Systems' AMS practice has over 30 years of experience in the delivery and continuous improvement of AMS for our clients. The delivery of these services is supported by over 200 certified AMS consultants, an Information Technology Infrastructure Library (ITIL®) compliant Methodology and a proven track record of successful engagements.



#### Learn More

To learn more about how Sierra's technical resources can help overcome your application management challenges contact:

contact@sierrasystems.com  
1-877-688-1371  
sierrasystems.com

The OpenText and Sierra Systems' partnership enables us to develop optimal business solutions to help our clients manage their enterprise content effectively while providing performance agility to help lower their operational cost by applying our industry-leading methodology for application management services.