



# OpenText Announces Support for Alfresco

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Alfresco Content Services and Community Edition users can now engage OpenText, the industry leader in content services, for support needs

WATERLOO, Ontario, Oct. 5, 2020 /PRNewswire/ -- **OpenText™** (NASDAQ: OTEX) (TSX: OTEX) today announced OpenText Support for Alfresco™, a new suite of service offerings to support content services solutions from Alfresco. With OpenText, Alfresco customers benefit from defined service-level targets, 24/7 support options, global support, timely and regular code fixes, customization support, and an opportunity to lower support costs.

OpenText has put in place a dedicated team to manage and contribute to the Alfresco open source community, to provide Alfresco customers with world-class support, and to offer a compelling transition to Information Management and the Cloud. OpenText Support for Alfresco offerings are immediately available for Alfresco Community Edition and Alfresco Content Services users.

The OpenText OpenSource Edition for Alfresco program offers an OpenText branded release of Alfresco Community Edition that provides annual renewable support with troubleshooting and regular code updates to address issues identified by OpenText and our subscribers. For those Community Edition users with unique situations and timelines, we also offer support services such as custom bug fixes and customization support scoped to each request.

OpenText Support for Alfresco ACS offers cost-competitive support services to Alfresco Content Services customers, including options for those with customizations that require continued code maintenance and support.

"With OpenText Support for Alfresco, Alfresco customers now have access to world-class support and a compelling upgrade path to OpenText Cloud Editions," said James McGourlay, Executive Vice President, Customer Operations at OpenText. "With the uncertainty caused by the planned acquisition of Alfresco by Hyland, OpenText can provide peace of mind to both open source and enterprise customers through industry-leading support from the experienced technical analysts and developers at OpenText."

As the market leader in Information Management, OpenText can also provide additional features, such as archiving, increased end-point security, and intelligent capture, as well as the option of managed services provided through



the OpenText Cloud or public cloud partners.

For more information on these new offerings, or to schedule time to speak with an OpenText expert, visit:

<https://www.opentext.com/info/opentext-support-for-alfresco>.

## About OpenText

OpenText, The Information Company™, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit [opentext.com](https://www.opentext.com).

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