



Need expert help and support for OpenText Content Manager?

Kapish offers a range of support packages tailored to suit organisations of all sizes and levels of need.

Content Manager Cloud customers enjoy the full benefits of having Kapish supporting the entire Content Manager application and hosting infrastructure via our flagship, Content Manager-as-a-Service offering.

For customers that require to self-host Content Manager, we have a range of great options available including our Premium Plus tier, with 24x7 support, proactive monitoring/maintenance and much more.

Kapish offers a range of packages to suit all requirements and budgets.

Support Package Options

Content Manager Cloud (Recommended)

Content Manager Cloud is the #1 EDRMS SaaS platform, selected by OpenText globally, to help enterprises and public sector organisations meet all their records, regulatory, data and content management needs.

Content Manager Cloud offers the most comprehensive support solution, providing Content Manager as a fully-managed and highly secure cloud service.

Premium Plus

This package suits organisations needing 24x7 enterprise-grade support and services for OpenText Content Manager.

Premium Plus benefits include fast-tacked SLAs, proactive monitoring and maintenance, annual health checks and access to Kapish's comprehensive Content Manager eLearning library.

Available Benefits

- Unlimited Email, Web Portal and Phone Support
- 24x7 Support
- Service Level Agreements (SLAs)
- Proactive Monitoring and Maintenance
- Monthly Service Management Reports
- Dedicated Customer Success Manager
- OpenText Concierge Service
- Included Professional Services
- Content Manager Administrator-as-a-Service
Kapish Content Manager specialists assist with daily administration and maintenance tasks
- Content Manager eLearning Suite
Over 100 self-paced training topics and courses for Content Manager covering all-levels from end user to administrator
- Annual Content Manager Health Check
- Content Manager Add-Ons and Integrators
- Content Manager Upgrades, Patching, and Hot Fixes
- Fully Managed Software-as-a-Service

Premium

Premium Support is ideal for organisations that require dependable business hours support for OpenText Content Manager, with options for scheduled out-of-hours services.

Premium benefits include committed SLAs, application availability monitoring and included professional services for other projects.

Core

Core Support provides essential support for OpenText Content Manager during business hours, delivering reliable assistance without compromising quality.

Custom

Our Custom Support Agreements can be modified to suit your organisation's specific requirements and budget, allowing you to define the level of support that best suits your needs.

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