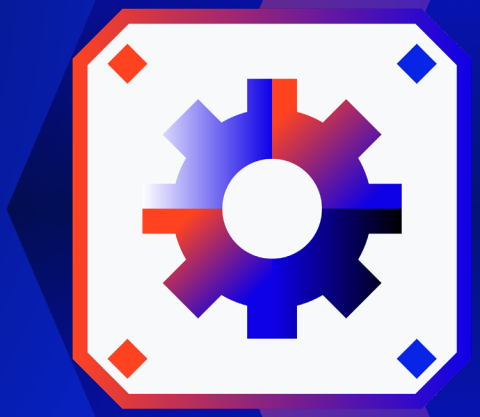
Fastman
SAFE, SIMPLE, SECURE

For OpenText™ Content Management



## Fastman Managed Services

# From deployment to optimization - we've got every stage covered.

Managing an OpenText Content Management environment isn't just about keeping the lights on. It requires continuous monitoring, deep platform expertise, and the ability to adapt to evolving business needs and compliance demands.

**Fastman Managed Services provides end-to-end operational support, tailored deployment packages, and strategic guidance to ensure your ECM platform remains secure, stable, and aligned with your goals.**

Whether you're looking for hands-on daily support, proactive system health checks, or expert-led implementations of Fastman solutions, we deliver consistent, high-value services backed by nearly two decades of ECM specialization.

## Our Services

### Managed Service Agreements

We offer three structured service tiers - **REACT, PREACT, and PROACT** - designed to meet varying levels of support needs, from day-to-day system management to long-term optimization.

#### 1 REACT

Immediate assistance for incident resolution, issue triage, break/fix events, and administrative support.

#### 2 PREACT

Proactive monitoring, system health checks, performance reviews, and early issue detection to prevent downtime.

#### 3 PROACT

Strategic support for upgrades, migrations, integration planning, security hardening, and performance tuning.

Together, these tiers give you a scalable, cost-effective "always-on" support model with one trusted provider, available 24/7, across time zones.

# Deployment Packages

Fastman Deployment Packages offer structured, phased implementations of our solution modules - ensuring a consistent and low-risk rollout that aligns with your business maturity and ECM architecture. Choose from our three different package options:

## Standard

Core installation and configuration in non-production environments for validation and risk mitigation.

## Business

Includes profile configuration, business-aligned reporting, and guided testing with hands-on business users.

## Advanced

Deep-dive consulting covering CIS model optimization, custom WebReport development, and full integration with your business workflows.

# Why organizations choose Fastman

20+ years of ECM expertise and global track record

Direct access to OpenText-certified experts - no generic support lines

Immediate response for reactive events, and proactive optimization plans

Scalable service offerings that evolve with your platform needs

Available 24/7, both remotely and on-site

Predictable, subscription-based model delivering ongoing value

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