



## **Open Text eDOCS DM & Collaboration Technical Support to be provided by Knowhow Consulting Ltd.**

**Knowhow's personalised support service to provide an additional level of service for Open Text eDOCS DM & Collaboration customers**

**London – 12<sup>th</sup> January 2010** - Open Text™ Corporation (NASDAQ: OTEX, TSX: OTC), the largest independent provider of enterprise content management (ECM) software and solutions, today announced that an agreement has been reached with Knowhow Consulting Ltd, an award-winning implementation partner, to provide 1<sup>st</sup> and 2<sup>nd</sup> line technical support for over 20 small to medium sized customers, mainly in the Legal and Intellectual Property Sectors in the UK and Ireland, for eDOCS DM and Collaboration.

In this new arrangement, Open Text's customers will continue to pay the standard support and maintenance fees to Open Text. The main difference is that the technical support they receive will be provided by knowledgeable and experienced eDOCS consultants from Knowhow Consulting. Knowhow provides a high-quality, personalised service to its customers, where the customer's environment is known and understood, allowing efforts to be concentrated on the issue at hand. Knowhow and Open Text will share information and collaborate on issues which require more in-depth help from Open Text's technical support team, in particular where software errors are found or enhancements are required.

Tony Foy, Managing Director of Knowhow Consulting said:

"We are excited to take on these additional support customers from Open Text and are confident that our existing proven and now expanded high quality support service will continue to prove responsive and reliable for our new customers. Our working relationships with Open Text have continued to develop and deepen over the years, culminating in this new arrangement and we believe this demonstrates Open Text's faith in our support capability and customer-focused approach."

Ben Mitchell, the Head of Legal Solutions Group EMEA at Open Text commented:

"Open Text has worked closely with Knowhow for a number of years in a variety of business sectors and opportunities. However, in the last 12 months in particular, as Open Text has changed the way it works with our clients, the relationship with Knowhow has progressed to a much stronger strategic partnership.

The value of this relationship to our joint client is that working with Open Text and Knowhow ensures that the best skills of both parties are available to the client and this, in turn, results in a strong solution that is robust, effective and well supported."

# Knowhow

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## About Knowhow:

Knowhow Consulting Ltd designs, develops and delivers leading edge Information Management solutions for many national and international law firms, patent and trademark attorneys, government organisations and commercial businesses.

Knowhow takes great pride in delivering only the very best for our customers: the very best customer service, the very best in technical competence and the very best in project outcomes. Excellence is core to everything we do and every project we undertake.

## About Open Text:

Open Text, an enterprise software company and leader in enterprise content management, helps organizations manage and gain the true value of their business content. Open Text brings two decades of expertise supporting 50 million users in 114 countries. Working with our customers and partners, we bring together leading Content Experts to help organizations capture and preserve corporate memory, increase brand equity, automate processes, mitigate risk, manage compliance and improve competitiveness.

As a publicly traded company, Open Text manages and maximizes its resources and relationships to ensure the success of great minds working together.