Risetime

SOLVING THE OPENTEXT EXSTREAM DEVELOPER SHORTAGE WITH A MANAGED SERVICES MODEL

Replacing hard-to-find talent with a flexible, compliance-ready managed services model for OpenText Exstream **(Customer Communications)**

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The Challenge

The organization relied on OpenText Exstream to support critical customer communications and document workflows.

As demand for new templates and enhancements increased, the team faced a growing problem:

- Severe shortage of OpenText Exstream developers in the market
- Months-long hiring cycles with no qualified candidates
- High cost of full-time hires with uncertain long-term retention
- Extensive training ramp (6–9 months) before developers could deliver complex solutions
- Inability to offshore work due to security and compliance requirement

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The agency recognized that even if they successfully hired, they risked:



- Losing the developer after training due to high market demand
- Restarting the hiring cycle from scratch
- Losing institutional knowledge tied to a single individual

They needed a way to move forward immediately without locking themselves into a risky hiring model.

The Solution

Instead of hiring internally, the organization engaged Risetime as an OpenText Exstream development partner, leveraging a flexible services model designed for speed, continuity, and compliance.

Risetime provided:

01 U.S.-based OpenText Exstream specialists aligned with government requirements

02 Rapid access to experienced developers without a hiring delay

03 Support for both managed services and on-demand template development

04 Deep platform knowledge without the need for internal training

05 Seamless integration into the client's existing team and workflows

Rather than relying on a single hire, the agency gained access to a bench of expertise that could scale with demand.

The Impact

By shifting from a hiring-first mindset to a service-based model, they were able to:

- ✓ Begin development work immediately without a 6–9 month ramp
- ✓ Reduce overall cost compared to hiring a full-time specialist
- ✓ Eliminate attrition risk tied to individual developers
- ✓ Maintain continuity as internal team members changed
- ✓ Preserve institutional knowledge across projects and releases

Most importantly, the team gained confidence that their OpenText Exstream environment could continue to evolve without becoming dependent on scarce talent.

Why It Worked

This engagement succeeded because Risetime addressed the real constraint—talent scarcity—rather than forcing a traditional staffing solution.

Key differentiators included:

01 Proven OpenText Exstream expertise

02 Continuity of care across personnel changes

03 Faster time-to-value than internal hiring

04 A service model aligned to regulated, high-security environments

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Takeaway

For organizations running OpenText Exstream (OpenText Customer Communications), **finding developers is no longer the bottleneck — retaining and scaling expertise is.**

Risetime helps teams move forward by replacing fragile hiring models with a resilient, service-based approach that delivers results without delay.

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About Risetime

Risetime helps regulated organizations transform content operations from cost centers into growth-ready, compliance-driven execution engines through expert integration, managed services, and operational excellence across DAM, ECM, and digital experience platforms.