



# Synergy Upgrade Accelerator

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## Powerful upgrade solution for validated life sciences environments

### Why Life Sciences Organizations Use the Upgrade Accelerator

- Minimizes downtime through streamlined or zero-downtime upgrade execution
- Reduces upgrade risk by eliminating multi-hop upgrade paths
- Supports validated environments with predictable, repeatable upgrade steps
- Preserves data integrity and audit trail continuity
- Aligns with CSV principles by focusing validation on use of the tool, not its internal mechanics

### How It Fits Into a Validated Environment

The Upgrade Accelerator is treated as a controlled installation mechanism, similar to other vendor-provided utilities used in regulated IT environments.

- Document that the Upgrade Accelerator was used
- Execute a risk-based Installation Qualification (IQ)
- Verify the system state before and after the upgrade
- Confirm that validated functionality remains unchanged
- Capture logs and evidence demonstrating successful execution

### Typical IQ Documentation

- Description of the upgrade method and rationale
- Verification of prerequisites and backups
- Execution evidence (logs, screenshots)
- Pre- and post-upgrade version checks
- Confirmation of installation and configurations
- Verification of integrations (LDAP/AD, SSO, SMTP)
- High-level functional checks for OQ/PQ readiness

## Key Features

- Streamlined upgrade execution
- Elimination of multi-hop upgrades
- Repeatable methodology
- Full logging and traceability
- Validated environment compatibility

## What Customers Can Expect After the Upgrade

- Fully upgraded OpenText Content Server environment
- No disruption to validated workflows
- Preserved metadata and audit trails
- Documented evidence for compliance
- Clear path to OQ/PQ or production

## Summary

Syntergy's Upgrade Accelerator provides a modern, compliant, and efficient upgrade path for FDA-regulated organizations.