

**From:** [Michaels, Lauren](#)  
**To:** [Fleming, Melissa](#)  
**Subject:** Re: [EXTERNAL]#RC831438: Your OpenText Software Maintenance Program expires on Jan 31 2026 12:00AM - SHI International Corp - 10006164 - County of Galveston - EU00101738  
**Date:** Tuesday, January 6, 2026 5:01:36 PM

---

**Lauren Michaels**  
Enterprise Business Manager  
**Department of Enterprise Services**

**NOTE TO OUR CUSTOMERS:** To ensure your technology-related needs are being captured, all inquiries and requests should be directed to our IT Service Desk via the web portal, emailing [tickets@galvestoncountytx.gov](mailto:tickets@galvestoncountytx.gov) or calling X2685.

---

**From:** hkakar@opentext.com <hkakar@opentext.com>  
**Sent:** Tuesday, December 30, 2025 3:14 PM  
**To:** Perez, Claudia <claudia.perez@galvestoncountytx.gov>; Michaels, Lauren <Lauren.Michaels@galvestoncountytx.gov>  
**Subject:** [EXTERNAL]#RC831438: Your OpenText Software Maintenance Program expires on Jan 31 2026 12:00AM - SHI International Corp - 10006164 - County of Galveston - EU00101738

**CAUTION:** This email is from outside Galveston County's system. Only click links or open attachments if you trust the sender.  
Suspect phishing? Select "Report phishing" in Outlook.

Hi

Please see DIR number on the quote - DIR-CPO-4405.

Harsha