

## SERVICE OVERVIEW



SERVICES CATALOGUE



With a proven track record of 600 modernization projects to date, harness Micro Focus' outstanding record and experience of delivering enterprise application projects to rapidly reduce IT costs and improve operational efficiency.

## OVERVIEW

Under unprecedented budgetary pressure, CIO's need to deliver enterprise applications that improve business efficiency, reduce business risk and maximise the potential of existing IT assets and competitive advantage. The core applications that run the business must be robust, up-to-date, and deliver continuous, trouble-free service. They represent strategic advantage, so they must also be capable of evolving without compromising proven business logic. But the reality of the situation facing most CIO's is of a number of technology-related challenges:

- The mix of different software regimes do not integrate easily with each other, or with emerging technologies, greatly limiting agility.
- Some proprietary languages, development environments and even hardware platforms are expensive to maintain.
- The business risk associated with old technologies from the dependency on scarce specialist skills and inadequate vendor support is high.
- Vital application knowledge has been lost as documentation is out of date and development staff have moved on.
- The cost of support and maintenance of existing applications is often as high as 80 percent of the entire IT budget.

## IT MODERNIZATION—YOUR BUSINESS IMPERATIVE

For each IT challenge faced, the best solution is to bring IT up to date through a systematic process of modernization;. But renewing IT to more effectively support your organization must start with understanding the goals of the business.

Once you know where you are, you can better decide what you need to do.

Micro Focus' Service offerings support your critical IT modernization initiatives using industry-leading practices and technology.

"Micro Focus provides us with excellent service giving us the reassurance and confidence that our systems remain valid. This enables us to proactively build in new functionality that ultimately allows the business to grow through customer focused IT solutions. "Leading UK Bank.

Micro Focus tools and expertise provides the leading services to allow organizations to get the very best out of their IT investments, backed by over 30 years' expertise in helping clients manage their core IT systems.

### MODERNIZATION SERVICES FROM MICRO FOCUS

Micro Focus has helped many hundreds of organisations of all sizes to modernise their enterprise application infrastructure, achieving significant savings in operational costs and helping them build agile, future-proof software environments. We offer an array of valuable services to support your IT imperatives.

#### Portfolio Modernization

A typical concern with IT leaders is whether or not their incumbent systems are "up to the job" of supporting the ever-changing business requirements. IT is asking itself, "Are we managing the right portfolio?" There is no easy answer to this question, but a serious risk is introduced if snap decisions are made without first exploring the reality behind the opinion.

The **Micro Focus Application Assessment service** allows organizations to take stock quickly of their IT estates, such that possible strategic decisions can be weighed up against the most up to date IT system documentation, the applications themselves. Strategic hypotheses can be tested against factual, unequivocal technical information. Before you gamble on risky IT change, let Micro Focus help you make the right decision.

#### Language Modernization

Proprietary technologies typically incur high costs for software licenses, support and increasingly scarce skills. They lack the flexibility to integrate with, contemporary application architectures, impeding your ability to modernise. The continued use of out-of-date proprietary languages and environments for key enterprise applications presents serious risks to the business.

The **Micro Focus Code Conversion Service** provides a fast, highly automated process that preserves your investment in proven business logic and enables you to consolidate a wide variety of proprietary regimes onto a single future-proof, industry standard application environment.



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“Micro Focus provides consistently good development, maintenance and support services that alleviate pressure in our busy IT Team. We are delighted with the service received from Micro Focus, as it allows our internal IT team to focus solely on our customers’ needs.” Financial Services Organisation, UK.

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### Platform Modernization

Once decisions are taken on the best course of action, one option is to remove older, costly platforms, and replace them with more cost-efficient and powerful environments, such as Unix, Linux or Windows. Importantly, the systems that reside on those old platforms may themselves be perfectly appropriate for the business; the good news is that, with Micro Focus, these critical systems can be salvaged and re-used in the new environment!

**Micro Focus’ Migration Services** are a comprehensive set of planning, management and execution services that can be employed to help you manage your platform modernization initiative. Micro Focus’ skilled resources can help to identify current and target platform characteristics, and effectively plan and control the conversion and cut-over to the new environment.

### Test Data Modernization

Time and again, the bottleneck in the IT release process is the testing of systems prior to release. Often, this is because the processes used to drive this are in need of repair. Instead of using appropriate and crafted test data to guarantee the validity of the release, organizations – risk-averse – simply take a copy of the entire production data and use that to test with. Not only very inefficient, but potentially contravening data security regulations.

**Micro Focus Test Data Management Service** includes a full assessment of today’s processes in use by the client, and will include recommendations and examples of how significant operating efficiencies can be achieved. Micro Focus will provide tried and tested process and technology to bring your testing processes up to date, reduce test cycles, reduce storage effort, and improve release quality. Our service also helps you ensure you are compliant with the latest data security legislation, too.

### Fit for Purpose?

Even where Micro Focus technology is widely-used, there may be blind spots in terms of understanding, lack of awareness across the IT organization, and even inefficiencies in terms of product usage. CIOs still fear whether their systems are truly fit for purpose.

**The Application Health Check Service** is a quick-fire but detail-oriented approach to help customers and new clients understand the value they are getting from both their IT systems and any Micro Focus investments, recommending where improvements can be made through the use of Micro Focus capabilities.

**The Value Assurance Service** allows Micro Focus to assist clients in their solution implementations by providing just-in-time support, solution and technology expertise to ensure our solutions are introduced as effectively as possible. This service builds flexibility into your use of Micro Focus expertise.

### Resource Modernization

A top priority for any major enterprise is the need to keep its critical business applications available at all times. Managing complex business systems is, however, a time-consuming activity that requires considerable skill and experience. For most organisations, the result is that their most valuable resources are consumed in maintaining daily operations, limiting ability to respond to business demands.

The **Micro Focus Application Outsource Service** delivers a low-risk, low-cost solution for the support and maintenance of key enterprise applications. Highly experienced Micro Focus software engineers using off-site development facilities provide the optimal application delivery tasks that meet your business's expectations and free up key resources.

We also provide an Environment Support option, where Micro Focus will establish an environment in which to house the client application, test packs and test data in order to:

- Provide a suitable environment for quick-fire problem diagnosis of application faults.
- Allow any Micro Focus fixes and enhancements to be tested directly against the client application prior to release.

This is available for clients who have used Micro Focus' other Migration or Modernization services and are looking for the ongoing technical assurance that this facility provides.



### Test Process Modernization

Irrespective of the IT systems you build, you need them to be robust, stable and support your business. Your test process helps to ensure your systems meet the exacting needs placed on them. Our Test Process Modernization services are geared towards providing expert guidance and associated technology for clients with all levels of test process maturity. Services include:

- **Test Process Assessment** - A review of a client’s existing testing process and documentation to identify areas for improvement based on comparison to industry best-practices, process gaps, and opportunities for refinement in anticipation of the automation technology.
- **Test Process Health Check**—Post-Deployment engagement to review original client objectives, measure progress, provide additional administration mentoring, workflow development, or configuration activities as needed. Will scope next steps to continue to expand the use of the technology in client organization. Also, used to re-evaluate an organization’s present Quality Maturity compared to a previous Quality Maturity Level Analysis.

- **Getting Started** - Services specifically designed for any organization that wants expert assistance in planning, design and deployment of test automation technology or who have users who need to quickly get up to in its usage.

- **Up and Running** - This offering includes process review, process optimization, technology configuration, managing projects and essentials training and deployment review.

- **Test Project Mentoring** - Project-specific coaches will work with the client to determine the activities the coach will perform, which may include Project Launch/Process refresh, migration services, quality reviews, on-call support/training, project administration, tailoring, etc.

- **Test Automation** - Services that focus on how to plan for deploying test automation technology by leveraging the expertise of Test Automation professionals. Clients will be prepare for automated testing in your development and QA environments.

- **Performance Testing** - Services that help organizations test the scalability and responsiveness of their applications prior to production and build performance excellence into their applications.

- **Customized Consulting** – Work with a Solution Architect or Consultant to build QA and testing processes, deliver project testing services, build workflows or provide remote services support. We can tailor the service we provide to your specific test process and testing requirement

Status	Last Execution	Last Build
4141	50667	
948	271	16 Oct, 2009 - 9:53:30
18		15 Oct, 2009 - 10:03:33
812	196	16 Oct, 2009 - 8:41:45
118	75	16 Oct, 2009 - 9:53:30
2856	117	19 Oct, 2009 - 8:39:54
2855	117	19 Oct, 2009 - 8:39:54
Passed		15 Jul, 2009 - 3:33:50
10		19 Oct, 2009 - 8:43:42
10		19 Oct, 2009 - 8:43:42
327	224	18 Oct, 2009 - 19:57:39
14	4	18 Oct, 2009 - 19:57:39
245	188	05 Aug, 2009 - 4:37:47
58	30	08 Oct, 2009 - 11:02:13
10	15	14 Oct, 2009 - 5:25:58
9		07 Jul, 2009 - 3:50:23
1		
1		

Establish tangible, measurable test process improvements.

## Supporting Services

In a tough economic climate, getting the maximum value from your assets is vital. The most valuable resource in the IT organisation is its people, and equipping them with the latest knowledge and skills in application modernisation and integration is the best way to maximise the return on all your IT investments.

- **The Micro Focus Training Services** cover the full range of topics needed to give your IT staff the skills they need to remain effective and motivated. Our cost-efficient training courses use tried and tested task-oriented, hands-on techniques for fast results.
- **The Micro Focus Customer Care Services** is a range of support facilities designed to support specific business needs of our clients. A range of facilities is available to you, ranging from the Silver level award-winning Customer Care contract, to the flexible and specialised Platinum service designed to support the most complex and challenging IT requirements.

## ABOUT MICRO FOCUS

Micro Focus, a member of the FTSE 250, provides innovative software that allows companies to dramatically improve the business value of their enterprise applications. Micro Focus Enterprise Application Modernization and Management software enables customers' business applications to respond rapidly to market changes and embrace modern architectures with reduced cost and risk.

For additional information please visit: [www.microfocus.com](http://www.microfocus.com)

## Micro Focus Worldwide

Australia`	+61 800 632 626
Austria	+43 800 293
Belgium	+32 3 218 21 26
Brazil	+55 (11) 3443 7431
Canada	+1 877-772-4450 x1123
Denmark	+45 3694 4754
France	+33 800 835 135
Germany	+49 800 182 5443
Hong Kong	+852 2168 0600
India	+91 11 4060 1560
Italy	+39 800 784 420
Japan	+81 3 5793 8550
Mexico	+52 55 9171 1000
Netherlands	+31 (0)23 -5540 640
Norway	+47 21 91 601 606
Portugal	+351 21 723 0726
Singapore	+65 6622 5466
Spain	+34 915 726 699
Switzerland	0800 564 247
Sweden	+46 8 505 165 40
United Kingdom	+44 800 328 4967
United States	+1 877 772 4450
Other Countries	+44 1635 32646