

## SERVICE OVERVIEW

# FIELD-DEVELOPED SOLUTIONS

### Overview

Micro Focus' flagship products are being developed, updated and enhanced constantly, but even the most proactive development efforts cannot address every unique technical requirement that our clients may encounter during each specific migration, quality and testing or modernization project. Your environment is unique and so are your future needs.

If Micro Focus encounters requirements which cannot be addressed by our products, our Professional Services team can provide a Field Developed Solutions (FDS) Service. Our service enables you to respond rapidly to requirements and can mean a faster and more cost-effective resolution to certain technical challenges you may face.

Our FDS Service provides bespoke technology solutions that:

- Are not available in the current release of the Micro Focus products with which they are associated
- Are implemented using a rapid development paradigm to meet aggressive customer time constraints
- Are implemented specifically and uniquely to resolve a client's unique circumstances



**Our experience, combined with our unsurpassed expertise in Micro Focus and 3rd party technology integration, makes us the ideal choice to provide customer-tailored solutions to fully address your requirements.**

### Service Offering

The FDS Service is designed to overcome challenges which might otherwise be obstacles to project progress, or in order to shorten internal project delivery timeframes.

This service allows product and customer experts to use our very latest technology, to provide tailored solution directly for a specific client need. The solutions will typically involve the creation of new technology that harnesses the customer's use of Micro Focus' products.

These solutions can then be maintained and enhanced in response to new and changing customer requirements according to your needs.

The Service deliverable will comprise both working technology, but also the consulting days to determine, plan and implement the required technology solution.

### Approach And Scope

Typically, the FDS Service will be offered to existing Micro Focus clients who are embarking on a particular IT transformation project, where a technical obstacle or enhancement has been uncovered. Whether this is during an existing services engagement with Micro Focus, or where you are working independently with Micro Focus technology, we will be happy to hear more about your requirement.

We will want to understand the technical challenge as well as the project or operational background behind the requirement. In most cases, Micro Focus consultants will be able to explore the potential of providing a tailored solution and will be able to discuss technical design considerations with you.

Designed by the experts to meet your unique requirements.

Once the requirement is fully understood and the solution agreed, Micro Focus will provide this service to the client as part of a formal framework that is mutually agreeable, working to build the right solution for the stated challenge. Our service will comprise a combination of bespoke technology plus a technical set-up and configuration effort by our consultants.

Hundreds of Field Developed Solutions have already been provided by Micro Focus to its clients to resolve a vast array of technical challenges, supporting our migration, modernization and testing solutions.

Bespoke Micro Focus FDS technology has helped clients tackle a wide variety of technical project requirements including data file conversion and comparison, batch scheduling interfaces, converters from unsupported languages, EBCDIC to ASCII utilities and advanced Printer utilities.

If you have an important technical initiative or software requirement you would like to discuss, please contact Micro Focus for an exploratory conversation.

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

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