

SERVICE OVERVIEW

VALUE ASSURANCE

Overview

Maximizing the investments made by your IT organization is more important than ever as organizations look to derive greater and greater Return on Investment from their IT assets.

The Micro Focus Value Assurance service is designed to ensure your solution planning, deployment, and maintenance teams are able to fully utilize all Micro Focus solution components to your best advantage, regardless of changes to your business, environment and/or staff priorities.

In effect Micro Focus aims to ‘underwrite’ your ability to derive full value from the Micro Focus tools deployed to improve the productivity, performance and ROI of your business solution.

Service Offering

Through timely, regular application of the skills and experience of appropriate Micro Focus expertise, this service allows a flexible approach to allow clients to maximize the benefits of a given solution as efficiently as possible.

Micro Focus Subject Matter Experts (“SMEs”), Solution Architects (“SAs”), and/or Project Managers (“PMs”), are available through the Micro Focus Value Assurance methodology, to compliment your business and IT management staff in ways that allow them to best utilize their time, optimize their plans, and ensure their Micro Focus solutions are properly managed.

Value Assurance from Micro Focus is designed to augment your existing solution teams in order to ensure that the Micro Focus solution you own and deploy is always used to it’s full potential. This reduces the risk of additional unplanned expenditure on unnecessary effort and additional tools in the constant crusade to provide reliable delivery of IT services to users.

Value Assurance from Micro Focus provides named Micro Focus solution specialists onsite on a regular basis for the right amount of time to optimize the current state and future plans of your Micro Focus supported solution.

Value Assurance is designed around the customer to ensure the maximum benefits of your IT solution are achieved as efficiently as possible

Approach and Scope

Value Assurance is available to existing customers in need of “on demand” consulting assistance from a pool of available of days.

A minimum limit of days of Value Assurance (VA) Professional Services per year is offered, but which can be scaled up according to projected usage.

Each customer has unique needs, but the general rule is that VA days will be utilized each quarter, for onsite solution optimization assistance by an appropriate Micro Focus Subject Matter Expert (“SME”) and/or Solution Architect (“SA”).

Immediate, short-term and/or emergency subject matter expert (SME) support is also available, using these days (or hours) where required, either through conference calls and webinars or onsite where possible at short notice.

With customer discretion and prior approval and planning, a Micro Focus SME and/or SA will plan and schedule periodic visits to customer locations to provide specific assistance in one or more of the following areas.



Planning these visits will include aligning with Micro Focus Customer Care and other Micro Focus teams involved in the customer solution including Development, Product Management, Professional Services, Sales and Executive Management.

- Provide subject matter expert assistance to resolve issues and/or provide “how to” solution assistance not possible through other means.
- Review the state of any Micro Focus solution deployment
- Review outstanding concerns, issues and solution planning decisions, then resolve problems and/or advise on problem resolution approaches
- Validate solution architecture, configuration, future deployment plans, and review alignment of these with business direction and needs
- Identify opportunities to improve solution performance and end-user productivity
- Discuss and plan approaches to optimizing, improving, and potentially expanding solution value
- Advise and mentor end-users
- Provide expert Micro Focus product administration and configuration guidance
- Advise on solution upgrade opportunities, timing and approach
- Propose any additional assistance that will further optimize solution deployment value
- Advise on special training requirements that should be addressed

Micro Focus' expertise can be provided on demand as and when you need it

More Details

The Value Assurance Service will be covered by an ‘on-demand’ agreement that is renewable annually, and is available to clients with valid software maintenance agreements in place.

For an exploratory discussion of your service requirements, contact your Micro Focus representative.

For additional information please visit: www.microfocus.com

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