

Micro Focus Software as a Service

Micro Focus SaaS solutions enable customers to get up-and-running quickly through fast provisioning and the assurance of always staying current with the latest releases and upgrades. Customers can quickly adjust SaaS consumption by paying for what's needed when it's needed.

Product Highlights

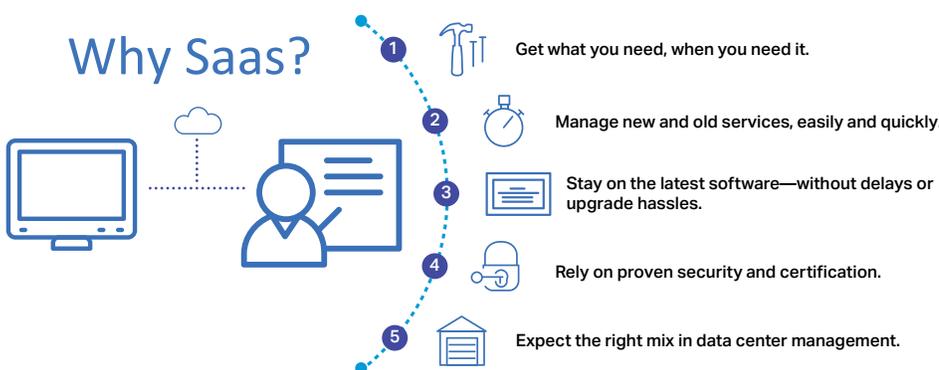
The popularity of Software as a service (SaaS) is steadily increasing because it simplifies deployment and reduces prolonged application implementation and application lifecycle management schedules. Micro Focus Application Delivery Management (ADM) SaaS solutions enable customers to get up-and-running quickly through fast provisioning and the assurance of always staying current with the latest releases and upgrades. Customers can quickly adjust SaaS consumption by paying for what's needed when it's needed. Micro Focus SaaS administrators can perform the migration and upgrade to ensure a smooth transition, and in the process, free up your internal resources. With a proven history and an infrastructure you can trust, Micro Focus cost-effective SaaS solutions make moving to the cloud easy.

The SaaS approach allows businesses to scale as fast and as much as needed—without replacing costly infrastructure or adding IT staff to run multiple platforms. Micro Focus oversees the configuration and implementation of products on the Micro Focus SaaS platform, and delivers ongoing infrastructure, application, and support service remotely.

Micro Focus deploys its SaaS products on a shared infrastructure platform leveraging both public and private data center facilities located across the globe. Micro Focus SaaS monitors the system for 24x7 availability and provides related 24x7 infrastructure support including application version upgrades. The Micro Focus SaaS platform is designed for an availability service level objective (SLO) of 99.9%.

Key Benefits of Micro Focus SaaS Products

- **Reduce total cost of ownership:** proven TCO saving with SaaS
- **Flexible consumption model:** scale with SaaS Flex
- **Faster time-to-value for IT initiatives:** days or weeks instead of months
- **Subscription-based model:** minimize upfront expenses and predictions
- **Always license compliant:** customers' subscriptions have global usage rights
- **Relief from costly technology upgrades:** upgrades are included with SaaS
- **24x7 IT support:** world class global support



“Micro Focus LoadRunner Enterprise SaaS works well for us because of its flexibility. We could start with a limited number of users and expand as needed. There’s no big capital expense, and we can charge services back to the bottlers.”

ANDREI SEMENOV

Senior Manager PMO & Enablement
CONA Services LLC

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Micro Focus provides ongoing expertise to assist the customer with their SaaS utilization over time. This includes providing remote mentoring to the customer’s administrators, performing reviews for proposed changes, and providing ongoing guidance to help the customer derive the most value.

Key Features

- The upfront capital costs typically associated with IT investments are reduced by leveraging a data center environment. SaaS applications are monitored 24x7. Micro Focus provides 24x7 infrastructure support, including application version upgrades, application service packs, and patch installations.
- Micro Focus staffs and maintains a 24x7 Service Operations Center (SOC), which is the single point of contact (SPOC) for issues related to the infrastructure and product support. Authorized users may contact Micro Focus SaaS support by phone or log support tickets at the Micro Focus SaaS Customer portal, which also provides a service catalog for customers to request additional services from SaaS.
- Micro Focus provides ongoing expertise to help the customer derive the most value from their SaaS products. This includes providing remote mentoring to the customer’s administrators.

Take the Next Step

Clearly, the pain of staying current with the latest software and having a reliable platform—with proven security and certifications—are primary reasons that IT teams look for a strategic partner like Micro Focus that can grow with their business. We help your business in three key areas:

Reliability: With more than 15 years experience running mission-critical enterprise-grade solutions, Micro Focus serves many of the Fortune 500 with market-tested best practices. This includes delivering 99.9% service level availability consistently through robust, multi-tenanted, global data centers.

Agility: Our responsive 24x7 service operations center (SOC) supports always on, on-demand SaaS solutions that scale up/out in the cloud securely. We provide an engaging user experience that advocates self-service consumption in the cloud.

Efficiency: We help you optimize resources with a pay-for-use model that lowers operational costs while providing investment protection through a strong extensible suite of API integrations. Micro Focus customer success managers facilitate end-to-end SaaS migration for rapid provisioning, minimizing day-to-day management complexity. Trusted advisors assist in the configuration of SaaS offerings for seamless, hassle-free upgrades.

Learn more at
www.microfocus.com/saas