

# Micro Focus Flexible Care Support (FlexCare Support)

Gain Greater Value from Your Micro Focus® Software Solutions and IT Infrastructure. Today's IT environments are complex and time critical. Micro Focus Flexible Care Support (FlexCare Support) is our portfolio of advanced flexible support services, delivered by our Micro Focus software support team.

## Overview

FlexCare Support permits you to add enhanced support where needed, resulting in greater value from your Micro Focus software products and solutions. Our software experts

work with you and your teams through an on-going partnership to help increase uptime, improve performance, achieve your service objectives towards your own customers, and enhance the return on your investment.

## Strengthening Your Business with FlexCare Support

- Gain access to Micro Focus technical expertise and best practices
- Simplify your overall software support experience with a single point of contact for all your interactions with Micro Focus software support
- Enjoy faster response time with shorter response time objectives
- Minimize the risk of support service disruption through proactive support and planning tailored to your requirements
- Optimize your staff utilization, shifting focus from day-today maintenance to innovation
- Supplement your own support team by engaging Micro Focus software support engineers on-demand
- Enjoy cost-effective flexible support services, available via the FlexCare Credit Menu
- Purchase Micro Focus FlexCare Credits upfront to suit your budgeting cycles, and then use those credits to source technical services when needed



Figure 1. FlexCare Model

## Service Implementation

### Technical Incident Partnership with Micro Focus FlexCare Named Account Support Engineer (FlexCare NASE)

The FlexCare NASE boosts the level of support you receive from Micro Focus. Micro Focus will designate a named engineer for each FlexCare Support product family covered by your FlexCare Support contract, during FlexCare Support hours. This engineer will learn your environment and will be able to address your support incidents more efficiently and effectively.

Your technical incidents are prioritized for support 24x7,<sup>1</sup> giving you faster access to Micro Focus support experts to resolve problems. Outside your FlexCare NASEs working hours, your incidents are prioritized to a group of specialist support engineers.<sup>1</sup>

The principal duties and responsibilities of the FlexCare NASE consist of the following:

#### COVERAGE

- Focus at the product family level
- Problem Management
- The designated engineer will learn your specific environment
- The designated engineer will own problem resolution
- Prioritized and advanced support case handling outside business hours<sup>1</sup>
- Ability to address support incidents more efficiently and effectively
- Providing excellent troubleshooting skills while managing the customer during an extremely critical time
- Providing deep technical expertise on a given product family

### Proactive Problem Prevention with Micro Focus FlexCare Technical Account Manager (FlexCare TAM)

The FlexCare TAM goes beyond helping you support and manage your Micro Focus products. Your FlexCare TAM will work with you to

drive enhanced value for each FlexCare Support product family covered by your FlexCare Support contract. As your technical advocate, your FlexCare TAM will proactively manage your technical incidents under FlexCare Support to expedite incident resolution.

Your technical incidents are also prioritized for support 24x7<sup>1</sup> giving you fast-tracked access to Micro Focus experts to resolve problems.

FlexCare TAMs provide expert product knowledge and skills to help streamline and improve operations of your Micro Focus solutions.

The principal duties and responsibilities of the FlexCare TAM consist of the following:

#### COVERAGE

- Focus at the product family level

#### PROBLEM MANAGEMENT

- Leverage Micro Focus best practices to help minimize operational risks and avoid common pitfalls
- Manage delivery of proactive technical services
- Manage and address unresolved issues either by providing technical guidance or by owning until resolution
- Help grow the knowledge base of your team through information sharing sessions
- Prioritized and advanced 24x7 support case handling<sup>1</sup>

#### ACCOUNT MANAGEMENT

- Share prescriptive roadmaps to enhance Return On Investment (ROI) and to help upgrade and migration planning
- Conduct quarterly support statistics and Key Performance Indicator (KPI) analysis
- Primary point of contact for technology-related questions
- Proactively manage and report progress against plans

- Deliver proactive technical services that align with your critical success factors

### Enhanced Support Lifecycle Management with Micro Focus FlexCare Enterprise Services Manager (FlexCare ESM)

The FlexCare ESM will work with you and your team to help on the nontechnical aspects of your support partnership with Micro Focus. The FlexCare ESM will ensure the contractual delivery understanding ongoing needs and will represent your interests across the Micro Focus software support team for Micro Focus software products and solutions covered by your FlexCare Support contract.

The FlexCare ESM acts as an ambassador who leverages the support of local and worldwide resources, aiming to deliver consistent service levels. The FlexCare ESM will provide quarterly detailed reporting and support KPI trending, and will be responsible for analyzing the trends, and to provide detailed recommendations based on that analysis.

The principal duties and responsibilities of the FlexCare ESM consist of the following:

#### COVERAGE

- Focus at the product solution level

#### PROBLEM MANAGEMENT

- Manage and address unresolved issues
- Prioritized and advanced 24x7 support case handling<sup>1</sup>

#### ACCOUNT MANAGEMENT

- Facilitate meetings with R&D and product management
- Perform oversight to optimize the stability and availability of all your Micro Focus products
- Service's spokesperson and trusted advisor

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<sup>1</sup> Provided that your underlying support contract with Micro Focus gives you 24x7 access to Micro Focus support staff

- Understand your needs toward your strategic growth plans and business outcomes
- Manage escalation and communication activity and facilitate technical action plan movement by Micro Focus and you
- Ensuring contractual activities are delivered
- Conduct quarterly statistical analysis
- Coordinate access with Micro Focus product experts
- Operational advice

#### RESOURCE MANAGEMENT

Provide leadership, by managing and coordinating the software support team for Micro Focus products and solutions covered by your FlexCare Support contract.

#### Support Strategic Management with Micro Focus FlexCare Account General Support Manager (FlexCare AGSM)

The FlexCare AGSM acts as your ambassador within the Micro Focus support organization to maximize the alignment to your business requirements and optimize the appropriate service levels at all times across your entire Micro Focus software footprint covered under FlexCare Support.

Your technical incidents are prioritized for support 24x7,<sup>2</sup> giving you faster access to solve problems through your Micro Focus experts.

Your FlexCare AGSM will be available for escalations, host a mixture of remote and on-site quarterly strategic reviews, hosting meetings to perform trend analysis, support planning, and providing strategic guidance, recommendations, and account reporting. The FlexCare AGSM provides direction and drives consistency in coordinating with other Micro Focus software teams.

The principal duties and responsibilities of the FlexCare AGSM consist of the following:

#### COVERAGE

- Cover all Micro Focus products supported under your Micro Focus FlexCare Support contract.

#### PROBLEM MANAGEMENT

- Manages and addresses unresolved issues
- Prioritized and advanced 24x7 support case handling<sup>2</sup>

#### ACCOUNT MANAGEMENT

- Facilitate meetings with R&D and product management
- Strategic monitoring of the stability and availability of all your Micro Focus software products
- Strategic service's spokesperson and trusted advisor
- Understand your strategic goals and desired business outcomes, and the appropriate levels of support to help you achieve them
- Manages escalation and communication activities and facilitates technical action plan movement by you and Micro Focus
- Own operational measures and KPIs

#### RESOURCE MANAGEMENT

- Manages and coordinates all assigned resources on your FlexCare Support contract

#### FlexCare Support for Micro Focus Software Suite (FlexCare for Suites)

FlexCare for Suites boosts the level of reactive support you receive for Micro Focus Software Suites, an integrated portfolio of software from Micro Focus. If time-to-resolution is a priority to your business, this is the support service you need.

Your technical incidents are prioritized, giving you faster access to Micro Focus experts in order to resolve problems. Incidents will be given priority routing to a dedicated team that will identify the problem within the Micro Focus Software Suite, and handled by the appropriate enhanced support team for quicker resolution.

#### COVERAGE

- Support for all products contained within your Micro Focus Software Suite

#### PROBLEM MANAGEMENT

- Dedicated team that will identify the problem within the Micro Focus Software Suite
- Priority routing to the appropriate enhanced support team for quicker resolution
- Advanced support case handling outside business hours (depending on your Micro Focus Business Support contract level.)
- Advanced support engineers have the ability to address support suite incidents more efficiently and effectively

#### Tailor FlexCare Support or Micro Focus Business Support with FlexCare Credits

Additional optional services are available at any time throughout the life of your support contract, using a combination of pre-purchased FlexCare Credits along with a menu of flexible add-on support services. You can use FlexCare Credits to augment core FlexCare Support services on-demand or extend your existing support services.

<sup>2</sup> *Ibid.*

## Service Planning and Deployment

### FlexCare Support Packages—Core Deliverables Summary

| FlexCare Options  | FlexCare NASE | FlexCare TAM | FlexCare ESM | FlexCare AGSM |
|---|---------------|--------------|--------------|---------------|
| <b>Reactive</b>   |               |              |              |               |
| Direct access to a FlexCare NASE  | X             |              |              |               |
| Prioritized support 24x7 <sup>3</sup>   | X             | X            | X            | X             |
| Enhanced first technical contact (FTC)  | X             | X            | X            | X             |
| Remote incidents review   |               | X            |              |               |
| Management of technical support incidents   | X             | X            | X            | X             |
| <b>Proactive</b>  |               |              |              |               |
| Proactive technical advisor   |               | X            |              |               |
| Operational profile management  |               | X            |              |               |
| On-site and remote technical reviews  |               | X            |              |               |
| Technical escalation coordination   |               | X            |              |               |
| Critical patch and problem management   |               | X            | X            | X             |
| <b>Business Partner</b>   |               |              |              |               |
| Management of support incidents   |               |              | X            | X             |
| Support ambassador  |               |              | X            |               |
| On-site and remote business support reviews   |               |              | X            |               |
| Business escalation coordination  |               |              | X            |               |
| Enhanced business escalation management   |               |              | X            | X             |
| <b>Strategic Partner</b>  |               |              |              |               |
| Overall facilitation of other aligned Micro Focus software resources (support, product management, and R&D) |               |              |              | X             |
| Strategic advisor   |               |              |              | X             |
| On-site strategic reviews   |               |              |              | X             |
| <b>Service Coverage</b>   |               |              |              |               |
| Purchased per Micro Focus software product family <sup>3</sup>  | X             | X            |              |               |
| Purchased per Micro Focus software product solution <sup>4</sup>  |               |              | X            |               |
| All product solutions under Micro Focus FlexCare  |               |              |              | X             |

<sup>3</sup> Provided that your underlying support contract with Micro Focus gives you 24x7 access to Micro Focus support staff

<sup>4</sup> New purchases of Micro Focus Enterprise Support Standard and Basic have been discontinued as of 15 January 2018. However, any existing contracts for Enterprise Standard and Basic are valid through their expiration.

FlexCare Credits are a support service currency that provide a flexible way to source additional reactive and proactive support services and software education. FlexCare Credits can be purchased at anytime, throughout the life of your active software support contract. Services are then requested through the FlexCare Credit Menu portal. (see more at Micro Focus FlexCare Support).

FlexCare Credits are purchased per year and must be used within each support contract year.

#### FlexCare Credit Menu Examples

- **New feature usage and configuration mentoring**—For new software releases, a Micro Focus technical expert will mentor your support team on new product features and additional configuration considerations.
- **Troubleshooting mentoring**—A Micro Focus technical expert will mentor your support team to develop troubleshooting best practices.

- **Technical Service Days (TSDs)**—Are available to spend on the delivery (on-site or remote, standard hours or after-hours) of one or more technical support topics. Technical support topics are essential for maintaining the operability and availability of your Micro Focus software environment and can be defined during the kick-off meeting. Technical support topics consist of, and are not limited to, troubleshooting management, enhanced as well as on-site patch management, and more.

- **Stand-by for weekend**—Micro Focus resource(s) will be on standby for a

weekend support, e.g., for rollout, upgrade or go live is planned.

More details on the FlexCare Credits can be found on the [Micro Focus FlexCare Portfolio Site](#).

## Core FlexCare Support Offerings

Compare core FlexCare Support offerings to see what is right for you.

| FlexCare Support Options Core Service Component                  |  | Service Description | FlexCare NASE | FlexCare TAM | FlexCare ESM | FlexCare AGSM |
|--|--|---------------------|---------------|--------------|--------------|---------------|
| <b>Enhanced Reactive Services</b>                                |  |                     |               |              |              |               |
| <b>FlexCare Support start-up</b>                                 | Includes a personalized welcome package and conference call to introduce your assigned FlexCare Support resource(s) and review all details pertaining to FlexCare Support contract.  | X                   | X             | X            | X            | X             |
| <b>Priority Micro Focus software support</b>                     | Your incidents related to products covered by FlexCare Support receive a higher priority than incidents covered by normal Micro Focus Software Support contracts. Your incidents will be routed to highly experienced Micro Focus technical professionals to assist in expediting problem resolution. Your technical incidents are prioritized for support 24x7 (if your underlying support contract with Micro Focus gives you 24x7 access to Micro Focus support staff).   | X                   | X             | X            | X            | X             |
| <b>Micro Focus primary point of contact for reactive support</b> | Your FlexCare NASE is your primary point of contact for all reactive support incidents for selected products. You may have one or multiple FlexCare NASEs assigned depending on the products covered by your FlexCare Support contract.  | X                   |               |              |              |               |
| <b>Enhanced First Technical Contact (FTC)</b>                    | You will receive the following enhanced Response Time Objectives on your <ul style="list-style-type: none"> <li>□ Impact level one (1) and impact level two (2) reactive technical issues:</li> <li>□ Impact level one (1): first technical contact within one (1) business hour</li> <li>□ Impact level two (2): first technical contact within four (4) business hours</li> <li>□ Impact levels three (3) and four (4) will continue to follow your respective Micro Focus Business Support Response Time Objectives for Business Support</li> </ul> | X                   | X             | X            | X            | X             |
| <b>Coordination with third-party software support vendors</b>    | If it is determined that the problem of a support incident lies with another vendor's software product, Micro Focus can assist you in collecting the data needed for you to report the problem to that vendor. In addition, Micro Focus can assist with tracking the problem to verify resolution efforts continue to progress. This activity requires you to have a valid support agreement with the other vendor.  | X                   | X             | X            | X            | X             |
| <b>Technical escalation coordination</b>                         | Your designated FlexCare TAM will provide environment guidance aiming to resolve escalations in the shortest possible period by coordinating the most appropriate Micro Focus technical resources.   |                     |               | X            |              |               |

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**Data Sheet**

Micro Focus Flexible Care Support (FlexCare Support)

| FlexCare Support Options Core Service Component | Service Description  | FlexCare NASE | FlexCare TAM | FlexCare ESM | FlexCare AGSM |
|---|--|---------------|--------------|--------------|---------------|
| <b>Proactive Services</b>                       |  |               |              |              |               |
| <b>Kick-off meeting</b>                         | For a new FlexCare Support customer, your assigned FlexCare TAM, ESM or AGSM will have an initial one-day on-site visit to kick-off delivery of the FlexCare Support agreement. This provides an opportunity for your FlexCare TAM, ESM or AGSM to meet key personnel within your organization. During the kick-off meeting, your FlexCare TAM, ESM or AGSM will collect specific account information to create your account support plan. You will receive detailed information about your FlexCare Support deliverables, including the communication protocol with your FlexCare TAM, ESM or AGSM. This meeting promotes a better working relationship and enhanced communication. |               | X            | X            | X             |
| <b>Remote reviews</b>                           | Your FlexCare TAM or ESM provides regular remote reviews to proactively monitor your operational Micro Focus software needs (at least once a month, but no more than once a week). Support reviews are communication forums through which your FlexCare TAM or ESM and your team build an ongoing relationship to continuously enhance your IT environment. These meetings give you the opportunity to discuss operational issues, as well as other topics you wish to address.  |               | X            | X            |               |
| <b>Customer operational profile management</b>  | Micro Focus will establish and maintain an electronic profile of your Micro Focus software environment. This information will be used during problem resolution and various proactive support activities. The profile can consist of customer, product, technical, and business information you and your FlexCare TAM determine to be useful. All Micro Focus software support engineers will have the benefit of the information contained in the customer profile, saving time communicating problems. This enables better, faster decision making during reactive support, and better-informed and effective proactive support.   |               | X            |              |               |
| <b>Technical advisor</b>                        | Acting as your technical advocate, your FlexCare TAM will be notified of all your incidents, and will track and monitor the work in progress through the solution lifecycle, engaging support specialists as needed. Your FlexCare TAM is your primary point of contact for inquiries related to your technical incidents and can assist, as you require, in putting action and communication plans in place.  |               | X            |              |               |
| <b>Enhanced patch management</b>                | Your FlexCare TAM will proactively monitor the release of new product patches and security problems for your Micro Focus software environment and review appropriate action plans. To help in reducing unplanned maintenance downtime and fully protect your Micro Focus software environment, your FlexCare TAM can assist with installing patches (additional technical service days may be required).   |               | X            |              |               |
| <b>Quarterly technical reviews</b>              | Two onsite and two remote quarterly FlexCare Support technical reviews with your FlexCare TAM. This includes a detailed review of all your FlexCare Support proactive and reactive support-related activities. Support case data is analyzed to help identify trends and action plans to reduce risk and recurrence.   |               | X            |              |               |

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| FlexCare Support Options Core Service Component       |  |              |              |               |   |
|---|--|--------------|--------------|---------------|---|
| Service Description                                   | FlexCare NASE  | FlexCare TAM | FlexCare ESM | FlexCare AGSM |   |
| <b>Proactive Services</b> continued                   |  |              |              |               |   |
| <b>Account support plan</b>                           | The account support plan defines deliverables, processes, and personnel involved in support and escalation procedures. This plan sets a clear expectation of how support will be delivered. Unplanned downtime and problems can be reduced because all required information can be gathered and communicated clearly, and a carefully coordinated resolution process can take place. Your FlexCare TAM or ESM will update this plan on an ongoing basis with any changes affecting support delivery.   |              | X            | X             | X |
| <b>Onsite visits (one per year)</b>                   | If your FlexCare Support contract offering includes a FlexCare TAM, ESM or AGSM, you will receive one on-site visit per year, for the products covered by that offering. They will travel to your location as mutually agreed upon, and during standard working hours. At your request, they can participate in your internal meetings. On-site visits will provide an in-depth understanding about your Micro Focus software environment. This will promote a better working relationship and alignment, assuring support that is more effective. |              | X            | X             | X |
| <b>Management of technical support incidents</b>      | The FlexCare TAM, ESM or AGSM are primarily accountable for handling your incidents. In addition to working with you on prioritizing open incidents, the FlexCare TAM, ESM or AGSM role is to provide timely status updates. If Micro Focus is aware of issues that may affect your environment, the FlexCare TAM, ESM or AGSM will bring this to your attention, with an opportunity to discuss any technical impact.   |              | X            | X             | X |
| <b>Management of business support incidents</b>       | A FlexCare ESM will track and monitor all of your business-related support incidents for the product families covered under your FlexCare Support contract. Your FlexCare ESM will help drive action plans and resolution.   |              |              | X             |   |
| <b>Business advisor</b>                               | The FlexCare ESM is the primary point of contact for all your Micro Focus software business related concerns for the product families covered under your FlexCare Support contract. Acting on your behalf within the Micro Focus support teams, your FlexCare ESM works to monitor and track the progress of all your support-related issues, coordinates various Micro Focus teams and initiates appropriate actions as needed.   |              |              | X             |   |
| <b>Critical patch and critical problem management</b> | Your FlexCare ESM will proactively monitor and share any critical patch or critical class problems associated with your Micro Focus environment and notify you. Critical patches typically involve system security, data loss, and high outage risk.   |              |              | X             |   |

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## Data Sheet

Micro Focus Flexible Care Support (FlexCare Support)

| FlexCare Support Options Core Service Component | Service Description   | FlexCare NASE | FlexCare TAM | FlexCare ESM | FlexCare AGSM |
|---|---|---------------|--------------|--------------|---------------|
| <b>Proactive Services</b> continued             |   |               |              |              |               |
| <b>Enhanced business escalation management</b>  | Micro Focus has established formal escalation procedures to solve complex software problems, or problems that have a critical impact to customers. As an enhancement to Business Support, the FlexCare ESM or AGSM will own the end-to-end management and assumes direct responsibility for ensuring action plans are put in place to assist with escalations, and engage the most appropriate resources to resolve your support issues in less time. |               |              | X            | X             |
| <b>Quarterly business reviews</b>               | Two on-site and two remote quarterly FlexCare Support business reviews with your FlexCare ESM. This includes a detailed review of all your FlexCare Support product-related activities, such as program progress, review of business metrics, accomplishments, and future goals. Support case data is analyzed to help identify trends and identify action plans to reduce risk and recurrence.   |               |              | X            |               |
| <b>Strategic Services</b>                       |   |               |              |              |               |
| <b>Strategic advisor and facilitator</b>        | The FlexCare AGSM will partner with you to ensure your success and satisfaction by helping you achieve your desired business outcomes. The FlexCare AGSM is your single point of contact facilitating engagement with Support, R&D, Product Management, and other Micro Focus teams as needed (both reactively and proactively).  |               |              |              | X             |
| <b>Quarterly strategic reviews</b>              | Quarterly on-site and remote support strategic review with your FlexCare AGSM. This includes a detailed review of all FlexCare Support product-related activities, such as program progress, review of business metrics, accomplishments, and future goals. Support case data is analyzed to help identify trends and identify action plans to reduce risk and recurrence.  |               |              |              | X             |

### Customer Requirements

To be eligible for FlexCare Support, you must have a valid Micro Focus Business Support Agreement (or Micro Focus Enterprise Support Standard or Basic contract).<sup>5</sup>

### Terms

For FlexCare Support pricing questions please contact your Micro Focus support sales representative. All FlexCare Support contracts are sold on a per country basis. FlexCare Support is not available for new license sales of the following Micro Focus Autonomy products: IDOL, Connected Media, Archiving, and eDiscovery.

Micro Focus requires a minimum of three weeks advance notice to fulfill actual delivery of any FlexCare Support service request. Micro Focus reserves the right to increase the

FlexCare Credit costs by fifty percent (50%) for any services agreed to by Micro Focus that fall within the threeweek advance notice period.

This FlexCare Support data sheet serves to outline FlexCare Support program terms and conditions in addition to the terms in your Business Support Agreement. As such, capitalized terms used herein, but not otherwise defined herein, shall have the meanings ascribed to such terms in the Business Support Agreement. If the terms or conditions of this FlexCare Support data sheet conflict with the Business Support Agreement, the terms or conditions of this FlexCare Support data sheet will control solely with respect to those licenses covered under FlexCare Support (unless otherwise expressly provided herein or in the Micro Focus Business Support Agreement).

Early adoption products may have reduced expertise and best practices coverage. Response time objectives can be found in the Business Support Agreement.

FlexCare Support is available between 8am and 5pm local time on local business days, excluding bank and local public holidays based upon the location of your FlexCare Support contract. Access to prioritized pool of support resources under FlexCare Support is available according to the hours of coverage of your underlying Micro Focus Software Support contract. If your Micro Focus software products are under a 24x7 supporting contract, you will be covered 24x7 for the prioritized pool of support resources provided under FlexCare Support.

<sup>5</sup> *Ibid.*



Contact us at:  
[www.microfocus.com](http://www.microfocus.com)

FlexCare Credits are annual within your contract and will expire at the end of each support contract year or at the end of each year of a multiyear contract. Where required, the redemption of unused FlexCare Credits will be dictated by local laws.

Unused FlexCare Credits will not be refunded and cannot be added to another contract.

Micro Focus reserves the right to charge at a daily rate for any additional work over and above the service package pricing that may result from extra work due to the environment size or complexity.

FlexCare Support services may not be available for all Micro Focus products in all regions. Each order will be reviewed to determine if Micro Focus can deliver the relevant service for the specific products within the required region. If not you will be notified accordingly. Please check with your sales representative to confirm availability before ordering.

### **Concurrent Micro Focus FlexCare Support**

As part of your underlying support agreement with Micro Focus, you are authorized to use both the current Software version and the

Migrated Software simultaneously ("Migrated Software Concurrent Use Period"). During any Migrated Software Concurrent Use Period, you are only authorized to use Micro Focus FlexCare Support for your current product families and centers, or you can transfer FlexCare Support to your Migrated Software products.

### **Talk to Us About Micro Focus FlexCare Support**

We are here to make sure you get the right level of support for your business. You will find links to further information below, but why not talk to us? We can explain your options and how your business will benefit from FlexCare Support. Please contact your Micro Focus software support representative to discuss FlexCare Support pricing.

Talk to your Micro Focus software representative to learn more.

The Micro Focus Software IT Experts Community is your place to network, learn, and participate via forums, events, blogs and more.

**Learn More At**  
[www.microfocus.com/flexcare](http://www.microfocus.com/flexcare)