

# Micro Focus Voltage PS Onsite Per-Day Service

Micro Focus® Voltage Onsite Per-Day Service are designed to help customers extend the functionality of Micro Focus Voltage products aimed at meeting their organization's unique requirements by providing Micro Focus Security Services specialist to complement their own staff capabilities.

## Overview

Micro Focus Voltage Onsite Per-Day Service are designed to help customers extend the functionality of Micro Focus Voltage products aimed at meeting their organization's unique requirements by providing Micro Focus Security Services specialist to complement their own staff capabilities. The Micro Focus Voltage Onsite Per-Day Service can be applied toward: the implementation of Micro Focus Voltage products. Assistance with architectural design, installation and configuration by a trained Micro Focus Security Services specialist may be included in this service, at the direction of the customer.

## Service Implementation

The Micro Focus Voltage Onsite Per-Day Service provides for the implementation of Micro Focus Voltage products per customer's written request and coordination. Services are conducted in accordance with the product manufacturer's specifications and customer's specific requirements provided in the pre-installation questionnaire.

## Service Planning and Deployment

### Installation

The Micro Focus Security Services specialist will schedule the delivery of This Service at

a time mutually agreed upon between Micro Focus and the customer, which shall be during local Micro Focus standard business hours, excluding holidays, unless otherwise agreed by Micro Focus. Any services provided outside of standard business hours will be subject to additional charges.

Micro Focus will provide a Micro Focus Security Services specialist with the following skill set(s) to work at the direction of the customer:

- Assist in developing reference solution architecture for the enterprise deployment
- Assist in the planning and deployment of Micro Focus Security Voltage products into pre- production and/or production environment
- Assist in the integration of Micro Focus Voltage products with other customer applications
- Develop a solution Architecture for the applications inside an agreed upon scope.
- Guide configuration of the solution as defined within the Solution Architecture
- Guide and/or review documentation of the deployed Micro Focus Voltage solution.
- Assist with desired brand changes (Micro Focus Voltage SecureMail)

## Professional Services at a Glance

Accelerate outcomes, drive adoption and increase return on investment. Micro Focus Professional Services cover people, processes and technology and are anchored by IT4IT—our unique blueprint for the IT operating model—to help you drive digital transformation and ride the hybrid delivery wave.

**Developer Support during Integration**

The Micro Focus Security Services specialist may perform any of the following activities:

- Integration design guidance for integration with Customer's reference applications
- Review and validate of integration and deployment plans
- Guidance regarding which Micro Focus Voltage interfaces to use for specific use cases, what parameters should be passed, etc.
- Best practices walkthrough, including topics such as:
  - Pre-implementation check lists
  - Key Rollover and Management
  - Authorization and Authentication
  - Identity Design
- Assist in planning the rollout
- Onsite support during the rollout
- Participate in a close-out meeting

**Customer Mentoring**

The Micro Focus Security Services specialist may provide mentoring and knowledge transfer associated with any of the following topics:

- Introduction to Micro Focus Voltage technologies
- Key Management, Key Rollover, and Data Rollover
- Basics of Authorization and Authentication in the context of Micro Focus Voltage software
- Management Console and the various configuration options
- Introduction to Micro Focus Voltage API's, SOA Services, and Command Line options
- Integration with Hadoop or Teradata
- Maintenance and Operations

**Service Eligibility****Prerequisites**

The customer must provide the following for delivery of this service:

- Customer must own or concurrently purchase Micro Focus Voltage products
- Sufficient network connectivity, rack space, power, and cooling at the customer site to support the Micro Focus Voltage solution
- The customer will be responsible for all applicable data backup

**Service Limitations**

Activities such as, but not limited to, the following are excluded from this Service:

- Purchasing SSL certificates needed for installation
- Coding or programming to integrate Micro Focus Voltage API's with customer's applications
- Any task that requires access to customer systems or data. Micro Focus Voltage shall not have direct access to either customer systems or customer data. This includes making firewall, DNS or other networking changes within the customer network
- Any Services not clearly specified in this document or Services beyond the license limitations of the included products

**Customer Responsibility**

- Contact a Micro Focus Security Services specialist within 90 days of the date of purchase to schedule the delivery of the Service
- Coordinate Service deployment on third-party-maintained hardware/software (if applicable) with Micro Focus
- Assign a designated person from the customer's staff who, on behalf of the customer, will grant all

approvals, provide information, attend meetings, and otherwise be available to assist Micro Focus in facilitating the delivery of this Service

- Ensure that all Service prerequisites as identified in the Service Eligibility section are met
- Ensure the availability of all hardware, firmware, and software required by the Micro Focus Security Services specialist to deliver this Service
- Retain and provide to Micro Focus upon request all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this Service
- The customer shall provide reasonable access and working space at the site as Micro Focus may reasonably request. The customer will provide Micro Focus and Micro Focus subcontractor staff standard telephone and dial-up or comparable data access to Micro Focus' Network at industry standard speeds. Micro Focus shall observe the customer work rules and security and safety policies while performing Micro Focus Services at the site of which Micro Focus is informed of in writing in advance and that are not inconsistent with Micro Focus' own business practices.
- Depending on the requirements, Micro Focus Voltage may ask customer to install multiple servers to enable testing failover, DR, HA scenarios, and other aspects that need multiple servers; in this environment the customer can test the interaction of Micro Focus Voltage software with other systems (AD, Application Servers, Databases, etc.). This will help the customer test the system to mimic the production environment.

## Duration

Delivery of this Service will not exceed a total of 8 service hours. This Service will be delivered onsite by one Micro Focus Security Services specialist for up to 1 day.

## Terms

This offering consists of a consulting and training effort and is governed by the Micro Focus Customer Terms. All capitalized terms used in this Data sheet, but not otherwise defined, will have the meaning assigned to them in the Terms. For purposes of this Data sheet, "services" mean consulting, integration, professional services or technical services performed by Micro Focus under this Data sheet. Services excludes hardware maintenance and repair, software maintenance, education services, or other standard support services provided by Micro Focus; software as a service, and outsourcing services.

Acceptance of Deliverables occurs upon delivery.

**Hiring of Employees.** You agree not to solicit, or make offers of employment to, or enter into consultant relationships with, any Micro Focus employee involved, directly or indirectly, in the performance of services hereunder for one (1) year after the date such employee ceases to perform services under the terms of this Data sheet. You shall not be prevented from hiring any such employee who responds to a general hiring program conducted in the ordinary course of business and not specifically directed to such Micro Focus employees.

**Authorization to Install Software.** During the provision of services, Micro Focus may be required to install copies of third-party or Micro Focus-branded software and be required to accept license terms accompanying such software ("Shrink-Wrap Terms") on your behalf. Shrink-Wrap Terms may be in electronic format, embedded in the software, or contained within the software documentation. You hereby acknowledge that it is your responsibility to review Shrink-Wrap Terms at the time of installation, and hereby authorizes Micro Focus to accept all Shrink-Wrap Terms on its behalf.

**Intellectual Property.** Micro Focus may provide Micro Focus tools, templates, and other

pre-existing intellectual property of Micro Focus during the course of providing services ("Micro Focus Pre-existing IP"). Micro Focus Pre-existing IP does not include, nor is considered a part of, either the Deliverables or Micro Focus software products. Micro Focus retains all intellectual property ownership rights in such Micro Focus Pre-existing IP. All Micro Focus Pre-existing IP is Micro Focus Confidential Information. Micro Focus Pre-existing IP may be governed by additional license terms that are embedded in the Micro Focus Pre-existing IP.

## Payment and Validity

This offering will be pre-billed. You agree to pay invoiced amounts within thirty (30) days of the invoice date. If applicable, you must schedule delivery of the offering to be completed within a period of one (1) year from the date of purchase. Notwithstanding the previous sentence, Micro Focus' obligations to deliver the offering under this Data sheet are considered fulfilled and your rights of receipt of the offering under this Data sheet will expire one (1) year from the date of purchase.

Pricing for the offering may vary by country.

## Cancellation

To avoid a Cancellation Fee as defined herein, you shall notify Micro Focus in writing of cancellation or rescheduling at least ten (10) business days prior to the offering start date. Cancellations or rescheduling with less than ten (10) business days notification will incur 100% of the offering fee ("Cancellation Fee"). If you cancel with ten (10) or more business days in advance of scheduled delivery, you may reschedule only if delivery will be complete within one year from the purchase date.

## Change in Scope

Changes in scope are not allowed. You can request additional or different services, if available and at additional cost, through a statement of work or change order.

Learn more at  
[www.microfocus.com/software/services](http://www.microfocus.com/software/services)

SKU H0FR6A1

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[www.microfocus.com](http://www.microfocus.com)

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