Micro Focus FlexCare Support. Online, on-site, on your side.

Discover software support that steps up to today’s challenges.
Support in a time of digital transformation

New technologies can deliver business benefits, but not if the IT department lacks the necessary support to capitalize on them.

Right now, most enterprises are in the middle of a lengthy transition from 2nd platform IT infrastructure to 3rd platform solutions. Many organizations are dealing with similar painpoints and issues, regardless of sector.

In this document, we take a look at what the industry analysts are saying and give you our thoughts on how Micro Focus FlexCare Support* can help.

The situation now

The business is impatient for digital transformation to happen, as it promises improvements for customers and employees. Chief information officers and IT managers are managing this shift, which is made more difficult as expectations change and the goalposts move along the way. This highlights the ongoing drive for closer alignment and cooperation between business and IT at all levels, from service level agreements to profit generation.

Budgets are static or shrinking, with IT professionals reporting that they’re expected to do more with less. The biggest challenge in all of this is complexity—in the layers of technology, in the working relationships between business and IT, and in the rush to introduce immediate benefits to business users. This makes it a good time to reassess your software support investment and performance.

This document will answer four key questions:

1. Could support be more effective in managing complex hybrid IT environments?
2. When costs and resources are being squeezed, can support take the pressure off?
3. Is your IT department ready to optimize and innovate?
4. Does the business understand the potential of aligning closely with IT?
Micro Focus FlexCare Support

FlexCare Support is our flexible portfolio of advanced support services, delivered by your Micro Focus Software Support team.

FlexCare Support enables you to add more support where it’s needed, giving you greater value from your Micro Focus software products and solutions. With FlexCare Support, you have more people on your side, who are as immersed and invested in your world as you are. FlexCare Support fits in with your budget, enabling you to buy FlexCare Credits upfront to spend later, when you know what service you need or to cover ad hoc technical events.

FlexCare Support gives you a simplified, personalized support experience, with faster response times. Our Micro Focus Software Support experts work with you and your teams to answer your biggest challenges—whether tactical or strategic, focused on one product area, multiple areas, or across your entire IT landscape.

What’s covered:
- The tangle of new technologies
- Cost and resource management
- Innovation through an optimized IT landscape
- Supporting IT and business alignment

Watch our FlexCare Support video
The tangle of new technologies

Could support be more effective in helping your team manage complex hybrid IT environments?

**Industry landscape**

Today’s new technologies can deliver immediate benefits to business users, enabling better customer service, faster decision-making, or greater agility. In certain sectors, technology is crucial in creating a key point of competitive difference. This means enterprises are pushing to complete deployments faster. But these technologies often introduce more layers of complexity to the IT landscape, making management, modification, and optimization difficult, and sometimes causing downtime along the way.

“**We’ll be the first, or one of the first, to implement new tools, and we want them implemented quickly – while maintaining a stable production environment. That means we’ll always be in the market for the kind of software support we see with Micro Focus FlexCare Support.**”

Oded Shein, Program Manager, Amdocs Management Information Systems IT

**What does this mean for you?**

Organizations have to respond to market conditions quickly and effectively. As your technology services scale up and change in line with business requirements, you need your support services to follow suit.

Chances are, you’re already managing a hybrid environment, made up of on-premises systems and ever-increasing cloud services. This means it can take significant cooperation and collaboration to resolve issues.

**Micro Focus Software Support offering**

With FlexCare Support, you can boost your reactive and proactive software support, with a designated engineer who learns your specific environment and will own problem resolution. So your teams don’t need to tackle the tangle of technologies alone.

[Introducing the FlexCare Support team]
Introducing your Micro Focus FlexCare Named Account Support Engineer (FlexCare NASE)

Technical incident partnership
Complex technologies are no match for your FlexCare NASE. They will learn your environment, meaning they can address your support incidents more efficiently and effectively. The result? Less downtime and faster fixes.

Your Micro Focus FlexCare Technical Account Manager (FlexCare TAM)

Proactive problem prevention
The FlexCare TAM is your technical advocate. They go beyond helping you support and manage your Micro Focus products. Your FlexCare TAM will also work with you to drive enhanced value for each product covered by your FlexCare Support contract. So, as your technology environment evolves, you can be confident that future problems are already taken care of.

A FlexCare NASE will:
- be your support contact each time you call
- (optionally) provide a named engineer for each FlexCare Support product family
- prioritize technical support incidents
- own problem resolution
- quickly resolve support incidents.

A FlexCare TAM will:
- proactively manage technical incidents
- leverage Micro Focus best practices
- help grow your team’s knowledge base
- share prescriptive roadmaps
- conduct quarterly support statistics and key performance indicator analysis
- deliver proactive technical services aligned to critical success factors.

We have the best access to Micro Focus software product experts, but we’ve built strong partnerships with those guys over the years. The real impact of Micro Focus FlexCare Support goes beyond providing fixes.

Sami Suro, Solution Manager – Testing Services, Tieto
Cost and resource management

When you’re squeezed from all sides, can support take the pressure off?

Industry landscape

This is a perennial issue for chief information officers and IT managers. They need to contain and reduce the cost of IT service delivery. At the same time, the business expects them to improve the quality of services while implementing projects that focus on IT cost reduction. Optimal resource allocation is a challenge. And when extra budget is needed mid-project, procurement can be a sticking point.

What does this mean for you?

The better someone knows your business and your environment, the more able they are to help. Support has a part to play in helping with cost and resource management by providing flexible purchasing options and enabling you to buy just the resources you need. It should also look across your entire IT landscape to find ways to streamline, rationalize, or drive greater value.

Micro Focus FlexCare Support helps you get greater value from your Micro Focus investment by increasing uptime and improving performance, and it simplifies your overall technical support experience with a single point of contact for Micro Focus Support.

Abhinav Prakash, IT Specialist at United Health Group

Micro Focus Software Support offering

FlexCare Support is packaged to simplify purchasing, suit your budget, and fit in with your procurement processes. We have on-call reactive support to maximize your uptime and personalized, proactive support to plan for future challenges and meet the overall needs of your business.

You can add extra services at any time throughout the life of your support contract, using a combination of pre-purchased FlexCare Credits and a menu of flexible add-on services.
Micro Focus FlexCare Credits

FlexCare Credits provide you with a flexible way to source extra reactive and proactive support services. You get exactly what you need, where and when you need it most. You can choose to buy FlexCare Credits upfront or as you go. Then simply redeem these FlexCare Credits against the dynamic menu of value-added support services when you need to.

FlexCare Credits are ideal for those times when you need more support, such as ad hoc technical events or unforeseen issues. You can also use your FlexCare Credits for risk assessments, instructor-led training, and even e-learning.

Many of our FlexCare Credits services are already pre-packaged, based on what customers need most often, to provide the best value. What’s more, FlexCare Credits give you buying power whilst avoiding extra procurement processes.

"We’re in a continuous state of upgrade and optimization so we’re always pushing the limits. There will always be Micro Focus FlexCare Support options that would be applicable."

Oded Shein, Program Manager, Amdocs Management Information Systems IT
Innovation through an optimized IT landscape

Business is waiting for IT to ‘make us great!’ Is your IT department ready to meet the challenge?

Industry landscape

Enterprises seeking competitive advantage through digital innovation must look across their entire IT landscape for opportunities and threats. The business relies on IT professionals to produce this insight, which can encompass technical and strategic aspects of products and services. It demands a big-picture view—but achieving that perspective in a complex IT landscape is a challenge.

What does this mean for you?

It’s critical to maximize performance across all systems in order for the business to succeed in an increasingly competitive global marketplace. Enhancing support lifecycle management is a key component of success as it helps you achieve consistent incremental improvements.

Micro Focus FlexCare Support offers you fast response times, quick ROI, short Service Level Objectives, and onsite support so you can shift your focus from day-to-day maintenance to innovation.

“Micro Focus FlexCare Support offers you fast response times, quick ROI, short Service Level Objectives, and onsite support so you can shift your focus from day-to-day maintenance to innovation.”

Abhinav Prakash, IT Specialist, United Health Group

Micro Focus Software Support offering

Thanks to FlexCare Support, you have an expert focused on support lifecycle management, helping to optimize Micro Focus software implementation within your organization. Their insight and recommendations can help drive strategic conversations and decisions – placing your ideas at the center of business innovation. We also give you deeper links into R&D, increasing the chances of a transformational breakthrough for the business.

Introducing the FlexCare ESM
Your Micro Focus FlexCare Enterprise Services Manager (FlexCare ESM)

Enhanced support lifecycle management

As your go-to non-technical resource, your FlexCare ESM provides an overview to optimize the stability and availability of all your Micro Focus products. They understand your ongoing needs relating to future growth plans and business outcomes, and represent your interests across the Micro Focus Software Support team for the products and solutions covered by your FlexCare Support contract.

A FlexCare ESM will:
- use available local and worldwide resources
- attend R&D and product management meetings
- provide detailed quarterly reports
- analyze key performance indicator trends and make recommendations.

“Micro Focus FlexCare Support provided exactly the proactive element we were looking for. The Enterprise Services Manager ensured we had the right level of technical support, working on our behalf to source the appropriate resource – and they helped identify potential risks and downtime.”

Oded Shein, Program Manager, Amdocs Management Information Systems IT6
Supporting alignment between IT and the business

Does the business understand the potential of your IT department?

Industry landscape

IT organizations must partner with business managers to ensure business success. There is an increased focus on revenue and profit generation tied to IT service delivery. But to see this relationship clearly, the gap between service delivery and line-of-business use must be bridged. IT doesn’t just keep the business running; it should be driving the business. Enterprises need to shift from technology support to business process support.

What does this mean for you?

Technology is the business. This means IT support needs to align to business requirements at a strategic level. Your support should help drive this alignment across your entire software environment. Not only will this strengthen the business, it increases overall return on investment from your software investment. The challenge is to nurture new ways of thinking about the role of IT within the organization.

Micro Focus Software Support offering

With FlexCare Support, you have an IT advocate whose focus is to provide strategic support at a business level. Together, you can encourage a broader perspective, helping the business achieve its goals whilst ensuring you’re part of the success.

Introducing the FlexCare AGSM

Micro Focus knows what other customers are doing and how they might be using a certain tool. We realize we might only be using 20 percent of a tool’s potential, we want to hear how we could apply the other 80 percent. This insight improves our ability to develop new services for our customers, and grow the business.

Sami Suro, Solution Manager – Testing Services, Tieto

"Micro Focus knows what other customers are doing and how they might be using a certain tool. We realize we might only be using 20 percent of a tool’s potential, we want to hear how we could apply the other 80 percent. This insight improves our ability to develop new services for our customers, and grow the business."
Your Micro Focus FlexCare Account General Support Manager (FlexCare AGSM)

Support strategic management

Your FlexCare AGSM will work closely with you to understand your needs and goals, from a business and technical standpoint, and put the right level of support in place to achieve them. To ensure you’re on track, they’ll host quarterly business reviews, trend analysis meetings, and other valuable sessions.

A FlexCare AGSM will:

• provide a strategic overview of all Micro Focus products
• drive R&D and product management
• manage and address all unresolved issues
• coordinate with other Micro Focus teams, including FlexCare NASEs, TAMs, and ESMs.
Use the right knowledge to take action now

Whatever your biggest challenges, the FlexCare Support portfolio will help you achieve your goals.

People make all the difference
Cut ticket resolution times, cost, and downtime with the help of your FlexCare NASE. Speak to someone who immediately recognizes the demands of your environment with a FlexCare TAM who proactively manages your operational risks. Work with your FlexCare ESM to liberate your team from the day-to-day management of your software, freeing up time to focus on development and innovation. Integrate IT with the overall business demands through the insight of your FlexCare AGSM. What’s more, FlexCare Credits make it easy for you to bring in the people and services you need, when you need them.

The overall result? Your business gains greater value from your Micro Focus software solution.

“"We recommend Micro Focus FlexCare Support because it provides a single source of contact and reduces resolution time. FlexCare minimizes the risk of service disruptions through personalized, proactive support and planning.””

Rahul Kumar Gupta, Consultant, Wipro Technologies

Support in a time of digital transformation
The tangle of new technologies
Cost and resource management
Innovation through an optimized IT landscape
Supporting IT and business alignment
Take action!

People make all the difference
Cut ticket resolution times, cost, and downtime with the help of your FlexCare NASE. Speak to someone who immediately recognizes the demands of your environment with a FlexCare TAM who proactively manages your operational risks. Work with your FlexCare ESM to liberate your team from the day-to-day management of your software, freeing up time to focus on development and innovation. Integrate IT with the overall business demands through the insight of your FlexCare AGSM. What’s more, FlexCare Credits make it easy for you to bring in the people and services you need, when you need them.

The overall result? Your business gains greater value from your Micro Focus software solution.
Get in touch and let’s talk...

We can help you assess your current support and show you where FlexCare Support can strengthen your business. To find out more, talk to your Micro Focus Software Support Representative, or go online.

microfocus.com/flexcaresupport