

Micro Focus Enterprise Standard Support (24x7)

Protect Your Micro Focus® software Investment 24 hours a day, 7 days a week.

In today's globalized and fast-moving world of IT, businesses need to run 24 hours a day, 7 days a week to remain competitive. Tolerance for down-time has reduced, and many customers are now running their businesses continuously, requiring availability 24 hours a day, 365 days a year. 24x7 Support is crucial for Micro Focus customers to successfully support their clients and ensure business continuity.

Companies are under extreme pressure to keep systems up and costs down, as well as maximize the value of their software investment. Micro Focus Enterprise Standard Support (24x7) helps achieve this by providing comprehensive technical support and updates for Micro Focus products. Micro Focus Enterprise Standard Support (24x7) offers the technical expertise to increase uptime, reduce total cost of ownership, and drive efficient business outcomes. After 25 years of providing software support, we have proven our worth to thousands of clients across the world.

Benefits of Micro Focus Enterprise Standard Support (24x7)

- **Access to Micro Focus Support 24 hours a day, 7 days a week**—whether a system is down after-hours with significant impact to your business or a phone call is required over the weekend to resolve a minor service interruption, Micro Focus Support are ready to support you 24x7.
- **Follow-the-Sun Micro Focus Support**—when you have an urgent, high impact issue let us know and our team of expert technical engineers

will manage your incident around the clock and around the globe.

- **Better Service Level Objectives (SLO)**—when there is a critical impact to your business, 24x7 Support offers accelerated initial response times for Impact Levels 1–3. The initial response times when production is down is 1 hour, major feature and function failure is 4 hours and minor feature and function failure is 6 hours.
- **Reduced risk of service disruptions**—with 24x7 Support, you are better positioned to react to potential service interruptions. Engage us early and we will work with you to ensure disruptions are kept to a minimum, allowing your business to continue uninterrupted.
- **24x7 access to escalation management team**—reducing your risk further, our global escalation management team is available to you 24 hours a day, 7 days a week, including after-hours and on weekends.
- **Faster business outcomes**—when you have a business partner who is there for you 24 hours a day, 7 days a week, responding to all your critical issues and supporting your efforts to avoid interruption, your time to value is improved as a result.

Features of Micro Focus Enterprise Standard Support (24x7)

- **Software Support Online (SSO)**—24x7 access including access to software product updates and Micro

Focus extensive knowledge database (including information regarding known symptoms and proposed solutions, specifications, and technical literature).

- **Software Updates**—including bug fixes, patches, and new versions made generally available by Micro Focus and its assignees or successors. When Micro Focus releases updates to software products and reference manuals, Micro Focus will make them available to you electronically.
- **Advanced Self-Solve**—after your original case-logging or knowledge based query, you will receive an intelligent response. With expanded search parameters that enable flexible search methods, you can search for specific products and versions.
- **Chat Services**—for your non-technical or technical queries—technical chat services are available. To access chat, simply log on to Software Support Online and click the chat icon.
- **Patches**—you may be required to install the most recent software version, fixes, patches, or service packs as part of the troubleshooting and issue resolution process. As new patches become available, Micro Focus will post them to Software Support Online for easy access.
- **Support Customer Forums**—offer a high level of assistance with product technical issues and enable you to connect with other customers. Please note, users need to register or log into

Contact us at:
www.microfocus.com

the community in order to access the Support Customer Forums.

- **Meet the Expert videos**—recorded sessions led by senior Micro Focus technical support experts containing product-specific demonstrations.
- **Micro Focus Online Expert Days**—these days give you the opportunity to talk directly with Micro Focus experts. These events include Micro Focus product, R&D, support team members, and other employees who join the online forums to answer your toughest technical questions on specific software products.

Need a More Personalized or Flexible Support Service?

Micro Focus Software understands the additional value we can bring to you through the availability of enhanced reactive and proactive support services. Micro Focus FlexCare Support is our value-add portfolio of offerings designed to complement your Micro Focus Enterprise Support experience. Micro Focus FlexCare Support provides role-based offerings and a new Micro Focus FlexCare Credit Menu of standalone pre-packaged support services.

Learn More At
www.microfocus.com/flexcare