

Micro Focus FlexCare Account General Support Manager (FlexCare AGSM)

The FlexCare AGSM acts as your strategic partner within the Micro Focus Software Support organization to maximize alignment to your business requirements and optimize the appropriate service levels across your entire Micro Focus software footprint covered under FlexCare Support.

Receive Strategic Support Management with a FlexCare AGSM

Beginning with an on-site visit, your FlexCare AGSM will build a relationship with your teams, while gaining an understanding of your IT infrastructure that will be used to improve your software support experience. Your FlexCare AGSM will be available for escalations and support planning, hosting meetings to perform trend analysis, as well as providing strategic guidance, making informed recommendations, and managing your account reporting.

Your FlexCare AGSM will host a mixture of remote and on-site quarterly strategic reviews which will include detailed reporting and support key performance indicator (KPI) trending. They will be responsible for analyzing trends in your business in order to make detailed recommendations.

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. Your support case data will be analyzed to identify trends that will help in developing action plans to reduce risk and recurrence.

Your technical incidents will be prioritized for support 24x7 (if your underlying support contract with Micro Focus provides you with 24x7 access to Micro Focus support staff), giving you faster access to solve problems through your Micro Focus experts.

Coverage

- 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 (if your underlying support contract with Micro Focus gives you 24x7 access to Micro Focus support staff)

Account Management

- Strategic monitoring of the stability and availability of all Micro Focus Software products covered under your FlexCare Support contract
- Facilitates meetings with R&D and product management
- Your support spokesperson and trusted advisor
- Understands your strategic goals and desired business outcomes, and coordinates the appropriate levels of support to help you achieve them
- Manages escalations and communications activities and facilitates Micro Focus and your joint technical action plan
- Owns operational measures and KPIs

Resource Management

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

FlexCare AGSM Core Services Details

Enhanced Reactive Services	
FlexCare Support Start-Up	Includes a personalized welcome package and conference call to introduce your assigned Micro Focus FlexCare Support resource(s) and review all details pertaining to your FlexCare Support contract.
Priority Micro Focus Software Support	Your incidents related to products covered by FlexCare Support receive a higher priority than incidents covered by Micro Focus Business 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).
Enhanced First Technical Contact (FTC)	You will receive the following enhanced response time objectives on your impact level one and impact level two reactive technical issues: <ul style="list-style-type: none"> ■ Impact level one: first technical contact within one business hour ■ Impact level two: first technical contact within four business hours ■ Impact levels three and four will continue to follow your respective Micro Focus Business Support response time objectives.
Coordination with third-party software support vendors	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.

Flyer

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Proactive Services	
Kick-off meeting	For a new FlexCare Support customer, your assigned FlexCare AGSM will have an initial one-day onsite visit to kick-off delivery of the FlexCare Support agreement. This provides an opportunity for your FlexCare AGSM to meet key personnel within your organization. During the kick-off meeting, your FlexCare 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 AGSM.
Account support plan	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 AGSM will update this plan on an ongoing basis with any changes affecting support delivery.
On-site visits (one per year)	You will receive one visit per FlexCare Support product family from your FlexCare AGSM per year. 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 your FlexCare AGSM with an in-depth understanding about your Micro Focus software management environment.
Management of technical support incidents	The FlexCare AGSM is primarily accountable for handling your incidents. In addition to working with you on prioritizing open incidents, the FlexCare AGSM's role is to provide timely status updates. If Micro Focus is aware of issues that may affect your environment, your FlexCare AGSM will bring this to your attention, and give you the opportunity to discuss any technical impact.
Enhanced business escalation management	Micro Focus has established formal escalation procedures to solve complex Micro Focus Software problems, or problems that have a critical impact to customers. As an enhancement to Micro Focus Business Support, the FlexCare 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 Micro Focus management and resources to resolve your support issues in less time.
Strategic advisor and facilitator	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 through whom you can engage with Support, R&D, Product Management, and other Micro Focus teams as needed (both reactively and proactively).
Quarterly strategic reviews	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.

FlexCare Support Packages Core Deliverables Comparison

Micro Focus FlexCare Options	FlexCare NASE	FlexCare TAM	FlexCareESM	FlexCare AGSM
Reactive				
Direct access to a FlexCare NASE	x			
Prioritized support 24x7 ¹	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
Proactive				
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
Business Partner				
Management of support incidents			x	x
Support ambassador (coordinating with support, R&D and product management)			x	
On-site and remote business support reviews			x	
Business escalation coordination			x	
Enhanced business escalation management			x	

¹ If your underlying support contract with Micro Focus gives you 24x7 access to Micro Focus support staff.

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Micro Focus FlexCare Options	FlexCare NASE	FlexCare TAM	FlexCareESM	FlexCare AGSM
Strategic Partner				
Overall facilitation of other aligned Micro Focus software resources (support, product management, and R&D)				x
Strategic advisor				x
On-site strategic reviews				x
Reactive				
Purchased per Micro Focus software product family ²	x	x		
Purchased per Micro Focus software product solution ³			x	
All product solutions under Micro Focus FlexCare				x

2,3 Flexibility to change software product family or solution once thorough the contract period with agreed notice.

Talk to us about Software 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. Please contact your Micro Focus support sales representative.

Learn More At

www.microfocus.com/flexcaresupport

Contact us at:
www.microfocus.com