

# Micro Focus® FlexCare Enterprise Services Manager

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

## ■ Delivering FlexCare ESM Reactive

- + Prioritized support 24x7
- + Enhanced first technical contact (FTC)
- + Management of technical support incidents

## ■ Proactive

- + Critical patch and problem management

## ■ Business Partner

- + Management of support incidents
- + Support ambassador
- + On-site or remote business support reviews
- + Business escalation coordination
- + Enhanced business escalation management

Your FlexCare ESM will work with you and your teams to help with the non-technical aspects of your support partnership with Micro Focus.

Your FlexCare ESM will ensure the contractual delivery, understand ongoing needs, and will provide leadership across the Micro Focus software support team for software products and solutions covered by your FlexCare Support contract.

From visiting your site and building relationships with your teams, your FlexCare ESM will gain an understanding of your IT infrastructure and implementation that will be used to improve the support delivered to you.

Your FlexCare ESM will monitor your support cases and assume direct responsibility for escalating your issues to ensure their resolution. They will also coordinate enhanced escalation management for software issues that impact your operations, and provide management of your critical patches.

## Coverage

Focus at the product solution level.

## Problem Management

- 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 required.

## Account Management

- Understands your needs towards your growth plans and business outcomes
- Your support spokesperson and trusted advisor
- Facilitates meetings with R&D and product management
- Manages escalations and communications activities and facilitates Micro Focus and your joint technical action plan
- Ensures your contractual activities are delivered
- Conducts quarterly detailed reporting and supports Key Performance Indicator (KPI) trending. They are responsible for analyzing the trends in order to provide detailed recommendations



- Oversees and optimizes the stability and availability of all your Micro Focus products
- Provides operational advice

**Resource Management**  
Provides leadership, by managing and coordinating the Micro Focus Software Support

team for Micro Focus products and solutions covered by your FlexCare Support contract.

## FlexCare ESM Core Services Details

Enhanced Reactive Services	
<b>FlexCare Support start-up</b>	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.
<b>Priority Micro Focus Software Support</b>	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).
<b>Enhanced First Technical Contact (FTC)</b>	You will receive the following enhanced Response Time Objectives on your impact level one (1) and impact level two (2) reactive technical issues: <ul style="list-style-type: none"> <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 Micro Focus Business Support response time objectives</li> </ul>
<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.

**Table 1.** Types of Enhanced Reactive Services

Proactive Services	
<b>Kick-off meeting</b>	For a new FlexCare Support customer, your assigned FlexCare ESM will have an initial one-day onsite visit to kick-off delivery of the FlexCare Support agreement. This provides an opportunity for your FlexCare ESM to meet key personnel within your organization. During the kick-off meeting, your FlexCare ESM 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 ESM.
<b>Remote reviews</b>	Your FlexCare 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 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.
<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 ESM will update this plan on an ongoing basis with any changes affecting support delivery.
<b>On-site visits (one per year)</b>	You will receive one visit per FlexCare Support product family from your FlexCare ESM 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 ESM with an in-depth understanding about your Micro Focus software management environment.
<b>Management of technical support incidents</b>	The FlexCare ESM is primarily accountable for handling your incidents. In addition to working with you on prioritizing open incidents, the FlexCare ESM's role is to provide timely status updates. If Micro Focus is aware of issues that may affect your environment, your FlexCare ESM will bring this to your attention, and give you the opportunity to discuss any technical impact.
<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.
<b>Micro Focus Software 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 software environment and notify you. Critical patches typically involve system security, data loss, and high outage risk.
<b>Enhanced business escalation management</b>	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 ESM 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 minimal time.
<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.

**Table 2.** Types of Proactive Services

## FlexCare Support Packages Core Deliverables Comparison

Micro Focus FlexCare Options	FlexCare NASE	FlexCare TAM	FlexCare ESM	FlexCare AGSM
<b>Reactive</b>				
Direct access to a FlexCare NASE	X			
Prioritized support 24x7 <sup>1</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 (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	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>2</sup>	X	X		
Purchased per Micro Focus software product solution <sup>3</sup>			X	
All product solutions under Micro Focus FlexCare				X

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

<sup>2, 3</sup> 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.

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