

# Micro Focus FlexCare Named Account Support Engineer (FlexCare NASE)

Flexible, proactive support and planning services tailored to your business requirements to minimize the risk of service disruption.

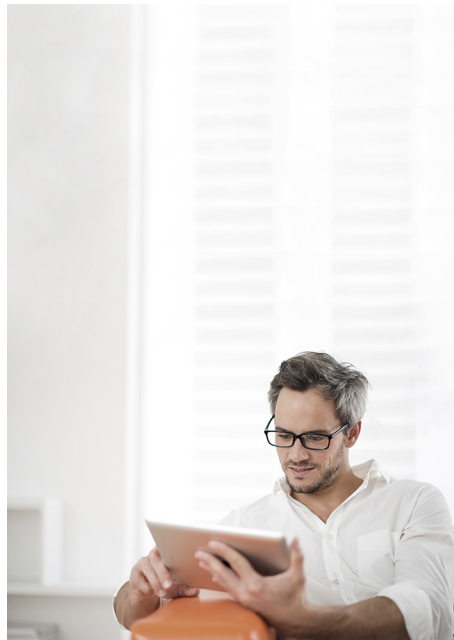
## Technical Incident Partnership with a Micro Focus FlexCare Named Account Support Engineer (FlexCare NASE)

Your Micro Focus® FlexCare NASE is a specifically assigned, highly technical, primary point of contact who will build a strong relationship with the designated technical contacts within your organization, as well as have an in-depth understanding of your environment and implementation.

Micro Focus will designate a FlexCare NASE for each FlexCare product family covered by your FlexCare Support contract, during the FlexCare Support hours.

This engineer will learn your environment in order to address your support incidents more efficiently and effectively and your technical incidents will be prioritized for support 24x7 (if your underlying support contract with Micro Focus gives you 24x7 access to our support staff). This gives you faster access to our software experts to resolve problems.

Your FlexCare NASEs will become trusted advisors, by understanding your needs to achieve satisfaction and handling the reactive support issues related to your specific software solution. They will drive incident resolution and coordinate where needed with other Micro Focus experts.



Outside your FlexCare NASE's working hours, your incidents will be prioritized to a group of specialist support engineers (if your underlying support contract with Micro Focus provides you 24x7 access to our support staff). The principal duties and responsibilities of your FlexCare NASE include the following:

### Coverage

Focus at the FlexCare product family level.

### Problem Management

Your designated FlexCare NASE will:

- Learn your specific environment.
- Own problem resolution.
- Have the ability to address your support incidents more efficiently and effectively.
- Provide excellent troubleshooting skills while managing your needs during an extremely critical time.
- Provide deep technical expertise on a given Micro Focus product family.

### Primary Responsibilities

Your designated FlexCare NASE will:

- Be your primary point of contact for all cases opened for your assigned products.
- Provide timely updates on incidents (including escalations).
- Facilitate the submittal of enhancement requests.
- Build a strong working relationship with named contacts in your organization, and develop an in-depth understanding of your environment.
- Work hand-in-hand with you to get your reactive issues resolved quickly and efficiently.

## Support Flyer

Micro Focus FlexCare Named Account Support Engineer (FlexCare NASE)

## Description of the FlexCare NASE Tasks

### Start Up

What	How
FlexCare start up	Includes a personalized welcome package and conference call to introduce your FlexCare NASE and review all details pertaining to your Micro Focus FlexCare Support contract.

### Daily Tasks

What	How
Provide priority Micro Focus Software Support	Your incidents related to products covered by FlexCare Support receive a higher priority than incidents covered by normal Micro Focus Software Support contracts. Your incidents will be routed to highly experienced Micro Focus technical professionals to assist in expediting problem resolution. Your technical incidents will be prioritized for support 24x7, if your underlying support contract with Micro Focus gives you 24x7 access to Micro Focus support staff.
Micro Focus primary point of contact for reactive support	Your FlexCare NASE is your primary point of contact for all reactive support incidents for selected products. You may have one or multiple FlexCare NASEs assigned depending on the products covered by your FlexCare Support contract.
Provide priority incident routing, resolution and handling	The FlexCare NASE is responsible for the coordination of all FlexCare Support response incidents for their assigned customers during the FlexCare Support hours.
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"><li>■ Impact level one: FTC within one business hour.</li><li>■ Impact level two: FTC within four business hours.</li><li>■ Impact levels three and four: will continue to follow your respective Micro Focus Enterprise Support response time objectives for Enterprise Standard Support and Enterprise Basic Support, as applicable. Note, Enterprise Basic Support was discontinued on 1 February 2017.</li></ul>
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 you 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.

## 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	•			
Prioritized support 24x7 <sup>1</sup>	•	•	•	•
Enhanced first technical contact ("FTC")	•	•	•	•
Remote incidents review		•		
Management of technical support incidents	•	•	•	•
<b>Proactive</b>				
Proactive technical advisor		•		
Operational profile management		•		
On-site and remote technical reviews		•		
Technical escalation coordination		•		
Critical patch and problem management		•	•	•

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

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

Micro Focus FlexCare Options	FlexCare NASE	FlexCare TAM	FlexCare ESM	FlexCare AGSM
<b>Business Partner</b>				
Management of support incidents			•	•
Support ambassador (coordinating with support, R&D and product management)			•	
On-site and remote business support reviews			•	
Business escalation coordination			•	
Enhanced business escalation management			•	•
<b>Strategic Partner</b>				
Overall facilitation of other aligned Micro Focus software resources (support, product management, and R&D)				•
Strategic advisor				•
On-site strategic reviews				•
<b>Service Coverage</b>				
Purchased per Micro Focus software product family <sup>2</sup>	•	•		
Purchased per Micro Focus software product solution <sup>2</sup>			•	
All product solutions under Micro Focus FlexCare				•

<sup>2</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.

#### Learn More At

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

