

# Micro Focus FlexCare Technical Account Manager (FlexCare TAM)

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

## Deliverables

- + Assigned FlexCare TAM
- + Remote reviews
- + Case history monitoring and analysis
- + Quarterly technical review
- + Enhanced patch management
- + Operational profile management
- + Reactive case management
- + Escalation management

## Core Deliverables

### Reactive

- Prioritized support 24x7
- Enhanced first technical contact ("FTC")
- Remote incidents review
- Management of technical support incidents

### Proactive

- Proactive technical advisor
- Operational profile management
- On-site/remote technical reviews
- Technical escalation coordination
- Critical patch and problem management

## Proactive Problem Prevention with Your Micro Focus FlexCare TAM

As your technical advocate, your FlexCare TAM will proactively manage your technical incidents under FlexCare Support to expedite incident resolution. Your FlexCare TAM will work with you to drive enhanced value for each FlexCare product family covered by your FlexCare Support contract. Your FlexCare TAM will provide expert product knowledge and skills to help streamline and improve operations of your Micro Focus software solutions. They will work with your team to understand your IT infrastructure and implementation and will monitor support cases and assume direct responsibility for escalating your issues to facilitate their resolution. Your FlexCare TAM will visit your site, learn your systems, and build relationships with your team. They build a detailed profile of your systems that will be used to improve the support delivered.

Your FlexCare TAM will provide a centralized understanding of your support cases and their root causes and recommend strategies for reducing the risk of recurrence. They are also your strategic partners in developing plans to proactively improve and maintain your Micro Focus software investment. This can include periodic solution reviews, annual solution planning, and guidance on change management.

Your FlexCare TAM will proactively review your Micro Focus software implementation, highlight issues, and work with you to address them. The FlexCare team will also assist to maintain long-term solution stability by reviewing relevant

released patches, analyzing their impact, and providing installation recommendations.

FlexCare team will also assist to maintain long-term solution stability by reviewing relevant released patches, analyzing their impact, and providing installation recommendations.

## Coverage

Focus at the product family level.

## Primary Responsibilities

### PROBLEM MANAGEMENT

- Manages and addresses unresolved issues either by providing technical guidance or by owning till resolution.
- Manages delivery of proactive technical services.
- Leverages Micro Focus best practices to help minimize operational risks and avoid common pitfalls.
- Helps grow the knowledge base of your team through information sharing sessions.

### ACCOUNT MANAGEMENT

- Primary point of contact for technology-related questions
- Deliver proactive technical services that align with your critical success factors.
- Share prescriptive roadmaps to enhance ROI and to help upgrade and migration planning.
- Conduct quarterly support statistics and KPI analysis.
- Proactively manage and report progress against plans.



## Support Flyer

Micro Focus FlexCare Technical Account Manager (FlexCare TAM)

---

### FlexCare TAM Core Services Detail

Enhanced Reactive Services	
Micro Focus FlexCare start-up	Includes a personalized welcome package and conference call to introduce your assigned Micro Focus FlexCare resource(s) and review all details pertaining to Micro Focus FlexCare support contract.
Priority Micro Focus Software support	Your incidents related to products covered by FlexCare Support receive a higher priority than those incidents covered by Micro Focus Enterprise Support contracts. Your incidents will be routed to our highly experienced technical professionals to assist in expediting problem resolution. Your technical incidents are prioritized for support 24x7 (if your underlying support contract gives you 24x7 access to our support staff.)
Enhanced FTC (First Technical Contact)	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: first technical contact within one business hour</li><li>■ Impact level two: first technical contact 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 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.
Technical escalation coordination	Your designated FlexCare TAM will provide environment guidance aiming to resolve escalations in the shortest possible period by coordinating the most appropriate technical resources.
Proactive Services	
Kick-off meeting	For a new FlexCare Support customer, your assigned FlexCare TAM will have an initial one-day onsite visit to kickoff delivery of the FlexCare Support agreement. This provides an opportunity for your FlexCare TAM to meet key personnel within your organization. During the kick-off meeting, your FlexCare TAM 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 TAM. This meeting promotes a better working relationship and enhanced communication.
Remote reviews	Your FlexCare TAM provides regular remote reviews to proactively monitor your operational Micro Focus needs (at least once a month, but no more than once a week). Support reviews are communication forums through which your FlexCare TAM 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.
Customer operational profile management	Micro Focus will establish and maintain an electronic profile of your Micro Focus software environment. This information will be used during problem resolution and various proactive support activities. The profile can consist of customer, product, technical, and business information you and your FlexCare TAM determine to be useful. All software support engineers will have the benefit of the information contained in the customer profile, saving time communicating problems. This enables better, faster decision making during reactive support, and better-informed and effective proactive support.
Technical advisor	Acting as your technical advocate, your FlexCare TAM will be notified of all your incidents, and will track and monitor the work in progress through the solution lifecycle, engaging support specialists as needed. Your FlexCare TAM is your primary point of contact for inquiries related to your technical incidents and can assist, as you require, in putting action and communication plans in place.
Enhanced patch management	Your FlexCare TAM will proactively monitor the release of new product patches and security problems for your Micro Focus software environment and review appropriate action plans. To help in reducing unplanned maintenance downtime and fully protect your Micro Focus software environment, your FlexCare TAM can assist with installing patches (additional technical service days may be required.)
Quarterly technical reviews	Two on-site and two remote quarterly FlexCare technical reviews with your FlexCare TAM. This includes a detailed review of all your proactive and reactive FlexCare Support-related activities. Support case data is analyzed to help identify trends and action plans to reduce risk and recurrence.

Continued on the next page

## Proactive Services

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 TAM will update this plan on an ongoing basis with any changes affecting support delivery.
Onsite visits (one per year)	You will receive one visit per FlexCare Support product family from your FlexCare TAM 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 an in-depth understanding about your Micro Focus software management environment. This will promote a better working relationship and alignment, assuring support that is more effective.
Management of technical support incidents	Your FlexCare TAM is primarily accountable for handling your incidents. In addition to working with you on prioritizing open incidents, the FlexCare TAM's role is to provide timely status updates. If Micro Focus software is aware of issues that may affect your environment, your FlexCare TAM will bring this to your attention, and give you the opportunity to discuss any technical impact.

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

<sup>2</sup> Flexibility to change software product family or solution once through the contract period with agreed notice.

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

### 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)

