

Premium Support Engineers for Micro Focus Software as a Service (SaaS)

Personalized services built on an infrastructure you can trust

Premium Support Engineers for SaaS at a Glance:

- Direct access to a senior, named SaaS engineer
- Assistance with onPrem admin tasks, customization and integrations
- Mentoring and technical guidance to maximize solution value
- Account management to keep priorities on track
- Optional: Flexible Credits for advanced integration or customization services



You've made the decision to maximize the value of your Micro Focus software investment by leveraging our proven Software as a Service (SaaS) infrastructure. Now you can take this advantage one step further by adding personalized support and services.

With a Premium Support Engineer for SaaS, you get direct access to a named senior SaaS expert, who will learn the nuances of your business and support requirements to provide you with personalized, strategic support. Your Premium experience includes faster responses, escalated priority, and assistance with admin, customization and integration tasks tailored to your specific requirements.

Flexible Credits top off your service package by providing you with access to additional consulting time for advanced integrations, advanced customization or project work; as well as access to any of the Micro Focus education courses.

Premium Support Engineers for SaaS

With your SaaS solution, you have already tapped into a well-managed service that reduced your capital expenditure and up-front cost, was provisioned quickly, frees up your internal resources, keeps you up to date with the latest releases and upgrades, and allows you to quickly scale and only pay for what you need, when you need it.

By adding a Premium Support Engineer for SaaS, you will receive direct access to a named, senior engineer with deep technical expertise, who will do the following:

- Act as your single point of contact for support, and provide timely updates on open cases

- Know the specifics of your environment to address issues quickly and efficiently
- Assist with onPrem admin tasks, customizations and integrations unique per product and customer; such as tool integration, programming of collectors and drivers, report design and more
- Submit enhancement and defect reports to R&D as needed
- Provide technical mentoring on features and functionality to help you leverage the maximum potential of your software
- Visit your site to understand your business and develop a strong working relationship with your team
- Provide account management to keep your priorities on track
- Provide technical guidance and best practices to inform your planning

We will assign your Premium Support Engineer based on the product specialty, level of dedication, breadth of services, and response times and hours of coverage that best match your business needs.

Premium Support Engineer options for SaaS include the following:

- **Technology Support Engineer (TSE)**, who works with up to 6 customers, provides a 30 minute response for severity 1 and 1 hour for severity 2, and visits your site up to 4 days a year. Critical support cases submitted outside of business hours will be routed to the SaaS support team.
- **Solution Support Engineer (SSE)**, who expands the dedication level to 25% of the engineer's time, includes the same target response and onsite days as the TSE, but includes 24x7x365 Premium coverage for Severity 1 issues.

Micro Focus Premium Support. Built for You and Your Business.

Contact us at:
www.microfocus.com

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- **Dedicated Support Engineer (DSE)**, who is dedicated full-time to support your Micro Focus solutions, provides a 15 minute target response time and 24x7x365 coverage for Severity 1 issues, and strategically partners with you to ensure maximum value from your investment.

Account Management

Your Premium Support service provides you with an ambassador within Micro Focus, navigating internal processes to ensure escalations happen quickly and solutions to requests are provided in a timely manner. Your Premium Support Engineer will on-board your staff and provide a quarterly support review.

Advanced Customization and Integration through Flexible Credits

Micro Focus Flexible Credits are ideal for those times when you need additional services—such as advanced customization, advanced integrations, custom reporting beyond standard requests, project services, or access to any of the Micro Focus education courses. We will build a package tailored to what you need; so you get exactly what you need, when you need it.

What's more, Flexible Credits give you buying power throughout the year, avoiding extra procurement processes. You can purchase

Flexible Credits upfront with your SaaS contract or as you go. Then simply redeem these Flexible Credits for the services you need when and where you need them most.

Premium Support and Flexible Credits for SaaS—In Summary

Having someone you can trust and who understands your business and technical environment can make all the difference. Micro Focus Premium Support gives you named, senior support experts who really know your business and support needs. A blend of admin assistance, technical guidance and strategic support to ensure you get the most out of your Micro Focus investment.

Flexible Credits allow you to schedule advanced integrations, advanced customization or project work when needed.

Layer these services on top of the Micro Focus SaaS infrastructure, where your software is being maintained and monitored by experts, and you have a winning solution.

Additional Resources

Learn more about Micro Focus [Software as a Service \(SaaS\) solutions](#)

Learn more about [Premium Support](#)

Learn more about [Flexible Credits](#)