

# Premium Support and Flexible Credits for Micro Focus Software as a Service

Personalized services built on an infrastructure you can trust

## Premium Support and Flexible Credits for SaaS at a Glance:

- Skip frontline and work directly with a named, senior engineer
- Faster time to resolution for product requests
- Proactive, technical guidance
- Account management to keep business strategy on track
- Advanced customization and integration services

You've made the decision to maximize the value of your Micro Focus product investments 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 Premium Support, you get direct access to both business and technical dedicated senior support experts, who will learn the nuances of your business and product support requirements to provide you with personalized, strategic support. You will receive advanced technical expertise, faster responses, shorter time to resolution, escalated priority, and proactive, tailored support. Select the type and level of engineer you need, add account management, and experience the Premium difference.

Flexible Credits top off your service package by providing you with access to additional support and consulting for advanced integrations, customization or other services; and access to any of the Micro Focus education courses to keep you informed on how to best leverage the capability of your Micro Focus solution.

## Premium Support Engineers

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, 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 cases; own problem resolution and provide timely updates on open cases
- Develop a strong working relationship with your team to resolve issues quickly and efficiently
- Escalate to the NOC or back-end SaaS Operations teams as needed
- Submit enhancement and defect reports to R&D as needed
- Become your trusted advisor, ensuring your software investment delivers against your business objectives

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 include the following:

- **Named Support Engineer (NSE)**, who handles up to 35 support cases a year, with a one hour target response time on severity levels 1 and 2, is available during business hours, and supports technology within a product center.
- **Solution Support Engineer (SSE)**, who handles unlimited support cases up to 25% of the engineer's time, provides a 30 minute target response time and 24x7x365 coverage for Severity 1 issues, visits on site 4 days per year and provides proactive technical guidance.
- **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

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

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

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strategically partners with you to ensure business continuity.

We also offer a **Technical Account Manager (TAM)** who is a senior engineer focused on proactive technical guidance rather than resolving support cases. The TAM does the following:

- Advises on best practices to help you leverage the maximum potential of your software
  - Visits your site to understand your business and build a good working relationship with your team
  - Offers product mentoring to increase your knowledge of product capability
  - Has access to a profile of your system to improve the support that Micro Focus delivers
  - Provides product roadmaps to inform your planning.
- Quarterly detailed support reporting, Key Performance Indicator (KPI) tracking, and trend analysis
  - 4 days onsite a year, to gain knowledge of your business priorities and build relationships with your staff.
  - Top support incident monitoring, and regular meetings to review status and ensure progress
  - Meetings with R&D and product management as needed

### 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, project services or training. 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 license contract or as you go. Then simply redeem these Flexible Credits for the services you need when and where you need them most.

View our wide array of services in the [Flexible Credits SaaS Services Catalog](#)

### Premium Support and Flexible Credits for SaaS—In Summary

Having someone you can trust and who understands your business and technical requirements can make all the difference. Micro Focus Premium Support gives you named and dedicated support personnel who really know your business and support needs. A flexible blend of problem resolution, technical guidance and strategic support personnel who champion your success and ensure you're getting the most out of your Micro Focus investment.

Flexible Credits allow you to schedule advanced integrations, 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](#)

Submit SaaS requests through the [MyAccount Portal](#)

Learn more about [Premium Support for SaaS](#)

Learn more about [Flexible Credits for SaaS](#)

View the [Flexible Credits SaaS Services Catalog](#)

### Account Management

With the NSE, SSE and DSE you have access to a **Support Account Manager (SAM)**, who focuses on the non-technical aspects of support by acting as your ambassador within Micro Focus. The SAM navigates internal processes to ensure escalations happen quickly, and solutions to requests are handled in a timely manner. The SAM on-boards your staff, and provides quarterly support reviews and escalation management for Severity 1 issues.

For more proactive account management, upgrade to an **Enterprise Support Manager (ESM)**, who works with only 8 customers and provides these additional services: