

Service Flyer

IT Operations Management
Professional Services



SMS 360: Next-Gen Micro Focus Managed Services for ITOM

The most cost-effective way to maximize the value of your Micro Focus® investment.

Executive Summary

As a Micro Focus customer, you know the importance of optimizing your software solutions to derive maximum value from your investment and ultimately achieve your desired business outcomes. This is especially critical as more mature solutions are typically tailored to your environment and include functional customizations and system integrations in addition to standard Micro Focus products. In some cases, the solution also includes components from different vendors. We recognize the challenge of keeping internal staff continually trained and available to support these enterprise-class solutions. For these reasons, Micro Focus Professional Services offers SMS 360 to manage and enhance your software in a holistic and highly proactive manner.

These services focus not only on the technical health of your solution, but on continuously delivering enhancements to ensure you meet your business outcomes.

Customer Challenges

SMS is specifically designed to help customers who are struggling with:

- IT bandwidth to focus on innovation instead of operations and administration
- Getting full value from software investment, including software not being used at all (shelf ware).
- Attrition or retention challenges of key skills.

Service Description

SMS includes the following types of services:

Management Services

- Administration
- Proactive Maintenance
- Incident Management
- Change & Release Management

Enhancement Services

This offering includes the following enhancement services:

- Annual Rollout & Enhancement Plan
- On-demand access to 200+ Enhancements via catalog, classified by product type and point value.
- Ongoing user enablement & adoption
- End user 'How-To' Support

Getting Started

- 1. Health Check.** We perform a simple health check to understand the state of your environment. It won't take more than 2-3 days and will cost you nothing.
- 2. Desired outcomes.** We'll sit down with you and your team to learn what you're trying to accomplish.
- 3. Enhancement Plan.** We'll show you how SMS 360 will rapidly deploy the functionality you need at a cost cheaper than you can do it yourself. We'll build an enhancement plan for the year based on the outcomes you want to achieve.

- 4. Get to work.** We'll save you at least 20% and produce at least 2x as much output as your internal team.

How It Works—

The Enhancement Process

- 1. You request a result.** Submit a request for an enhancement from our service catalog.
- 2. We design, build and test.** Tools are configured based on Micro Focus best practices. We follow your policies for release and change and rigorously test to ensure everything works.
- 3. We roll out and enable your team.** Perform personal hands-on enablement and document it for future use. Any user can call for a refresher or a 'how-to'

Term

Initial term twelve (12) months. Can be sold as multi-year.

Pricing

Pricing based on list price of Micro Focus software purchased, and composed of:

- One-time setup fee
- Monthly managed service fee
- Enhancement Points (optional)
- Travel onsite (optional)

Final pricing requires validation by Micro Focus Professional Services.

Learn more at

[Micro Focus Professional Services](#)

