Support That Steps Up to Today’s Business Challenges—That’s Premium Support

When you need the best possible care of your complex environment, turn to Micro Focus Premium Support.

**Premium Support**

With Premium Support, you get direct access to both business and technical dedicated senior support experts, who will learn the nuances of your specific software environment to provide you with personalized, strategic support. You will receive 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.

Time to resolution is business critical. When a support issue arises, you need it resolved immediately to minimize business disruption. Micro Focus Premium Support gives you direct access to our most experienced support engineers, with deep technical expertise to resolve your most challenging issues with speed. These engineers are dedicated to a limited number of customers, ensuring they gain an in-depth understanding of your unique IT environment before issues arise. This allows them to skip the preliminary steps of gathering information, and move immediately into problem isolation, to bring you back online without delay.

Combine this exceptional technical attention with our experienced and personalized support account management, to fast-track escalation management and to drive coordination and accountability.

What’s more, with a team of dedicated experts focusing on your business, our goal is to prevent problems from occurring in the first place. We’ll advise you on your patch strategy, configuration best practices, provide supportability assessments, and plan out your product roadmap—to ensure we are optimizing your environment and minimizing downtime.

With your complex, hybrid IT environment, you need a team of experts to ensure your Micro Focus solutions run seamlessly in your unique environment, and that your Micro Focus software is providing maximum dependability and value to your business.

Micro Focus Premium Support will help lighten your IT staff’s workload, allowing you to focus on what’s important to you—growing your business. Since every organization has different needs, Premium Support gives you access to a blend of technical and strategic support personnel. Choose one or more of our Premium Support offerings to maximize the value from your software investment:

- Named Support Engineer
- Solution Support Engineer
- Dedicated Support Engineer
- Technical Account Manager
- Enterprise Support Manager
- Flexible Credits

**Premium Support Engineers**

Getting the most from today’s customized, complex hybrid IT environments, is a real challenge. The skills and resources to support these complex systems are hard to find, especially if you’ve tailored your solutions to specifically fit your business. We have the answer. With a Premium Support Engineer, you have direct access to a named, senior engineer with deep technical expertise, who:

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**Premium Support at a Glance:**

- Faster time to resolution
- Minimize downtime
- Manage complex hybrid IT environments
- Turn your software investment into value

**Products:**

- Named Support Engineer
- Solution Support Engineer
- Dedicated Support Engineer
- Technical Account Manager
- Enterprise Support Manager
- Flexible Credits
Acts as your single point of contact for the support incidents that are opened for a specific product center

Becomes your trusted advisor, by understanding your technical environment and implementation

Owns your problem resolution and provides timely updates on open incidents

Develops a strong working relationship with your team to resolve issues quickly and efficiently

Submits enhancement and defect reports as needed

You Choose the Level of Dedication, the Breadth of Services, and the Response Times That Best Match Your Business Needs

We assign each Premium Support Engineer based on product expertise. You choose the level of dedication, breadth of services, and the response times and hours of coverage that best match your business needs. Select from the following:

- **Named Support Engineer (NSE)** who handles up to 35 incidents a year during business hours with a one hour target response time on severity levels 1 and 2

- **Solution Support Engineer (SSE)** who handles unlimited incidents up to 25% of the engineer’s time, a 30 minute target response time and 24x7x365 coverage for Severity 1 issues, 4 days on site per year and proactive technical guidance

- **Dedicated Support Engineer (DSE)**, who is dedicated full-time at your site, handles a 15 minute target response time and 24x7x365 coverage for Severity 1 issues, and strategically partners with you to ensure business continuity

With each of these engineers, you also have access to a Support Account Manager, who provides quarterly incident reviews and escalation management for Severity 1 issues.

For a full deliverables overview, please see the table on the following page.

**Technical Account Manager (TAM)**

Micro Focus Technical Account Managers (TAMs) are senior engineers with deep technical expertise in a particular product center. TAMs provide expert product knowledge and technical skill to improve the efficiency and stability of your Micro Focus software solutions. They work with your team to understand your IT infrastructure and implementation, and will conduct supportability reviews, advise on patch management, and provide prescriptive roadmap planning.

Other responsibilities of your Technical Account Manager include the following:

- Applies best practices to help you minimize operational risks and avoid common pitfalls
- Visits your site, learning your systems, and building relationships with your team
- Offers technical support mentoring to increase your team’s knowledge
- Builds a detailed profile of your systems to improve the support that Micro Focus delivers
- Provides prescriptive product roadmaps to inform your planning and to assist in upgrade and migration planning
- Acts as a strategic partner in developing plans to proactively improve and maintain your software investment

For a full deliverables overview, please see the table on the following page.

**Enterprise Support Manager**

Micro Focus Enterprise Support Managers (ESMs) are senior, experienced account managers, who gain in-depth knowledge of your business and priorities by visiting your site and building relationships with your teams. They focus on the non-technical aspects of your support partnership with Micro Focus. ESMs will review your support incidents and assume direct responsibility for escalating your issues to ensure their fast resolution. They will also...
coordinate service delivery against your defined business goals and provide quarterly business reviews.

Other primary responsibilities of your Enterprise Support Manager include the following:

- Acts as your ambassador, leveraging support resources to ensure delivery success
- On-boards and trains your staff on support resources and tools
- Navigates Micro Focus processes to ensure escalations happen quickly, and solutions to requests are handled in a timely manner
- Provides quarterly detailed reporting, supports Key Performance Indicator (KPI) trending, and is responsible for analyzing the trends in order to provide recommendations
- Proactively monitors support incidents, and facilitates regular meetings to review status and ensure progress
- Understands your business goals and desired outcomes, and manages to consistent service levels
- Facilitates meetings with R&D and product management as needed

For a full deliverables overview, please see the following table.

**Secure the Services You Need, When You Need Them**

**Micro Focus Flexible Credits**

In IT, you constantly juggle business-critical projects and push against deadlines. The business expects you to improve the quality of services while implementing projects that drive innovation. Change is part of the landscape, and you have to expect the unexpected. To be successful you need to be agile and address demands in real time, with proven results.
What Does This Mean For You?
Micro Focus Flexible Credits are ideal for those times when you need more support—such as help with an upgrade, or onsite troubleshooting of a complex issue. You can also use your Flexible Credits for environment assessments, training, and guidance on how to implement key functionality or plan migrations. You get exactly what you need, when you need it most. With Flexible Credits we build a package customized to what you need. What’s more, Flexible Credits give you buying power throughout the year, avoiding extra procurement processes, so you can get access to a wide array of services as and when you need them.

You can purchase Flexible Credits upfront with your license contract or as you go. Then simply redeem these Flexible Credits for additional short-term support, education or consulting services when and where you need them most.

Watch: Introducing Flexible Credits
Read our Flexible Credits Guide

Premium Support
Software environments can be complex. In today’s fast-paced market, having someone you can trust and who understands your software configuration can make all the difference. Micro Focus Premium Support gives you named and dedicated support personnel who really know your IT environment. A flexible blend of problem resolution, technical guidance and strategic support personnel that champion your success and ensure you’re getting the most out of your software investment.

Watch: Introducing Premium Support
Learn more about Premium Support