

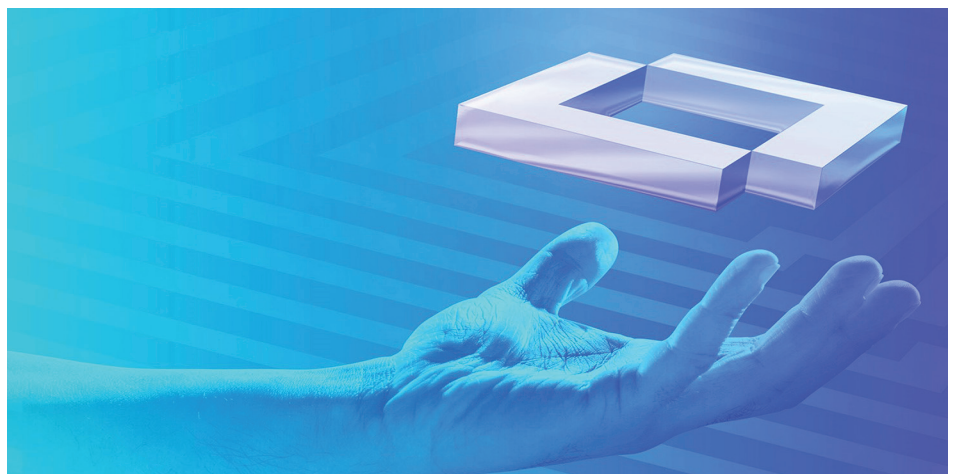
# Sustain Value and Protect Your Investment with Micro Focus Solution Management Services

As Micro Focus® Professional Services we recognize the significance of the investment you made in Micro Focus solutions.

**"As a financial institution, risk mitigation and compliance is a huge cost driver. SMS, by increasing our server patching automation efficiency from 75% to 95%, ensures our all-critical compliance and dramatically reduces our risk exposure. The benefit of maintaining our rock-solid security and compliance record, our brand dependability, is nothing short of priceless and helps maintain our competitive advantage."**

**SENIOR IT MANAGER**

Large Global Financial Institution



We are also keenly aware that sustaining the value you got and protecting your investment over the long term are critical to you continuing to benefit from your solution. However, optimizing your solution, to ensure it continues to meet your rapidly evolving needs is challenging. It requires you maintain the necessary staffing levels and expertise which—considering the constant budget pressure you are under—is getting harder and harder to do. But there is a bigger question and a bigger picture at play here: is becoming an expert in Micro Focus technology your true core mission? Should you be spending your already constrained resources on keeping internal staff continually trained, supporting, maintaining and administering your solution? Or should you instead focus on improving the “operation vs. innovation” budget imbalance?

Micro Focus Solution Management Services help you focus on your core mission by

leveraging our expertise and global delivery capabilities to manage your solution end to end, freeing you to shift IT cost from operations and drive value back to the business. We help you out-task solution management responsibilities and redirect your resources towards using the solutions, driving adoption, and continuously thinking about how to make them better to derive more business value.

## **Generating Business Value Is More than Just Technology Implementation**

In the heat of implementation, attention tends to focus on features, details, and deadlines. However, to protect your investments, ensure continuity, and safeguard long term value attainment, you need to evolve and maintain your solution. Where most fail is in the realization that business value is:

## Services Flyer

Sustain Value and Protect Your Investment with Micro Focus Solution Management Services

- **Realized** only after the solution has been put into production, is operating effectively, and has been adopted by the organization
- **Sustained** and increased through the effective ongoing management and continuous improvement of the solution

We have seen many customers successfully implement a solution only to realize later what is truly needed to sustain business value. By that time resources had been occupied with solution management and value attainment, progress and adoption have stalled.

We address these challenges by maintaining a proactive role beyond the delivery phase to reflect our commitment to your value realization. Depending on your needs and preferences, we provide a variety of options: from simple reactive services (break/fix), through operational services (administration, maintenance, monitoring) and release management (upgrades, patching) all the way to proactive services (future planning, adoption).

### Managed Services the Way You Want It

Gone are the outsourcing of old. We know you don't want yet another mega-contract where you are locked into a financial commitment or one-size-fits-all set of options that cannot cope with your changing needs. We have designed our Solution Management Services portfolio to offer you:

- Full service solution management with direct access to Micro Focus experts
- Flexibility to alter the levels of service as business needs change
- Cost efficiency through economies of scale we can provide using our ISO certified Global Delivery Centers and a mix of on-shore/off-shore delivery

- SLAs to match your need and budget
- Flexible consumption model with a rich set of 'building block' options that can be tailored to balance your needs and budget

### Solution Management Services: Portfolio Overview

Our portfolio has been designed to provide flexibility in how you consume our services. We know that each customer is different and will likely have different needs, priorities and budget. So we have taken a 'building block' approach whereby we offer a set of base options we have found the vast majority of customers want, supplemented by a range of optional services you can consume.

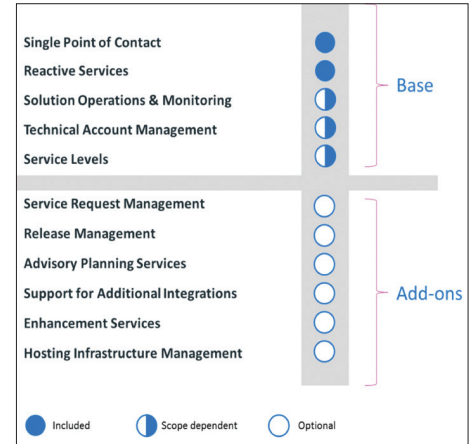


Figure 1. Base and Add-on Services

#### Base Services

<b>Single Point of Contact Reactive Services</b>	A channel to raise tickets in case of service degradation. All tickets will be handled according to a defined Incident Management process to ensure service levels are met. Ongoing incident analysis to identify recurring root causes. Resolution of potential issues will be addressed through a defined change management process.
<b>Solution Operation &amp; Monitoring</b>	Application administration, health checks and monitoring. Required changes will be addressed through a defined change management process.
<b>Technical Account Management</b>	Governance, planning, resource coordination, first point of contact for escalations and monthly operational reporting.

#### Add-On Services

<b>Service Requests</b>	Standard, pre-approved tasks (e.g. user management, catalog administrations, small data loads) that can typically be executed within a short period of time (<4h).
<b>Release Management</b>	Regular solution updates, subject to Product/Suite, requirements, and budget. This may include patches, minor and major updates.
<b>Advisory Planning Services</b>	Consulting around new functionality provided by product updates, planning for continuous solution design improvement, and consultancy for planned changes/new integrations. Provided by an onsite Solution Architect.
<b>Support for additional Integrations</b>	Provides support for nonstandard integrations that are part of the solution.
<b>Enhancement Services</b>	Nonstandard enhancements (e.g. additional fields in a form, creation of a new report, small configuration changes) which usually lead to minor changes and take between 8h and 40h to implement.
<b>Hosting Infrastructure Management</b>	In case the solution is deployed to a public cloud, Micro Focus offers this service to manage the underlying hosting infrastructure.
<b>Service Levels</b>	Provides predefined SLAs (e.g. case volume, response time, resolution time, story points, and application availability).

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## Benefits

### Value to the Business

- Drive higher user adoption
- Gain predictability in IT spending
- Pay for what you consume
- Shift budget from operations to innovation
- Sustain and protect business benefits

### Enhanced Cost and Staff Efficiency

- Instant acquisition and ongoing retention of expertise
- Minimize internal resource constraints and
- Shift staff focus from maintenance to adoption/innovation
- Reduce the need for continual training
- Reduce the total cost of ownership
- Standardize operational processes and deliverables

### Improved Service Quality

- Deliver consistent service levels to your customers
- Enable higher service quality with a team focused on your implementation of the solution
- Respond faster to end-user requests

### Risk Mitigation

- Single point of contact for solution management
- Agreed service levels
- In-source when ready/necessary
- Reduce rework and unexpected downtime

### The Micro Focus Professional Services Difference

Micro Focus provides unmatched capabilities with a comprehensive set of consulting and

implementation services and unique intellectual property that help you drive innovation through streamlined and efficient software delivery.

- Proven Micro Focus software solution implementation expertise
- More than 20 years of experience helping large, complex, global organizations realize value from their Micro Focus software investments
- Rich intellectual property and unparalleled reach into product engineering
- Technology-agnostic implementation approach with no vendor lock-in, no rip-and-replace
- Education and support services to ensure adoption

### Learn More At

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

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