

Academic Programs

Guide

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Services Guide

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The Services You Need, When You Need Them

The Academic Buying Programs make it easy for you to take advantage of the effective and reliable services you need to keep your IT infrastructure at its best. We deliver the quality support, consulting and training services you need to design, implement and manage your IT solutions. With a wide variety of services choices, you can select those that best meet your organization's needs.

Technical Support

Our expert support professionals are standing by ready to help when you need assistance resolving technical issues.

Incidents

You may purchase incidents, specially priced for the Academic Buying Program customers, in increments of five, ten or twenty (may vary by region).

To access our industry- and customer-acclaimed support engineers, simply go to the website and log your incident. You'll have the option for real-time support (via live chat), or you can interact with your support engineer by email or we ask that you call by telephone. If you have a Severity 1 support issue, we ask that you call the Support Center and work directly with Firstline to submit your incident. All technical support expires 12 months after date of purchase.

Severity levels are defined as follows:

Severity Level	Description
1—Critical	Production system is down. The product is inoperable, resulting in a total disruption of work. No workaround is available.
2—High	Major functionality failure. Operations are severely restricted, although work can continue in a limited fashion. A workaround is available.
3—Medium	Minor functionality failure. Product does not operate as designed, resulting in a minor loss of usage. A workaround may be available.
4—Low	There is no loss of service. For example, this may be a request for documentation, general information, or a Software enhancement request.

Online Support Resources

As an Academic Programs customer, you have access to industry-recognized online resources for quick, anytime answers via the technical support website at www.microfocus.com/support. Here you'll gain access to an exhaustive supply of technical documentation, forum support, tools and much more. On our support websites, you can:

- Search the Knowledgebase for answers to even the most stubborn technical questions
- Post questions on the support forums and tap the collective knowledge of systems operators, network administrators, consultants and instructors from around the world
- Download product updates and patches
- Manage your product and support purchases from Customer Center

Premium Support

The following enterprise services are available for purchase by any Academic Programs customer wishing to augment their existing support.

Premium Support Engineers

Premium Support Engineers offer a single point of contact for all of your technical issues. Premium Support Engineers are experts at understanding your specific systems and environment to get your technology issues resolved quickly. Their in-depth knowledge of our technologies and solutions provide the highest level of service for the most customized configurations. And, because Premium Support Engineers are a continuing presence in your workplace, they can also assist you in making recommendations on key issues such as configuration management, proactive maintenance, staffing, training, project planning, periodic health checks and more.

Benefit	ASE	PSE	DSE
Dedication Level	Assigned Contact	Semi-Dedicated	Fully Dedicated
Availability	Up to 30 Incidents	Unlimited Incidents	Unlimited Incidents
Target Response Time	1 hour	30 minutes	15 minutes
Hours of Access	Local business hours	Same as Support	Same as Support
Service Account Manager	Included	Included	Included

Account Management

Personalized Account Management has proven to be one of the most valued features of Premium Support. Your Service Account Manager (SAM) will become familiar with your business and technology objectives in order to fully understand your technical support needs. They advocate and coordinate the efforts of support personnel on behalf of your business, and ensure that you receive (and are able to use) the support tools that are provided with your Premium Support agreement by:

- Verifying that incidents are logged, prioritized and are progressing appropriately
- Working with support engineers and management to facilitate the resolution for your critical issues
- Hosting regularly scheduled meetings to discuss your support and resolve any concerns relating to technical support
- Coordinating and recommending optional services such as on-site visits, scheduled standby, health checks, training opportunities and more

Advantage Incidents

Advantage Incidents provide you the opportunity to expedite the response and resolution times for more critical issues. The senior support engineers handling Advantage Incidents are more experienced and have immediate access to the entire technical support organization, resulting in faster response and resolution times. The maximum target response time for an Advantage Incident is one hour.

Health Checks

Health Checks are performed by experienced Premium Support Engineers. This valuable process includes analyzing your environment, along with addressing any specific concerns you may have. Afterwards, a report detailing recommendations specific to your environment and business issues will be provided to help you implement improvements to optimize system performance.

On-Site Visits

On-site visits can be used to augment your staff, ensure our assistance during specific projects or resolve emergencies. On-site visits may also be made by your Service Account Manager, so that he or she can work in person with your IT staff to best understand your system configuration, business needs and technology environment.

Scheduled Standby

Scheduled Standby allows you to schedule a support expert to be on-call while you make any system changes, including during routine maintenance. In essence, whenever you do anything that may pose a risk to your operations, the assigned support expert is there, ready to help. Simply contact your standby support engineer before your planned activity to discuss exactly what you'll be doing—and your support engineer will advise on the best course of action. With a technical expert ready to assist, you'll be able to accomplish tasks quickly and avoid surprises.

Consulting

Consulting and our trusted partners include astute business strategists and technical experts with broad industry and functional experience. We can help you increase business-critical capabilities, achieve tangible results, create a competitive advantage and realize a return on your investment within realistic time frames.

Leverage the expertise of Consulting to help you design and implement cost-effective, reliable and secure solutions that meet your objectives. We can help you:

- Thoroughly scope and plan your solution to ensure quality decisions from the start
- Design and implement the solution that will achieve tangible results
- Integrate open source and proprietary software components
- Reduce support requirements
- Maximize product utilization and performance
- Develop best practices for your in-house team
- Reduce risk during and after deployment
- Accelerate your return on investment

Learn more about how we can help you make the most of your IT budget at:

- www.microfocus.com/consulting

Training

Effective training can provide quick return on investment as your IT team becomes proficient with products you already have, as well as products you plan to purchase—allowing you to get the most out of your IT spend. We have a variety of training options to meet any budget or learning style:

- **Custom Training.** Hands-on customer-tailored training is delivered to your company's needs and specifications. It can be provided at any skill level from novice to advanced and features professional delivery by top instructors.
- **Public Online Training.** Online training offers remote students all the benefits of a classroom experience without the expense of travel, including: live instructors, real-time interaction, labs and exercises and a reduced cost.
- **Technical Skills Assessments.** Skills Assessments identify not only an IT staff's strengths but also their gaps in product knowledge in order to produce a customized training plan.
- **On-demand Training.** A subscription based, self-paced eLearning library offering a single user, one-year unlimited web access to content.
- **Self-study Kits.** Includes printed course content and lab manuals with accompanying software resources.
- **Certification and Testing.** Industry-leading certifications and tests are globally recognized. Exam types are traditional (forms based) and practicum (hands-on).

- **Authorized Training Partners.** Partners deliver training on a wide range of topics from fundamental to advanced administration. Training Partners can offer face-to-face courses, as well as live online courses.

Services

We are dedicated to providing quality service offerings that consistently exceed our customers' expectations. We consider the pursuit of quality and continual improvement an ongoing responsibility of every employee in our organization. You can rely on us to provide services that help your organization define and achieve its specific objectives. These professional, customizable, customer-focused services are backed by more than 30 years' experience in building and supporting technical solutions for multi-vendor, multi-lingual, global enterprises. Regardless of your platform mix, our Services team can deliver the services you need. From award-winning self-support options or personal attention from knowledgeable engineers, to expert consulting engagements and industry leading training, you'll find the level of assistance you need. Our Services offerings ensure smooth, efficient business operations that can help you deliver great value to your organization.

To learn more about our extensive Services offerings, visit:

- www.microfocus.com/support



**Contact your local Micro Focus®
authorized reseller, or call:**

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1 888 321 4272 U.S./Canada

1 801 861 4272 Worldwide

1 801 861 8473 Facsimile

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