

Micro Focus Services for SaaS Flex Credits

Redeem SaaS Flex Credits for Services

Guide

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Guide
Support

SaaS Flex Credit Services for Customers on a SaaS Flex Schedule

SaaS Flex Credits are the currency used to consume SaaS product services. In certain situations, you may be allowed to request non-product Services through your SaaS Flex Credits. Non-product Services (“Services”) are defined in this guide as Support services, Education or Professional Services. These requests are subject to a SaaS Flex Services approval process and are limited to a maximum of 10% of your total SaaS Flex contract value. This guide will highlight some of the Services you might request from Micro Focus. If you don’t see a Service listed, contact us and we will review your request.

Support Services

You may request SaaS Flex Credits for a variety of short-term Support services tailored to your needs. To get you started, we have listed a sampling of commonly requested services. If you don’t see your product or service listed below, contact us and we will review your request. SaaS Flex Support services are consumed through the Flexible Credit product code SU-AA065, in increments of \$515 USD.

Contact us today and we will discuss one of the listed services below, or will review your custom request.

Application Delivery Management

| Service | Description | Typical Time | USD (SU-AA065 Qty) |
|-------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|--------------------|
| Template/ Master Project Customization | Build or enhance per customer’s requirements, one Master Quality Center Project or Master ALM Template. Work effort dependent upon complexity. | Up to 8 hours | \$2,060 (4) |
| | | Up to 16 hours | \$3,090 (6) |
| Workflow Analysis/ Troubleshooting | Workflow root cause analysis and solution for one object. | Up to 4 hours | \$1,030 (2) |
| Reporting | Create/modify an Excel report. Develop a script that runs within QC Business View. Time dependent upon complexity and effort needed. | Up to 4 hours | \$1,030 (2) |
| Upgrade Readiness Evaluation | Expert review of readiness of instance and performance of service checks. | Up to 4 hours | \$1,030 (2) |
| Groups and Permissions Configuration | Configuration of project settings for one object. | Up to 4 hours | \$1,030 (2) |
| Integrations | Provide advice or troubleshooting for a SaaS supported integration. | Up to 4 hours | \$1,030 (2) |
| Technical Mentoring | Mentoring will be tailored to the customer’s request. Examples of common topics: advice on configuration of Dashboard, Scorecard, and Releases; enablement for new users on functional layout, usage and efficient use of QC; review of best practices; question and answer session; guidance on how to use QC-ALM solutions. Additional time should be added as needed. | Up to 4 hours | \$1,030 (2) |

Application Portfolio Management

| Service | Description | Typical Time | USD (SU-AA065 Qty) |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|--------------------|
| Advanced Integrations | Configure one integration solution for Alerts, SNMP, OMI, SiteScope, NNMi, RUM or Diagnostics. | Up to 8 hours | \$2,060 (4) |
| Scripting Advice | Assistance with VuGen scripting. | Up to 4 hours | \$1,030 (2) |
| Reporting | Build or enhance a custom User or MyBSM report. | Up to 4 hours | \$1,030 (2) |
| Technical Mentoring | Knowledge transfer on product features and functionality. May include step-by-step instructions that can be leveraged for internal customer documentation. Provided remotely. | Up to 4 hours | \$1,030 (2) |

Performance Testing

| Service | Description | Typical Time | USD (SU-AA065 Qty) |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|--------------------|
| Advanced Integrations | Configure one integration solution on PC for Diagnostics, SiteScope or Network Virtualization. | Up to 8 hours | \$2,060 (4) |
| Reporting | Build or enhance a custom report from customer's data. | Up to 4 hours | \$1,030 (2) |
| Advanced Reporting | Create a DB direct tabular report from customer data contained in the PC Database. Additional time may be needed according to complexity. | Up to 4 hours | \$1,030 (2) |
| Groups & Permissions | Configure user and group permissions. | Up to 4 hours | \$1,030 (2) |
| Integrations | Provide advice or troubleshooting for a SaaS supported integration. | Up to 4 hours | \$1,030 (2) |
| Technical Mentoring | Mentoring will be tailored to the customer's request. Examples of common topics: functional usage of PC/SRL which may include Network Virtualization, Trending reports, PAL, Monitoring/ Load Generator over firewall; guidance on how to implement and use the solution effectively; best practice review of Performance Center or Storm Runner Load features and approved integration products; question and answer session. Additional time should be added as needed. | Up to 4 hours | \$1,030 (2) |



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Project and Portfolio Management

| Service | Description | Typical Time | USD (SU-AA065 Qty) |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|--------------------|
| Reporting or Dashboard | Create or modify a dashboard or Excel report from customer data in the SaaS database. | Up to 4 hours | \$1,030 (2) |
| Advanced Reporting | Build or enhance a custom PPM SQL report based on customer's business requirements. | Up to 8 hours | \$2,060 (4) |
| Advanced Integration | Configuration of one integration solution from the approved Micro Focus SaaS Integration Matrix: ALM, AGM, SAW. | Up to 8 hours | \$2,060 (4) |
| Customization | Configuration of 1) module/portlet, or 2) product feature per customer's requirements | Up to 4 hours | \$1,030 (2) |
| Advanced Customization | Build or enhance PPM module customization, Java Scripting, Workflow Coding, or Entity Implementation. | Up to 8 hours | \$2,060 (4) |
| Data and Configuration Migration | In-house to SaaS migration advice. Answer technical questions, review and validate migration plan. | Up to 8 hours | \$2,060 (4) |
| Solution Mentoring | Session with expert on product modules overview, functionality enablement, custom implementation review, integration assistance, implementing PPM solutions concepts, or product best practices. | Up to 4 hours | \$1,030 (2) |

Premium Support

Did you know you can work directly with a named, senior SaaS engineer, with a deep level of product expertise and familiarity with your specific SaaS environment? You will receive enhanced response and follow-up times, priority attention on your cases, proactive technical guidance, regular case reviews and a personalized level of support. Ask your Customer Success Manager for more information. Learn more about [SaaS Premium Support](#).

Professional Services

Professional Services teams provide a wide range of services that are beyond the scope of Support services, from Advisory to Value Optimization and Solution Realization. Working with you, we create a unique Statement of Work (SOW) that will leverage our years of experience to help with your Digital Transformation, drive additional solution value and alignment to your company strategy, and ensure a continued return on your initial IT investment. Our expertise and proven delivery methodology enable you to achieve tangible results within an accelerated time frame.

Pre go-live services, such as on-premises to SaaS migration or deployment assistance, require a SOW, and are purchased upfront on your SaaS quote. Post go-live simpler projects can be delivered in 5-day increments via SaaS Flex Credits and require approval. More complex projects may require an add-on quote and Statement of Work. Ask your Customer Success Manager to check with the Professional Services teams to review initial scope.

Ask your Customer Success Manager to put you in touch with a Professional Services manager to discuss your situation, and we will assess whether SaaS Flex Credits may be used to fund your project or whether a formal SOW is required.

Learn more about [Professional Services](#).



Education

SaaS Flex Credits may be used for a wide range of Education services. Education maximizes your SaaS investment by ensuring you have the knowledge you need to get the most out of your solution. Education is offered in the following ways:

| Education Service | Description |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Instructor-Led Training | Traditional training delivery with a knowledgeable instructor. Courses can be attended online or at your location. Courses typically are taught with hands-on labs where you can practice concepts taught within the course. |
| Digital Learning | Just in time courses, available 24x7x365 wherever an Internet connection is available. Digital Learning is provided as a subscription to allow students to access training anytime at a pace decided by the student. |
| Micro Focus Certifications | The Micro Focus family of certifications helps you to prove your understanding and skills on topics and platforms ranging across the broad portfolio of Micro Focus solutions. |

Education services are consumed through the Flexible Credit product code SU-AA065, in increments of \$515 USD. The number of SaaS Flex Credits needed varies by course and number of students. Additional information can be found on our [Education site](#).

How to Initiate Your Support, Professional Services or Education Request

If you are interested in engaging Services through your SaaS Flex contract, your Customer Success Manager (CSM) will arrange for a Support, Professional Services or Education manager to review your request and recommend services.

Your CSM will then submit a request for these Services to the SaaS Flex Services approval process. If the request is approved, SaaS Flex Credits will be allocated for these Services on your monthly usage report, a Flexible Credit entitlement will be created on your Support Portal account, and the CSM will arrange for the Support, Professional Services or Education manager to contact you to arrange delivery. You can schedule delivery up to 12 months from the date of the order on the SaaS Flex monthly usage report, or at the end of your contract; whichever comes first.

Not a SaaS Flex Customer?

If you are a SaaS customer but not currently in a SaaS Flex agreement, you can leverage the Support, Education and Professional Services



described in this guide through our Flexible Credit program. Ask your Customer Success Manager or Micro Focus representative for more information.

SaaS Flex Credit Policies

- See the Micro Focus [Terms](#) that govern the delivery of Support services.
- See the Micro Focus [Terms](#) that govern the delivery of Professional Services.
- See the Micro Focus [Terms](#) that govern the delivery of Education services.
- Learn more about [SaaS Flex](#)

About Micro Focus

Micro Focus is a global software company with 40 years of experience in delivering and supporting enterprise software solutions that help customers innovate faster with lower risk. By applying proven expertise in software and security, we enable customers to utilize new technology solutions while maximizing the value of their investments in critical IT infrastructure and business applications. As a result, they can build, operate, and secure the IT systems that bring together existing business logic and applications with emerging technologies—in essence, bridging the old and the new—to meet their increasingly complex business demands.

Learn more at www.microfocus.com/en-us/industry/cloud-solutions

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