

# Micro Focus Flexible Credits

**Redeem Flexible Credits for Short-Term Services**

# Guide

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

**Guide**

Support

## Flexible Credits Introduction

Flexible Credits are a Micro Focus® service currency that provides you with a flexible way to obtain additional short-term services when you need them. We know things come up: you have a critical issue and need someone onsite, you could use some help to get a new product installed, or you could use some training to know how to better manage and get value from your current solution. We also know what a hassle it is to get a PO approved mid-contract for these services. We are here to make your life easier: Flexible Credits can be purchased up-front or at any time during the life of your contract, to provide you with a source of

funding for the services you need, when you need them. We want you to have a successful experience with your Micro Focus solutions; we want to be there when you need us. You can redeem your Flexible Credits any-time during the 12-month period from purchase, for Support, Education and Training, or Consulting services. Contact us and we will tailor services to meet your needs.

This document provides an introduction to the types of services you can receive, instructions for redeeming your credits, and policies for usage.



## Support Options

You may redeem Flexible Credits for a variety of Support services tailored to your needs. We will build a package customized to your situation using the core building blocks listed in the next section. Contact us to discuss your unique environment, business needs, and future plans. We will advise how you can accelerate realization of value from your

software investment, such as by helping you to optimize your environment to ensure predictability and stability, capitalize on future product releases with new features and functionality, by providing guidance to prevent problems from occurring, or an escalated level of attention to address urgent or strategic needs. Review the following sampling of the services we can provide for you.

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## Sampling of Support Services

### SOLUTION SUPPORTABILITY ASSESSMENTS

With tightening IT budgets, you want to get the most from your IT infrastructure. You understand it is more cost effective to optimize your existing systems than to redesign or replace them; and more proactive to maintain your systems than to respond to downtime. We can help by providing a Supportability Assessment, which is a formal review and analysis of your environment. One or more highly experienced technical support engineers will review your configuration, patch currency, and other factors to identify any problems or areas needing improvement. If you have concerns about certain areas, we will assess them in particular depth.

After this analysis, the engineer or team will prepare a report for you that offers technical recommendations specific to your environment and business issues. We prepare our recommendations to help you improve your solution manageability, which leads to enhanced performance. The report will include recommendations for patches or upgrades and configuration improvements. If you choose to transform your environment, this service is a good first step. This service typically includes a remote Kick-off meeting for introductions, a review of timelines and a briefing of your environment, strategy, and needs. Remote data gathering is then initiated, followed by on-site time for a hands-on look at the environment, further interviews, and preparation and presentation of a report of recommendations.

### PERSONALIZED SUPPORT

Leverage personalized support to work remotely with a designated senior engineer during business hours. Get to the bottom of a configuration problem, get some advice on product implementation, review patch management, or get focused attention on a critical problem. We can also provide personalized post-implementation support. If you leverage Professional Services or a partner to design and implement your solution, get us involved early to become familiar with your plan so that when they leave, we can support you to ensure everything goes smoothly. Available from two weeks up to three months.

### PRODUCT PLANNING

Don't get caught by surprise with competitors bringing to market new services and functionality you hadn't thought of. Let us keep you briefed on new capabilities coming out in Micro Focus solutions you own, so you can plan to realize the full value from your investment. We can talk you through the timing of future releases, and the best upgrade path and plan to get you there. Staying on top of your migration plan will make the process seamless instead of disruptive and painful.

### TROUBLESHOOTING WORKSHOPS

Learn some tips and tricks from the experts who have been troubleshooting these products for years. We will share knowledge of techniques and tools to isolate problems quickly, and will share best practices with your team of how to optimally configure and maintain your products to avoid problems in the future.

### SCHEDULED STANDBY

Undertaking system maintenance or implementing a new solution—making any system change at all, can be a high-risk operation. And even though these tasks are necessary, this work cannot interrupt the processes that drive your business. With Scheduled Standby, you can arrange for an experienced technical support engineer to be available at a specific time and date, outside of business hours, while you perform system repairs, updates or maintenance.

With our Scheduled Standby service, you can receive access to a technical support expert for a four-hour block of time. The engineer with the skills and expertise best suited to assist will be available at precisely the right time. Prior to your scheduled on-call support, you can arrange to talk to this expert for up to an hour to discuss your planned changes. During this time, the support engineer becomes familiar with your system and offers advice on preparing for and implementing the system changes. Time spent with you before you make your changes will also prepare the support engineer to optimize assistance during the actual standby period, helping you prevent surprises and reduce time and costs.

Scheduled Standby comes with a 30-minute target response: at any time during your scheduled maintenance, you can contact your Scheduled Standby engineer and get the expert response you need within the allotted time.

### ON-SITE ASSISTANCE OR ADVISEMENT

When the unexpected occurs, we can send an expert to help you bring your systems back online. On-Site Support delivers skilled and focused resources when you need them. Our On-Site Support engineer can also assist your team during and directly following planned system changes. If your environment is complex, you may choose to purchase time with multiple engineers, each with a different area of expertise. In addition, all On-Site Support engineers have access to the expertise of our technical support organization and the latest product and troubleshooting information.

Your staff members will also learn best practices from our On-Site Support engineers, enabling them to quickly and efficiently solve future problems. We can take time to share knowledge, walk through configuration scenarios, advise on recommended maintenance practices, and warn of gotchas you can avoid.

**REMOTE DAYS**

When you need some dedicated assistance, but you don't want the inconvenience of waiting for travel time to your site, consider Remote Support. In today's world, we can connect to your system and be working in minutes to accelerate the time to resolution. We can also confer with you to provide proactive guidance and direction around best practices, configuration tips, scripting and test automation services, and much more.

**Contact us today, and after reviewing your situation, we will deliver one of the above services or build a custom support service for you utilizing the core building blocks below.**

**Core Building Blocks:**

Support Service	Credits
Scheduled Standby for 4 hours outside business hours	2 credits
1-day Remote Support	3 credits
1-day Remote Support outside business hours	4 credits
1-day Onsite Support (2 days minimum)	5 credits
1-day Onsite Support (outside business hours or less than 1-week notice)	6 credits
Personalized Support (up to 10 hours over 2 week period, 9x5, remote)	10 credits

**Premium Support**

After you have leveraged our short-term services, you can continue to rely on us. With the unique knowledge we gain of your business, we can continue to provide you with personalized support, by giving you direct access to a designated support engineer; with availability ranging from phone support to dedicated on-site resources. Learn more about [Premium Support](#).



**Education and Training**

Flexible Credits may be used for the Micro Focus Education and Training services listed here.

Training helps maximize your product investments by making it convenient for you to gain the knowledge needed to install, configure and administer Micro Focus products and solutions. Training is offered in the following ways:

**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.

**On-Demand Digital Learning.** Just in time courses, available 24x7x365 whenever an Internet connection is available. Micro Focus On-demand Digital Learning is provided as a subscription to allow students to access training whenever it is needed.

**Hosted Adoption Readiness Tool (ART).** ART is a digital software adoption platform for creating, managing and distributing software learning content that makes enabling your team easier and more affordable.

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**Micro Focus Certifications.** The Micro Focus family of certifications helps you to prove your understanding and skills on topics and platforms ranging from workload management, identity management, and endpoint management, to backend operating systems and integration.

**Private and Custom Training.** Micro Focus offers you the option of having training customized for your organization. Our instructor can provide training direct to your employees either on-site or Online for students accessing training from multiple locations.

Contact your Account Customer Success Manager (ACSM) if you have questions about the Education and Training we have available. Additional information can be found on our [Education Service home page](#).



## Consulting

Flexible Credits may be redeemed for Consulting services that range from conceptual planning or design, to implementation assistance, to analysis of your technology environment, or similar expert advice or assistance. We leverage our years of experience to help you capitalize on your existing IT investment without burdening your IT staff. Micro Focus Consulting's expertise and proven delivery methodology enable our customers to achieve tangible results and realize a return on their investment within an accelerated timeframe. These services include activities that are beyond the scope of Support services but are time-based rather than being tied to specific deliverables or objectives.

Your ACSM will put you in touch with a Consulting Manager to discuss the type of Consulting services you are looking for, and to determine the level of Consultant and Flexible Credit quantity required for the service.

### Assumptions

- Consulting services will be delivered during normal business hours and cannot be used for nights and weekend work.
- The start date and onsite/offsite schedule of the Micro Focus consultant will be mutually agreed to prior to the commencement of the service.
- Consulting services must be redeemed in one-week increments unless mutually agreed otherwise prior to the commencement of the service.
- Professional Services will review each request for Consulting and will determine if the scope of work is appropriate for the redemption of Flexible Credits or if it will require additional or different services available with a Statement of Work (SOW) at additional cost.

### How to Redeem Flexible Credits

After you have purchased Flexible Credits they will be added to your Support agreement. You may contact your Account Customer Success Manager (ACSM) at any time to review your balance and to discuss the many types of services for which you may redeem your Flexible Credits. When you have an idea of when you want to receive these services, contact your ACSM who will put you in touch with a manager from Support, Education or Consulting to discuss your needs and arrange for delivery. Please contact your ACSM at least three weeks before you plan to use the services so we have time to schedule the appropriate resources.

If you do not know how to contact your ACSM, send an email to one of the distributions below and include your name and contact information, company name, Support agreement number, the number of Flexible Credits you purchased, and how you would like to redeem your Flexible Credits. Include sufficient information for us to review your request. Your ACSM or a Micro Focus manager will contact you within 2 business days to discuss your request and to arrange for delivery of the service.

- North America: [FlexibleCreditsNA@MicroFocus.com](mailto:FlexibleCreditsNA@MicroFocus.com)
- EMEA or LATAM: [FlexibleCreditsINTL@MicroFocus.com](mailto:FlexibleCreditsINTL@MicroFocus.com)
- APJ: [FlexibleCreditsAPJ@MicroFocus.com](mailto:FlexibleCreditsAPJ@MicroFocus.com)

### Education and Training Redemption Process

If you would like to use your Flexible Credits for an Education and Training offering, we will first need to convert your Flexible Credits to Training Credits. Contact our Training Manager at **MicroFocus.Training@MicroFocus.com** to take care of this for you. Include your name and contact information, company name, Support agreement number, the number of Flexible Credits you purchased, and how you would like to redeem your Flexible Credits. Include sufficient information for us to review your request. The Training Manager will respond to you within 2 business days regarding your request. After your Flexible Credits have been converted to Training Credits, you may redeem them for any of the Education and Training offerings found on the [Micro Focus Training portal](#).

You will be provided login information to our Learning Management System (LMS) and instructions on how to order or request training. Below are redemption tips for the various types of training:

- **Direct Training.** Email **MicroFocus.Training@MicroFocus.com** with class request information.
- **Instructor-Led Training.** Once the desired class is found at the [Micro Focus Training portal](#), you can select virtual courses or public on premise events and register, selecting Training Credits as the payment method. The registration team will confirm the Training Credits are available and email you a confirmation. If you have any questions, please email **MicroFocus.Training@MicroFocus.com**.
- **On-Demand Digital Learning.** Visit [Micro Focus Training portal](#), and select the Digital Learning you want to schedule for a specific

named user and register, selecting Training Credits as the payment method. The registration team will confirm the Training Credits are available and email you a confirmation. If you have any questions, please email **MicroFocus.Training@MicroFocus.com**.

- Training Credits may not be redeemed for classes delivered by a Training Partner.
- Training Credits may not be redeemed for Licensed ART
- Training Credits must be used before expiration.

### Flexible Credit Policies

See the [Micro Focus Flexible Credits Terms](#) for the terms that govern the purchase and use of Flexible Credits.

### 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/flexiblecredits](http://www.microfocus.com/flexiblecredits)

Contact us at:

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

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