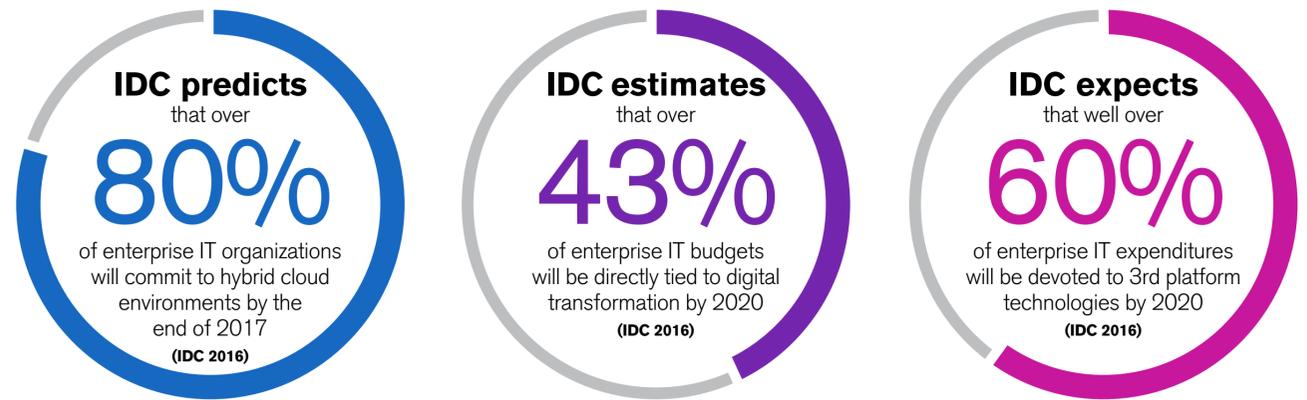


# IT has evolved, should Software Support too?

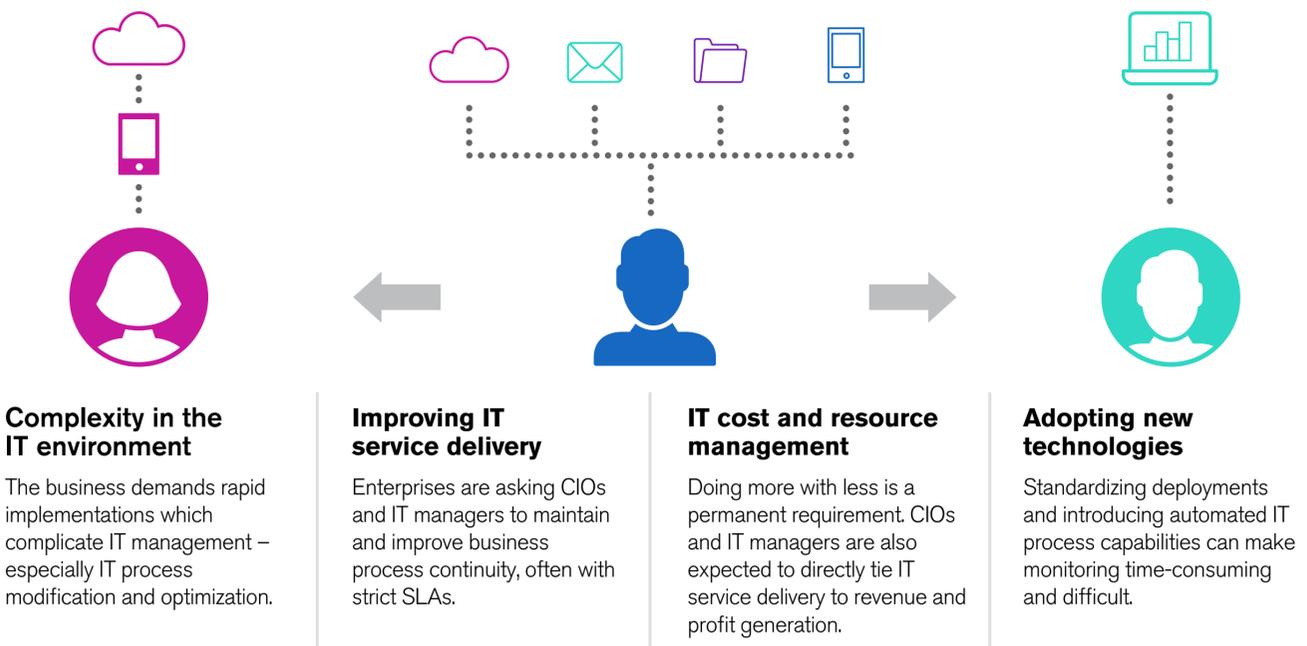
As your business needs change, so do your support needs. So, what do you need to consider when planning your move to a new, advanced support solution?



## What is the 3rd platform?

A completely new value-delivery platform, with a dramatically new scale and new economics, based on the disruptive technologies of cloud, mobile, social, and big data and analytics (IDC 2016).

## What are the key support challenges for CIOs/IT Managers?



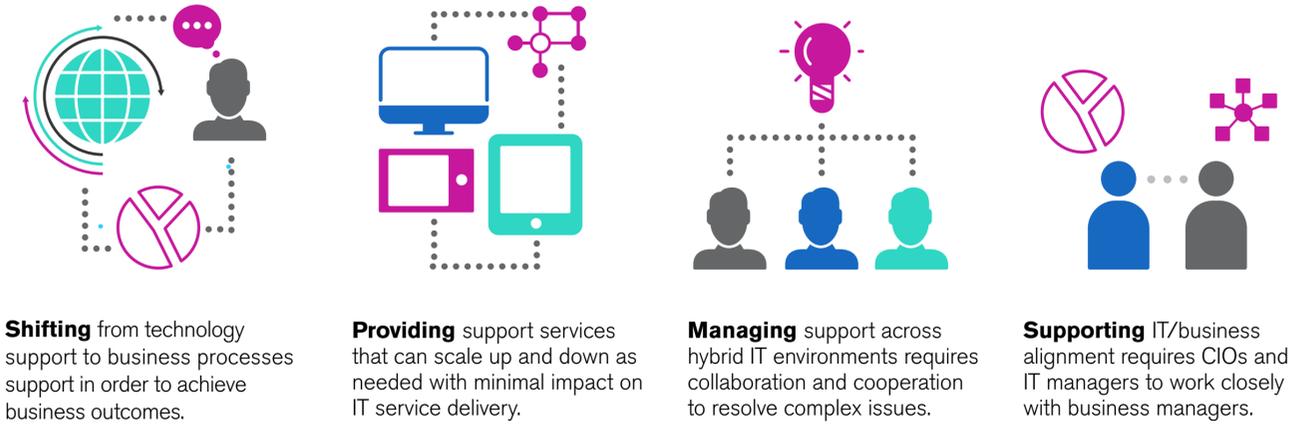
## Why are support requirements changing?

Quite simply, the transition from 2nd platform infrastructure to 3rd platform solutions requires a new style of IT

One that focuses on the transition to a hybrid infrastructure, empowers data, promotes software security, and enables workplace productivity. This presents fresh challenges for IT support:

### What is the 2nd platform?

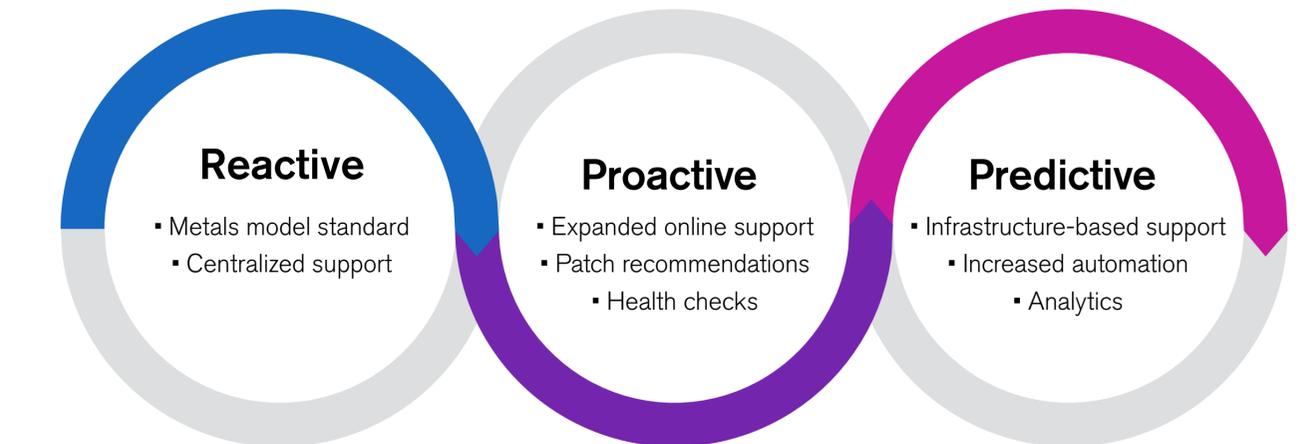
The 2nd Platform emerged with the birth of the PC in the 1980s and was defined by the client/server model, Ethernet, Wintel servers, RDBMSs, and a new class of business applications. (IDC).



**In short**, businesses need an expanded support portfolio to address changing needs, with the ability and flexibility to access the required level of support when necessary without escalating through the levels on every issue.

## The evolution of support

IDC believes software support is evolving from the standard tiered “Bronze–Silver–Gold” metals model to highly analytical predictive support, as shown below. **IDC recommends** considering support providers with comprehensive offerings and flexible configurations to meet changing IT service delivery requirements.



## Views from your peers about advanced support

“ Our FlexCare Technical Account Manager and customer advocate can involve the right team on the back end to solve the problem faster, and with less disruption to IT operations.”

IDC interview with Associate Director of IT and cloud services at a large US telecom provider, 2017

“ FlexCare was exactly the proactive element we were looking for, the Enterprise Services Manager would ensure we had the right level of technical support, working on our behalf to source the appropriate resource. And they would help identify potential risks and downtime.”

Oded Shein, Program Manager, Amdocs Management Information Systems IT

“ We realize we might only be using 20 percent of a tool's potential, and we want to hear how we could apply the other 80 percent . . . knows what other customers are doing and how they might be using a certain tool.”

Sami Suro, Solution Testing Manager, Tieto

IDC believes Micro Focus Software Flexible Care Support (Micro Focus FlexCare) is suitable for customers looking for flexible, adaptable support features that can be tailored to address specific IT and business strategies in today's complex IT environments.

Find out more at [www.microfocus.com/flexcaresupport](http://www.microfocus.com/flexcaresupport)