

# Support That Stays Ahead of Complex IT Challenges. That's Premium Support.

Keeping up with new technologies presents a challenge to IT departments, introducing fresh layers of complexity with each deployment. In order to scale up their technology services to meet market requirements, IT managers need support services that keep up with the pace of digital transformation.

Premium Support is a comprehensive, tailored and scalable support solution for IT managers running a hybrid software environment.

**Micro Focus® Premium Support. Built for you and your business.**



## Today's CIOs and IT Managers Face 4 Key Challenges



### Minimizing downtime

CIOs and IT managers are under relentless pressure to maintain business continuity and minimize downtime, often without any allowance in budget to do so.



### Faster time to resolution

Maintaining a competitive market position demands always-on delivery. When service interruptions occur, IT managers need faster time to resolution.



### Complex hybrid IT environments

Managers must execute rapid implementations incorporating process modification and optimization across multiple products, without risking software security or data quality.



### Turning investment into value

IT service delivery is increasingly tied to revenue and profit generation. That requires strategic support aligned to business requirements.

## In a Constantly Evolving Business Landscape

As fast as digital transformation is shaping the modern business, so support must adapt to meet fresh challenges.



## Your Support Solution Needs to Be Flexible Enough to Meet Your Changing Requirements

Building on a foundation of 24/7 Business Support, our Premium Support portfolio gives you the flexibility to scale and add extra services and expertise as you need them. This means your support contract can grow with your business needs, and you can focus on what matters most—providing excellent service to your customers.

Named Support Engineer (NSE)

The first level of personalized problem resolution, your NSE is a senior engineer with deep technical expertise in a product center.

Technical Account Manager (TAM)

Your TAM is the go-to resource for ongoing problem prevention, focused on constantly optimizing your software environment to maximize business continuity.

Solution Support Engineer (SSE)

Your SSE combines expert ongoing guidance for your software environment, with rapid incident resolution.

Dedicated Support Engineer (DSE)

Your DSE is the fully-dedicated Micro Focus technical resource of choice for large-scale enterprises where business continuity is paramount.

Enterprise Support Manager (ESM)

Your ESM coordinates your support resources and strategic direction, liaising with global research and development and the executive management team.

Flexible Credits

The flexible way to source extra services: Redeem against upgrades, onsite troubleshooting, assessments, instructor-led training, and even e-learning.

Find out more about the support solution that's built for you and your business at [microfocus.com/premium-support](https://microfocus.com/premium-support)