

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.



Ensuring continuity

Downtime is a competitive business issue, not just an operational matter. Our Business Support keeps the business running with 24/7 reactive support, included as standard with your software license.



Integrating seamlessly

Businesses can keep their support landscape streamlined and agile. Our Premium Support portfolio of named experts integrates seamlessly into your infrastructure, alongside your own team.



Adapting responsively

Support should liberate a business, not constrict its choices. Flexible Credits allow you to source the services you need, only when you need them – by purchasing Credits upfront with your license, at renewal, or ad hoc.

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.



Premium Support Engineers



A Premium Support Engineer provides deep technical expertise for rapid, flexible incident resolution. **Choose from three levels of dedication.**



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.



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 short-term Support, Education and Consulting 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