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.

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 downtime costs money, 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.

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.

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

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

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

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.

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.