

# Master License Agreement

# Guide

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

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# Master License Agreement Services Guide

The Master License Agreement (MLA) includes the effective, reliable services you need to keep your IT infrastructure at its best. When you purchase Maintenance or SUSE® Standard or Priority Subscriptions you get upgrade protection, patches and fixes, and unlimited technical support, ensuring that you'll always have the best possible experience with your products.

**As a Master License Agreement (MLA) customer with current Maintenance or SUSE Subscription coverage, you have access to an impressive number of service choices, enabling you to select a service level that matches your organization's needs. With access to our industry-leading online resources, support engineers, training and consulting, you get the answers you need, when you need them.**

## MLA Program Benefits

Your Maintenance or SUSE Subscription entitles you to a direct connection to our award-winning support organization. Every MLA customer receives:

- Unlimited, 24-hour access for Priority
- Unlimited 12-hour business day access for Standard (available to SUSE Subscription customers only)
- Fast and predictable response times
- Access to industry-leading support tools, such as the Support Knowledgebase

## Support Center Benefits

The following support center benefits are available to all MLA customers for products covered under Maintenance or SUSE Subscriptions:

### Technical Support

Priority Maintenance and Standard and Priority SUSE Subscriptions all include unlimited incidents. This means that our support professionals

are standing by, ready to resolve technical issues when you need their help. Customers who have purchased Standard SUSE subscriptions receive 12x5 access to technical support, excluding local holidays. All Priority Maintenance and Priority SUSE Subscription customers receive 24x7x365 technical support access.

Our target response times vary by the severity of your issue, as follows:

Support Benefits	Standard SUSE Subscription	Priority Maintenance or SUSE Subscription
Access	12x5	24x7x365
Technical Support Incidents	Unlimited	Unlimited
Target Response Time*	Severity 1 = 2 hours* Severity 2 = 4 hours* Severity 3 = Next bus. day Severity 4 = Next bus. day	Severity 1 = 1 hour Severity 2 = 2 hours Severity 3 = 4 hours Severity 4 = Next bus. day

\*The target response time applies to the period when support is available. For example, a Standard SUSE Subscription Severity 2 incident logged at 6 p.m. will have a target response time of before 10 a.m. the following business day.

To access our industry and customer acclaimed support engineers, simply go to the web site and log your incident. You'll have the option for real-time support (via live chat), or you can interact with your support engineer by e-mail or request a callback by telephone. If you have a Severity 1 support issue, we recommend you call the Support Center and work directly with a Customer Service Representative to submit your incident.

Severity levels are defined as follows:

Severity Level	Description
<b>1—Critical</b>	The operation is in production and is mission critical to the business. The product is inoperable and the situation is resulting in a total disruption of work. There is no workaround available.
<b>2—High</b>	Operations are severely restricted. Important features are unavailable, although work can continue in a limited fashion. A workaround may be available.
<b>3—Medium</b>	The product does not work as designed resulting in a minor loss of usage.
<b>4—Low</b>	There is no loss of service. This may be a request for documentation, general information, product enhancement request, etc.

### Online Support Resources

As an MLA customer, you always have access to industry-recognized online resources for quick, anytime answers via the technical support web site at either [www.microfocus.com/support](http://www.microfocus.com/support) or [www.suse.com/support](http://www.suse.com/support). Here you'll gain access to an exhaustive supply of technical documentation, forum support, tools and much more. On our support web sites, you can:

- Search the Knowledgebase for answers to even the most stubborn technical questions
- Post questions on the support forums and tap the collective knowledge of systems operators, network administrators, consultants and instructors from around the world
- Download product updates and patches
- Manage your product licenses and Maintenance or SUSE Subscriptions from Customer Center

### Premium Support

The following enterprise services are available for purchase by any MLA customer wishing to augment their existing support.

#### Premium Support Engineers

Premium Support Engineers offer a single point of contact for all of your Micro Focus® or SUSE technical issues. Premium Support Engineers are experts at understanding your specific systems and environment to get your technology issues resolved quickly. Their in-depth knowledge of our technologies and solutions provide the highest level of service for the most customized configurations. And, because Premium Support Engineers are a continuing presence in your workplace, they can also assist you in making recommendations on key issues, such as configuration management, proactive maintenance, staffing, training, project planning, periodic health checks and more.

Benefit	ASE	PSE	DSE
<b>Dedication Level</b>	Assigned Contact	Semi-Dedicated	Fully Dedicated
<b>Availability</b>	Up to 30 Incidents	Unlimited Incidents	Unlimited Incidents
<b>Target Response Time</b>	1 hour	30 minutes	15 minutes
<b>Hours of Access</b>	Local Business Hours	24x7 (12x5 with Standard SUSE Subscription)	24x7 (12x5 with Standard SUSE Subscription)
<b>Account Management</b>	Included	Included	Included

### Account Management

Personalized Account Management has proven to be one of the most valued features of Premium Support. Your Micro Focus or SUSE Service Account Manager (SAM) will become familiar with your business and technology objectives in order to fully understand your technical support needs. They advocate and coordinate the efforts of support personnel on behalf of your business, and ensure that you receive (and are able to use) the support tools that are provided with your Premium Support agreement by:

- Verifying that incidents are logged, prioritized and are progressing appropriately
- Working with support engineers and management to facilitate the resolution for your critical issues
- Hosting regularly scheduled meetings to discuss your support and resolve any concerns relating to technical support
- Coordinating and recommending optional services such as on-site visits, scheduled standby, health checks, training opportunities and more

### Advantage Incidents

Advantage Incidents provide you the opportunity to expedite the response and resolution times for more critical issues. The senior support engineers who handle Advantage Incidents are more experienced and have immediate access to the entire technical support organization, resulting in faster response and resolution times. The maximum target response time for an Advantage Incident is one hour.

### Health Checks

Health Checks are performed by experienced Premium Support Engineers. This valuable process includes analyzing your Micro Focus or SUSE environment, along with addressing any specific concerns you may have. Afterwards, a report detailing recommendations specific to your environment and business issues will then be provided to help you implement improvements to optimize system performance.

### On-Site Visits

On-site visits by your Premium Support Engineer can be used to augment your staff, ensure our assistance during specific projects or resolve emergencies. On-site visits may also be made by your Service Account Manager, so that he or she can work in person with your IT staff to best understand your system configuration, business needs and technology environment.

### SUSECon Passes

At SUSECon, you'll gain insight on our vision through informational keynotes, instructional main tent sessions, captivating technical showcases and relevant breakout sessions. These sessions are unsurpassed in content quality, hands-on experience, and access to the engineers and experts that build the technology.

### Scheduled Standby

Scheduled Standby allows you to schedule a support expert to provide assistance while you make any system changes, including during routine maintenance. In essence, whenever you do anything that may pose a risk to your operations, the assigned support expert is there, ready to help. Simply contact your standby support engineer two hours before your planned activity to discuss exactly what you'll be doing—and your support engineer will advise on the best course of action. With a technical expert ready to assist, you'll be able to accomplish tasks quickly and avoid surprises.

### Consulting

Micro Focus and SUSE Consulting, and our trusted partners include astute business strategists and technical experts with broad industry and functional experience. We can help you increase business-critical capabilities, achieve tangible results, create a competitive advantage and realize a return on your investment within realistic time frames. Learn more about how we can help increase your return on IT investment at:

- [www.microfocus.com/consulting](http://www.microfocus.com/consulting)
- [www.suse.com/consulting/](http://www.suse.com/consulting/)

### Training

Our training is convenient, affordable, and available in multiple delivery methods. Effective training can provide quick ROI as your IT team becomes proficient with products you already have, as well as products you plan to purchase—allowing you to get the most out of your IT investment. We have a variety of training options to meet any budget or learning style:

- **Custom Training.** Hands-on customer-tailored training is delivered to your company's needs and specifications. It can be provided at any skill level from novice to advanced and features professional delivery by top instructors.
- **Public Online Training.** Online training offers remote students all the benefits of a classroom experience without the expense of travel, including: live instructors, real-time interaction, labs and exercises and a reduced cost.
- **Technical Skills Assessments.** Skills Assessments identify not only an IT staff's strengths but also their gaps in product knowledge in order to produce a customized training plan.
- **On-demand Training.** A subscription based, self-paced eLearning library offering a single user, one-year unlimited web access to content.
- **Self-study Kits.** Includes printed course content and lab manuals with accompanying software resources.
- **Certification and Testing.** Industry-leading certifications and tests are globally recognized. Exam types are traditional (forms based) and practicum (hands-on).
- **Authorized Training Partners.** Partners deliver training on a wide range of topics from fundamental to advanced administration. Training Partners can offer face-to-face courses, as well as live online courses.

### Micro Focus and SUSE Services

We are dedicated to providing quality service offerings that consistently exceed our customers' expectations. We consider the pursuit of quality and continual improvement an ongoing responsibility of every employee in our organization. You can rely on us to provide services that help your organization define and achieve its specific objectives. These professional, customizable, customer-focused services are backed by more than 30 years' experience in building and supporting technical solutions for multi-vendor, multi-lingual, global enterprises. Regardless of your platform mix, our Services team can deliver the services you need. From award-winning self-support options to personal attention from knowledgeable engineers, to expert consulting engagements or industry leading training, you'll find the level of assistance you need. Our Service offerings ensure smooth, efficient business operations that can help you deliver great value to your organization.

To learn more about our extensive Services offerings, visit:

- [www.microfocus.com/support](http://www.microfocus.com/support)
- [www.suse.com/services](http://www.suse.com/services)



**Contact your local Micro Focus or  
SUSE authorized reseller, or call:**

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1 801 861 4272 Worldwide  
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