

# Addendum to Micro Focus Business Support Agreement

## SaaS Premium Support

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This Addendum describes the additional terms and conditions under which Micro Focus will provide SaaS Premium Support to the purchasing entity (“you” or “Customer”) from Micro Focus or an authorized reseller. This Addendum amends and is made part of the Micro Focus Business Support Agreement. To the extent that there is any conflict between the provisions of this Addendum and the provisions of the Business Support Agreement, the provisions of this Addendum shall control. “Micro Focus” or “our” shall mean the Micro Focus legal entity authorized to license the software for which Premium Support is purchased in the country in which these services are provided.

### Introduction

SaaS Premium Support offers optional add-on support services for Micro Focus SaaS offerings to provide a more personalized and effective support experience. The following offerings are available with SaaS Premium Support.

### SaaS Technology Engineer (STE) Package

The STE package includes a SaaS Technology Engineer (STE) with enhanced target response times through the STE, an annual Adoption Review, and a Support Account Manager (SAM).

The SaaS Technology Engineer (STE) provides the following:

- Work with a named, semi-dedicated SaaS engineer during business hours who will work on SaaS cases for products within a specific Product Center.
  - After-hour and weekend access will be through the Service Operations Center (SOC).

- A back-up STE is provided when the STE is unavailable, such as during vacation or sickness.

- Familiarity with customer’s SaaS environment for more efficient troubleshooting and resolution of cases.
- Partnership with customer’s team to provide support with awareness of customer practices.
- Technical advisory and mentoring to help customer achieve business goals with product.
- Prioritized response and follow-up times.
- Support of end-to-end upgrade process, in collaboration with Customer Success.
- Up to 2 days onsite a year to develop a strong working relationship with customer’s team and gain understanding of customer’s business requirements and priorities.
- For a higher level of dedication and 24x7 on-call service, upgrade to the Solution Support Engineer (SSE) (*see description in this document*).

Additional services included:

- Annual Adoption Review.
- A Support Account Manager (SAM) (*see description in this document*).

### Support Account Manager (SAM)

The Support Account Manager (SAM) is a named, non-technical resource who provides the following support account management services:

- Onboarding and knowledge sharing regarding SaaS resources and processes.
- Hosting of SaaS case reviews.
- Escalation management for severity 1 cases.
- Advocacy for issues important to customer.
- Annual SaaS Support Review, in coordination with the STE and Customer Success.

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- Dedication level of 20 customers.
- For a higher level of dedication and more proactive support oversight and coordination, upgrade to an Enterprise Support Manager (see *description in this document*).

#### **Solution Support Engineer (SSE)**

A Solution Support Engineer (SSE) package includes the same benefits as the SaaS Technology Engineer (STE) package but expands the dedication level to 25% of the engineer's time and includes 24x7x365 Premium contact for Severity 1 issues (see *STE description in this document*). The SSE is staffed from the most senior, experienced engineers and in addition to problem resolution, spends more time with proactive technical guidance.

#### **SaaS Advanced Operations Delivery**

SaaS Advanced Operations Delivery provides an enhanced level of priority and attention for cases opened with the Service Operations Center (SOC). This service includes the following:

- SaaS cases submitted via the SOC are flagged for priority status and receive expedited target response and resolution times.
- Cases are routed to senior SaaS resources.
- Cases receive ongoing technical reviews to expedite progress.
- Customers are requested to open severity 1 and 2 and cases via telephone to receive optimal response.

SaaS Advanced Operations Delivery is included with the Premium SaaS Technology Engineer for Application Delivery Management products.

#### **Enterprise Support Manager (ESM)**

An Enterprise Support Manager is a non-technical support manager for a specific Product Group, who coordinates support delivery to align with customer priorities. In summary, the ESM provides:

- Up to four days onsite per year.
- Business hours availability: local time, Monday through Friday, excluding holidays. A back-up ESM is provided when the ESM is unavailable, such as during vacation or sickness.
- SaaS Advanced Operations Delivery for products in one Product Group (see *description included in this document*).
- Dedicated to 6 customers.
- Support onboarding and education on usage of SaaS resources and tools.

- Regular case review meetings, and proactive oversight of top cases to ensure they are progressing
- Quarterly business meetings, documenting of a customer support plan, and support reporting.
- Escalation management to advocate for customer issues with Micro Focus leadership and technical organizations, coordination of support resources, and status updates to customer for critical issues.

You may purchase a Premium SaaS engineer package, support account management package, or other services for as many Product Centers or Product Groups as needed, for different geographies, countries or time zones; and for different organizations in your business. Customizations may be available as agreed by the parties in writing.

#### **Terms**

To be eligible to purchase and receive SaaS Premium Support, you must have an active subscription for the Micro Focus SaaS offering for which SaaS Premium Support is purchased. The purchase of any SaaS Premium Support does not include any of the Support described in the Micro Focus Business Support Agreement. Any other support for Micro Focus SaaS offerings shall be as described in the applicable SaaS Service Description.

Premium expires 12-months after purchase; or for multi-year contracts, at the end of the period for which payment has been received. Renewals that are not paid on time are subject to a late fee of 1.5% per month of the annual value of the Premium contract.

Micro Focus reserves the right to charge at a daily rate for any additional work over and above the service package pricing that may result from extra time dedicated to the customer.

SaaS Premium Support may not be available for all Micro Focus SaaS offerings in all regions. Each order will be reviewed to determine if Micro Focus can deliver the relevant service; if not, you will be notified accordingly.

You can request additional or different services, if available and at additional cost, through a statement of work. Staffing for all resources is based upon availability.

**This document pertains to SaaS support for software products offered by Micro Focus International plc. This addendum amends and is made part of the Micro Focus Business Support Agreement.**

Contact us at:  
[www.microfocus.com](http://www.microfocus.com)

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**Hiring of Employees.** You agree not to solicit, or make offers of employment to, or enter into consultant relationships with, any Micro Focus employee involved, directly or indirectly, in the performance of services hereunder for one (1) year after the date such employee ceases to perform services under the terms of this addendum. You shall not be prevented from hiring any such employee who responds to a general

hiring program conducted in the ordinary course of business and not specifically directed to such Micro Focus employees.

Contact us at  
[www.microfocus.com/en-us/contact/premium-support](http://www.microfocus.com/en-us/contact/premium-support)