

**MICRO FOCUS CUSTOMER CARE:
AWARD-WINNING CUSTOMER SERVICE**



WELCOME TO CUSTOMER CARE

HIGHLIGHTS

At Micro Focus we offer a Customer Care service that is flexible to your business needs, with varying Customer Care programs which include services such as:

- Clearly defined service level agreements
- A global team of engineers to provide comprehensive technical support

24 X 7

- A sophisticated web incident reporting system
- A searchable Knowledge Base



Whichever Customer Care program you choose, you will benefit from award winning technical support provided by Micro Focus SupportLine. Our experienced and dedicated global team of engineers provides comprehensive technical support, usually in local languages, in your region via phone or Web.

Micro Focus is committed to maintaining the highest level of customer satisfaction by providing quality solutions to customer issues at all levels. Access to our sophisticated Web incident reporting system allows you to log incidents and track their progress through to resolution.

A rich set of self-help features is also available, including downloads of the latest product updates, a searchable Knowledge Base, on-line access to all product documentation and a full set of examples and demonstration code.

To ensure we maintain the highest levels of performance, the final step with every incident closed is an email survey to ask for feedback on our performance. In the unusual event that a low score is received, we follow up with a phone call to help us improve our service.


We understand that you need Customer Care services that meet the needs of your business. That is why we help you choose the program that suits your needs and your budget, with the flexibility to change if needed.

Kind regards,

Richard Levy


VP Customer Care, Micro Focus

MICRO FOCUS CUSTOMER CARE PROGRAMS



AT MICRO FOCUS WE OFFER CUSTOMER CARE SERVICES THAT ARE RESPONSIVE AND FLEXIBLE TO THE NEEDS OF YOUR BUSINESS.

WE ARE COMMITTED TO YOUR SUCCESS AND WILL ENSURE YOU RECEIVE THE MAXIMUM BENEFIT FROM YOUR INVESTMENT IN MICRO FOCUS SOLUTIONS.



PLATINUM CARE

For strategic and business-critical applications

SILVER CARE

Award winning support services

GOLD CARE

Premium support service including SLA

EXTENDED CARE

Support for older versions of products

PLATINUM CARE

“In a world where ‘support lines’ normally pose more questions than answers, the dedicated Support Account Management Team at Micro Focus provides a first class service in not only the quality of the answers but also the speed of the response. This extra level of support from Micro Focus ensures we are able to deliver our projects on time.”

Neil Willby

Eurorealm Consultants Ltd, UK

Platinum Care provides the highest level of support for business-critical applications using Micro Focus technology and includes:

- A clearly defined Service Level Agreement (SLA), with precise response times for incidents and product issues
- Dedicate technical engineers contactable by telephone 24 hours a day, every day of the year as part of your SLA
- Dedicated Support Account Management, with a named account representative to:
 - Provide a regular liaison point for information exchange
 - Co-ordinate and monitor the Customer Care services being provided
 - Be the first point of escalation for any critical incidents
 - Maintain details of your technical environment to expedite incident reproduction
 - Monitor incident response times and the escalation route
- Access to the Micro Focus Knowledge Base – a powerful search capability, with many new articles added every month including:
 - Technical articles
 - Specific problem resolutions and advice
 - Demonstrations
 - Sample utilities and information on product update releases
- Free access to all product updates
- 40% off product upgrades
- Email notification of any product updates or upgrades.
- Two Emergency Service Requests (ESRs) each year that allow:
 - Escalation of incidents to Severity 1 level irrespective of the actual severity
 - Requests for software fixes to be made to an earlier version of Micro Focus software



GOLD CARE

“We greatly value the support and services provided by Micro Focus as it has enabled us to smoothly and cost-effectively move to a SOA environment. Micro Focus goes beyond providing just technology and training to extend legacy systems, and has treated us as a partner, not just a client.”

Jerry Opedal

PMO Manager, Title Guaranty of Hawaii, Inc.



Gold Care provides a premium support service including a defined Service Level Agreement:

- A clearly defined SLA, with target response times for incidents and product issues
- Web reporting and tracking of product incidents
- Dedicate technical engineers contactable by telephone 24 hours a day, every day of the year
- Access to the Micro Focus Knowledge Base – a powerful search capability, with many new articles every month including:
 - Technical articles
 - Specific problem resolutions and advice
 - Demonstrations
 - Sample utilities and information on product update releases
- Free access to all product updates
- 40% off product upgrades
- Email notification of any product updates or upgrades.

SILVER AND EXTENDED CARE

“Our support needs have not been extensive because the quality of the software is excellent. When we DO have a problem, Micro Focus Customer Care is well managed, product knowledge is good and the support staff care as much about the resolution as we do.”

Andy Murray

Systems Development Manager, Old Mutual International

SILVER CARE

Silver Care is designed to provide you with a timely and effective solution to maximise your success with Micro Focus solutions.

- Web reporting and tracking of product incidents
- Timely and effective solutions to any issues or incidents that may arise, based on the severity of the incident
- Access to the Micro Focus Knowledge Base – a powerful search capability, with many new articles every month including:
 - Technical articles
 - Specific problem resolutions and advice
 - Demonstrations
 - Sample utilities and information on product update releases
- Free access to all product updates including the latest software corrections
- 40% off product upgrades
- Email notification of any product updates or upgrades.

EXTENDED CARE

Support for older versions of products

The Platinum, Gold and Silver Care programs provide comprehensive support for the current and one previous version of Micro Focus software. Although it is always advisable to run the latest version of Micro Focus products, we understand that in some circumstances this may not be possible so you may require support for an older version. This can be arranged for some products by adding an Extended Care package to your Platinum, Gold or Silver program. Details can be provided on request.



ABOUT MICRO FOCUS

Micro Focus, a member of the FTSE 250, provides innovative software that allows companies to dramatically improve the business value of their enterprise applications. Micro Focus Enterprise Application Modernization and Management software enables customers' business applications to respond rapidly to market changes and embrace modern architectures with reduced cost and risk.

For additional information please visit:
www.microfocus.com

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