

Micro Focus FlexCare Support

Frequently Asked Questions

2018

Introduction

Micro Focus® Flexible Care Support (FlexCare Support) is a flexible portfolio of support services designed to partner with you in order to get greater value from your Micro Focus products and solutions. Micro Focus support experts work with you and your teams to help increase uptime, improve performance, achieve your service objectives towards

your own customers, and enhance your return on investment. Micro Focus FlexCare Credits provide a flexible way to source additional reactive and proactive support services, providing exactly the support you need, when you need it, and anytime throughout the life of your support contract. With Micro Focus FlexCare Credits, you can manage and redeem credits via the Micro Focus FlexCare Credit Management portal,

Micro Focus Business Support	Micro Focus FlexCare Support			
Business Support	Named Account Support Engineer (NASE)	Technical Account Manager (TAM)	Enterprise Services Manager (ESM)	Account General Support Manager (AGSM)
Reactive technical Support 24x7* Unlimited incident logging, fast response time objectives, self-solve knowledge, product updates, and more! Prerequisite to Micro Focus FlexCare Support	Personalized advanced support The Named Account Support Engineer is a highly technical, designated engineer who owns problem resolution Support by designated product family	Proactive problem Prevention Proactively maintain your Micro Focus Software investment with a Technical Account Manager Support by designated product family	Lifecycle management Support Manage all of your support topics and receive guidance from our trusted Enterprise Services Manager Support by designated product solution	Strategic management support Account General Support Manager is a champion of strategy for all products covered under FlexCare Support All products
Micro Focus FlexCare Credits				
A support currency providing a flexible way to source additional reactive and proactive support services				
Micro Focus FlexCare for Software Suites				
Reactive solution support for all products contained within your software suite				

Figure 1. The Micro Focus Support Portfolio

which provides personalized reactive or proactive support related assistance, such as support for deployment and product education, health check and supportability review, new feature usage, configuration or troubleshooting, and mentoring.

This document provides customers with a general guidance about Micro Focus FlexCare and FlexCare Credits addressing some frequently asked questions.

If I have purchased FlexCare Support, what happens to my cases out of hours?

You will receive prioritized and advanced 24x7 support case handling (if your underlying support contract with Micro Focus gives you 24x7 access to Micro Focus support staff).

Does FlexCare Support cover product installations?

Named Account Support Engineers (FlexCare NASE) will answer questions regarding product installations but are not the resources that would go on-site to assist customers. Depending on the product installation assistance needed, a FlexCare Technical Account Manager (FlexCare TAM) may be engaged. If the assistance needed is beyond the scope of a FlexCare TAM, then Micro Focus Professional Services may be engaged?

Does FlexCare Support cover product consultancy?

FlexCare Support is not intended to be used for services that are consulting led. FlexCare Credits Packages are support services designed to help you be more self-reliant in providing services such as reviews, advice, and guidance. They will not replace consultancy services via Micro Focus Professional Services or Micro Focus Software-approved partners. Activities such as, but not limited to, the following are excluded from this service: architectural design, deployment, installation, scripting and configuration (although FlexCare Support resources may be engaged to "assist" you with these task types).

Is there a service-level agreement (SLA) option available for FlexCare Support?

Micro Focus Support does not have SLAs but has time to first technical contact as a service-level objective in the Micro Focus Business Support (Business Support) data sheet.

Will a replacement for FlexCare Support resources be provided if they are unavailable?

If the FlexCare Support resource is unavailable, a backup resource will be available to assist during this period.

What are FlexCare Credits?

FlexCare Credits provide customers with a flexible way to purchase reactive and proactive support services.

Who can buy FlexCare Credits?

FlexCare Credits can be purchased by any customer with an active Business Support or FlexCare Support contract.

When can I buy FlexCare Credits?

FlexCare Credits can be purchased upfront or anytime during the life of the contract.

Where can I find a list of available FlexCare Credit Packages?

The list of FlexCare Credit Packages can be viewed in the FlexCare Credit Menu. The FlexCare Credit Menu can be found [here](#).

How are FlexCare Credits tracked after purchase?

After deal closure, you can manage and redeem FlexCare Credits via Micro Focus FlexCare Credit Management portal.

Step 1: Go to Micro Focus Software Support Online (SSO) and click on My Software Support. Sign In on the top navigation bar. This will take you to the sign-in page. If required, click Create an Account.

Step 2: Select My Entitlement from the "Home" drop-down menu, enter your entitlement ID or Service Agreement ID (SAID) in the field provided, and click Add.

Step 3: Select Micro Focus FlexCare Credit Management from the Home tab drop-down menu

What teams and roles deliver the FlexCare Credit Packages available on the FlexCare Credit Menu?

FlexCare Support can be delivered by any of the Micro Focus FlexCare resources or by backline support delivery resources. The delivery resource is identified in the list of Micro Focus FlexCare menu items published in the Micro Focus FlexCare Credit Menu Services.

Can a customer with Micro Focus Business Support support add Micro Focus FlexCare Credits or is there a minimum level of support needed?

Yes, the pre-requisite for purchasing FlexCare Credits is an underlying support contract with Business Support (or either Enterprise Basic or Enterprise Standard Support)¹

How does the Micro Focus FlexCare Support "health assessment and supportability review" differ from the Professional Services "health check"?

The scope of Micro Focus FlexCare "health assessment and supportability review" is around the stability of the environment and it does not review configuration.

Who pays for travel and living expenses for FlexCare Support on-site support services? Is it included or is it extra?

Reasonable travel expenses to and from your site are included in the service price

Do FlexCare Credits expire? Is there a maximum period they are valid for?

Yes, FlexCare Credits are annual and will expire. Delivery will stop at the end of each support contract year or at the end of each year of a multi-year contract.

What is the delivery timescale of Micro Focus FlexCare Credits?

Our objective is to acknowledge receipt of your initial request within 48 hours and to confirm delivery dates within 10 working days. Note: We require a minimum of three weeks' advance notice to fulfill actual delivery of any service request. In some cases, it may be necessary to extend the actual delivery date beyond three weeks.

What Micro Focus Software Education Services are available via Micro Focus FlexCare Credits?

A defined list of 35 IT Operations Management (ITOM) and application delivery management (ADM) Software Education Services are available for purchase via Micro Focus FlexCare Credits. The full list of Software Education Services can be found at www.microfocus.com/software-supportsvcs.

Can I purchase Micro Focus Software Education Services outside of those listed on the FlexCare Credits Menu?

Only the Micro Focus Software Education Services listed within the Micro Focus FlexCare Credit Menu are available for purchase via Micro Focus FlexCare Credits. For additional Micro Focus Software Education Services, not listed within the Micro Focus FlexCare Credits Menu, talk to your salesperson or Micro Focus main point of contact.

Can I use my existing FlexCare Credits for Micro Focus Software Education Services?

Only FlexCare Credits purchased from 1 June 2016, onward, can be used to purchase Micro Focus Software Education Services.

Contact us at:
www.microfocus.com

Can I use FlexCare Credits for Micro Focus Software Education Services for any software product?

FlexCare Credits can be used for Software Education Services for Micro Focus Software IT Management products. The full list of available Software Education Services can be found the Software Support site.

Can I view the available Micro Focus Software Education Services through the Micro Focus FlexCare Credit Management portal?

Software Education Services are not currently available through the Micro Focus FlexCare Credit Management portal. Reach out to your salesperson or a main point-of-contact at Micro Focus to redeem your FlexCare Credits for Micro Focus Software Education Services.

How can I get the associated credit value for the Micro Focus Software Education Services?

The quantity of FlexCare Credits required for Micro Focus Software Education Services will be provided on request, reach out to your salesperson or the Micro Focus point-of-contact.

Will FlexCare Credits be invoiced in the same way as my other Micro Focus Support services?

As per Micro Focus Support internal financial requirements, all Micro Focus FlexCare Credits sold from 1 June 2016, onward, will be invoiced at the beginning of the contract for the full amount of credits sold. All other Software Support services will remain in its existing billing format.

¹ New purchases of Micro Focus Enterprise Support Standard and Basic have been discontinued as of 15 January 2018. However, any existing contracts for Enterprise Standard and Basic are valid through their expiration.