



MODERNIZATION HEALTH CHECK

Micro Focus Value Assurance

Introduction

Micro Focus Value Assurance is designed to ensure your solution planning, deployment, and maintenance teams are able to fully utilize all Micro Focus solution components to your best advantage, regardless of changes to your business, environment and/or staff priorities. In effect Micro Focus 'underwrites' your ability to derive full value from the Micro Focus tools deployed to improve the productivity, performance and ROI of your business solution.

Purpose

Through timely, regular application of the skills and experience of appropriate Micro Focus Subject Matter Experts ("SMEs"), Solution Architects ("SAs"), and/or Project Managers ("PMs), the Micro Focus Value Assurance methodology compliments your business and IT management staff in ways that allow them to best utilize their time, optimize their plans, and ensure their Micro Focus solutions are properly managed.

Value Assurance from Micro Focus is designed to augment your existing solution teams in order to ensure that the Micro Focus solution you own and deploy is always used to its full potential. This reduces the risk of additional unplanned expenditure on unnecessary effort and additional tools in the constant crusade to provide reliable delivery of IT services to users.

Value Assurance from Micro Focus provides named Micro Focus solution specialists onsite on a regular basis for the right amount of time to optimize the current state and future plans of your Micro Focus supported solution.

Value

Not only does Value Assurance provide indispensable value through ensuring best possible advantage is gained from Micro Focus solutions, but Value Assurance consulting assistance is also discounted 20%.

Approach and Scope

Value Assurance is included automatically in every new customer solution sale, and is also available to existing customers in need of “on demand” consulting assistance from a pool of available of days.

A minimum of twelve (12) days of Value Assurance (VA) Professional Services per year is recommended, but a higher number of days up to twenty (20) can be included. Also, an 8-day VA version is available.

Each customer has unique support needs, but the general rule is that these days will be used at the rate of three (3) per quarter, primarily for onsite solution optimization assistance by an appropriate Micro Focus Subject Matter Expert (“SME”) and/or Solution Architect (“SA”).

Immediate, short-term and/or emergency subject matter expert (SME) support is also available, using these days (or hours) where required, either through conference calls and web LiveMeetings/ Webex or onsite to the extent possible on short notice.

At customer discretion and with prior customer approval and pre-planning, a Micro Focus SME and/or SA will plan and schedule periodic visits to applicable customer locations to execute the following agenda, customized and potentially limited and focused for particular needs and circumstances at the time period.

Deliverables

- Provide subject matter expert assistance to resolve issues and/or provide “how to” solution assistance not possible through the Micro Focus SupportLine
- Review the state of any Micro Focus solution deployment
- Review outstanding concerns, issues and solution planning decisions, then resolve problems and/or advise on problem resolution approaches
- Validate solution architecture, configuration, future deployment plans, and review alignment of these with business direction and needs
- Identify opportunities to improve solution performance and end-user productivity
- Discuss and plan approaches to optimizing, improving, and potentially expanding solution value
- Advise and mentor end-users
- Provide redundant business solution planning assistance
- Advise on solution upgrade opportunities, timing and approach
- Propose any additional assistance that will further optimize solution deployment value
- Advise on special training requirements that should be addressed

Pre-planning of these visits will include aligning with Micro Focus Customer Care and any other Micro Focus teams involved in sustaining the customer solution including Development, Product/ Solution Management, Professional Services, Sales, and Executive Management.

Constraints

- VA days (or hours) may not be used for regular training classes on offer
- VA is only available to customers with software maintenance agreements in place and current

Costs

The costs associated with Micro Focus Value Assurance are covered by an "On Demand" Statement of Work (SOW) that is renewable annually.

Any travel expenses required to support use of Value Assurance days is billable extra and at cost.

Value Assurance may also be built into regular Solution Delivery Engagement Letters or SOWs, and converted later into "On Demand" SOWs for annual renewal.

Billing rate for Value Assurance is a discounted \$1,620 per day.

More Information

For more information, call your Micro Focus Support HotLine number, or email consulting@microfocus.com

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