

Micro Focus Professional Services Field Developed Solution Support Guide

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Micro Focus Professional Services

Micro Focus offers a complete solution, business and technical - strategy, integration, extension and infrastructure - with market-leading products.

Micro Focus Services provides a broad spectrum of enterprise application development services.

Micro Focus Professional Services leads its industry in the evolution of information technology, with application development experience in e-business development, distributed computing, mainframe development, software configuration management, and data connectivity solutions. This experience, combined with our unsurpassed expertise in Micro Focus and third-party solutions, gives us the ability to apply customer-tailored technology to resolve urgent business issues.

Field-Developed Solutions (FDSs)

One of our key Professional Services responsibilities is to develop solutions tailored to Micro Focus customers' requirements that might subsequently prove to be marketable to other customers in a commoditized, repeatable manner. Once such determination is made, an FDS is priced and added to the Micro Focus Professional Services FDS Catalog. It may then be purchased by other customers.

An FDS is defined as a packaged, field-developed enhancement, utility or product add-on that:

- Is not available in the current release of the Generally Available (GA) product(s) with which it is associated and is therefore deemed "new functionality"
- May be implemented more quickly than designing and building the required new functionality "from the ground up"
- Provides savings to the customer because FDS design is focused specifically on customer requirements, and there are times where "shared customer funding" can be coordinated and arranged
- Is delivered "as is" and the terms of the Maintenance and Limited Warranty sections of the Micro Focus End User License Agreement do not apply
- Is configured and supported for a customer on a Time & Material billing basis

We are always looking for ways to improve our level of service to customers, and would welcome your feedback to consulting@microfocus.com.

How to Contact Micro Focus Professional Services

FDS support is provided by our Worldwide Professional Services resources, but rapid access to these resources is achieved by contacting Micro Focus Support. When you contact Micro Focus Support about an FDS support issue or question, they immediately forward that question on to a Professional Services Manager who will ensure a timely response to you.

Multiple contact channels to Micro Focus Support are provided, and are detailed at <http://www.microfocus.com/about/contact/support/assistance.aspx>

You may also have a specific communication channel into Professional Services arranged through your assigned Account Manager or Project Manager.

Micro Focus Professional Services Reporting Procedures

Professional Services reporting procedures are the same as those for Micro Focus Support.

Please see “Report an Incident” at <http://supportline.microfocus.com/assistedservices.asp>

Escalation Process

Your regional Professional Services Manager, Project Manager or Engagement Coordinator will work closely with you to set appropriate priorities for your FDS needs. Managers escalate to Senior Management for critical issues or issues that are not progressing adequately. You may ask to speak to a Senior Professional Services Executive at any time.

FDS Support Policy

Micro Focus does not provide annual maintenance or product support for Field Developed Solutions. Field Developed Solutions are provided ‘as-is’ upon purchase. Micro Focus does provide configuration and knowledge transfer assistance for the FDS. With every FDS purchased, a number of hours of configuration assistance is included for implementation and general assistance. The number of hours per FDS is noted in the FDS Catalog. These hours of assistance must be used within 90 days of FDS purchase.

If on-going support assistance is needed for a specific FDS, Micro Focus offers assistance through its Professional Services group. This assistance is provided on a time and materials basis. These services are also typically provided remotely through a Micro Focus Consultant.

New Release GA Product Functionality Making FDS Functionality Obsolete

Micro Focus Product Management may choose to prioritize further enhancement, packaging, testing and documentation of an FDS so that it becomes part of a future GA Product release. Should this occur, or should FDS functionality become obsolete for any other reason:

- Any GA Product that replaces FDS functionality will be given to you at no charge provided it has similar features and functionality.
- The Warranty and Maintenance and Enhancements section of the Software License Agreement will now apply to the GA Product functionality that replaced FDS functionality, regular software maintenance fees will now be charged to you, and regular Customer Support procedures will apply