

Volume License Agreement

Guide

www.opentext.com

Services Guide

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Volume License Agreement Services Guide

The Volume License Agreement (VLA) includes the effective, reliable services you need to keep your IT infrastructure at its best. When you purchase Support, you get upgrade protection, patches and fixes, and unlimited technical support, ensuring that you'll always have the best possible experience with your products.

As a Volume License Agreement (VLA) customer with current Support coverage, you have access to an impressive number of service choices, enabling you to select a service level that matches your organization's needs. With access to our industry-leading online resources, support engineers, training and consulting, you get the answers you need, when you need them.

VLA Program Benefits

Your Support entitles you to a direct connection to our award-winning support organization. Every VLA customer receives:

- Unlimited, 24-hour access for Business Support
- Fast and predictable response times
- Access to industry-leading support tools, such as the Support Knowledgebase

Support Center Benefits

The following support center benefits are available to all VLA customers for products covered under Support:

Technical Support

Support includes unlimited incidents. This means that our support professionals are standing by, ready to resolve technical issues when you need their help. All Business Support customers receive 24x7x365 technical support access, with after hours and weekend support available for Severity 1 issues.

Our target response times vary by the severity of your issue, as follows:

Support Benefits	Business Support
Access	24x7x365
Technical Support Incidents	Unlimited
Response Time	Severity 1 = 1 hour Severity 2 = 3 hours Severity 3 = 6 hours Severity 4 = Next Business Day

To access our industry and customer acclaimed support engineers, simply go to the web site and log your incident. You'll have the option for real-time support (via live chat), or you can interact with your support engineer by e-mail or we ask you to call by telephone. If you have a Severity 1 support issue, we ask that you call the Support Center and work directly with our Firstline team to submit your incident.

Severity levels are defined as follows:

Severity Level	Description
1—Critical	Production system is down. The product is inoperable, resulting in a total disruption of work. No workaround is available.
2—High	Major functionality failure. Operations are severely restricted, although work can continue in a limited fashion. A workaround is available.
3—Medium	Minor functionality failure. Product does not operate as designed, resulting in a minor loss of usage. A workaround may be available.
4—Low	There is no loss of service. For example, this may be a request for documentation, general information, or a Software enhancement request.

Online Support Resources

As a VLA customer, you always have access to industry-recognized online resources for quick, anytime answers via the technical support website at www.microfocus.com/support. Here you'll gain access to an exhaustive supply of technical documentation, forum support, tools and much more. On our support websites, you can:

- Search the Knowledgebase for answers to even the most stubborn technical questions
- Post questions on the support forums and tap the collective knowledge of systems operators, network administrators, consultants and instructors from around the world
- Download product updates and patches
- Peruse product documentation, release notes and support articles.
- Manage your product licenses and Support from Customer Center

Premium Support

The following enterprise services are available for purchase by any VLA customer wishing to augment their existing support.

Premium Support Engineers

Premium Support Engineers offer a single point of contact for all of your technical issues. Premium Support Engineers are experts at understanding your specific systems and environment to get your technology issues resolved quickly. Their in-depth knowledge of our technologies and solutions provide the highest level of service for the most customized configurations. And, because Premium Support Engineers are a continuing presence in your workplace, they can also assist you in making recommendations on key issues, such as configuration management, proactive maintenance, staffing, training, project planning, periodic health checks and more.

Benefit	ASE	PSE	DSE
Dedication Level	Assigned Contact	Semi-Dedicated	Fully Dedicated
Availability	Up to 30 Incidents	Unlimited Incidents	Unlimited Incidents
Target Response Time	1 hour	30 minutes	15 minutes
Hours of Access	Local Business Hours	24x7 for Sev 1 with Business Support	24x7 for Sev 1 with Business Support
Service Account Manager	Included	Included	Included

Service Account Manager

Personalized Account Management has proven to be one of the most valued features of Premium Support. Your Service Account Manager (SAM) will become familiar with your business and technology objectives in order to fully understand your technical support needs. They advocate and coordinate the efforts of support personnel on behalf of your business, and ensure that you receive (and are able to use) the support tools that are provided with your Premium Support agreement by:

- Verifying that incidents are logged, prioritized and are progressing appropriately
- Working with support engineers and management to facilitate the resolution for your critical issues
- Hosting regularly scheduled meetings to discuss your support and resolve any concerns relating to technical support
- Coordinating and recommending optional services such as on-site visits, scheduled standby, health checks, training opportunities and more
- Visiting you on-site on occasion to become more familiar with your business needs and personnel

Advantage Incidents

Advantage Incidents provide you the opportunity to expedite the response and resolution times for more critical issues. The senior support engineers who handle Advantage Incidents are more experienced and have immediate access to the entire technical support organization, resulting in faster response and resolution times. The maximum target response time for an Advantage Incident is one hour. These incidents can be used during business hours.

Health Checks

Health Checks are performed by experienced Premium Support Engineers. This valuable process includes analyzing your environment, as well as reviewing any specific concerns you may have. Afterwards, a report detailing recommendations specific to your environment and

business issues will be provided to help you implement improvements to optimize system performance.

On-Site Visits

On-site visits can be used to augment your staff, ensure our assistance during specific projects or resolve emergencies.

Scheduled Standby

Scheduled Standby allows you to schedule a support expert to be available while you make system changes, including during routine maintenance. In essence, whenever you do anything that may pose a risk to your operations, the assigned support expert is there, ready to help. Simply contact your standby support engineer before your planned activity to discuss exactly what you'll be doing—and your support engineer will advise on the best course of action. With a technical expert ready to assist, you'll be able to accomplish tasks quickly and avoid surprises.

Consulting

Micro Focus® Consulting and our trusted partners include astute business strategists and technical experts with broad industry and functional experience. We can help you increase business-critical capabilities, achieve tangible results, create a competitive advantage and realize a return on your investment within realistic time frames. Learn more about how we can help increase your return on IT investment at:

- www.microfocus.com/consulting

Training

Our training is convenient, affordable, and available in multiple delivery methods. Effective training can provide quick ROI as your IT team becomes proficient with products you already have, as well as products you plan to purchase—allowing you to get the most out of your IT investment. We have a variety of training options to meet any budget or learning style:

- **Custom Training.** Hands-on customer-tailored training is delivered to your company's needs and specifications. It can be provided at any skill level from novice to advanced and features professional delivery by top instructors.
- **Public Online Training.** Online training offers remote students all the benefits of a classroom experience without the expense of

travel, including: live instructors, real-time interaction, labs and exercises, and a reduced cost.

- **Technical Skills Assessments.** Skills Assessments identify not only an IT staff's strengths but also their gaps in product knowledge in order to produce a customized training plan.
- **On-demand Training.** A subscription based, self-paced eLearning library offering a single user, one-year unlimited web access to content.
- **Self-study Kits.** Includes printed course content and lab manuals with accompanying software resources.
- **Certification and Testing.** Industry-leading certifications and tests are globally recognized. Exam types are traditional (forms based) and practicum (hands-on).
- **Authorized Training Partners.** Partners deliver training on a wide range of topics from fundamental to advanced administration. Training Partners can offer face-to-face courses, as well as live online courses.

OpenText Services

We are dedicated to providing quality service offerings that consistently exceed our customers' expectations. We consider the pursuit of quality and continual improvement an ongoing responsibility of every employee in our organization. You can rely on us to provide services that help your organization define and achieve its specific objectives. These professional, customizable, customer-focused services are backed by more than 30 years' experience in building and supporting technical solutions for multi-vendor, multi-lingual, global enterprises. Regardless of your platform mix, our Services team can deliver the services you need. From award-winning self-support options to personal attention from knowledgeable engineers, to expert consulting engagements or industry leading training, you'll find the level of assistance you need. Our Service offerings ensure smooth, efficient business operations that can help you deliver great value to your organization.

To learn more about our extensive Services offerings, visit:

- www.microfocus.com/support

Learn more at
www.opentext.com

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