



# Orasi Customer Support

## Your Alternative for Micro Focus Software Support

You now have a choice in support providers for Micro Focus testing tools. Orasi Software, through its partnership with Micro Focus, will provide responsive, local software support for test management, test automation, and performance testing tools. A trusted business partner for automation implementation and quality assurance process improvement, Orasi will also be your single point of contact for issues that are escalated to tier-2 support within the Micro Focus support organization. Support hours are Monday through Friday, 9:00 a.m. to 7:00 p.m. Eastern time.

Orasi support engineers are true experts in the Micro Focus product line and key related technologies. Support engineers have full accountability for the resolution of an assigned case, acting as the customer's single point of contact and coordinating the efforts of local support teams, and Micro Focus Support.

### Products

Orasi Customer Support conforms to Micro Focus certification requirements for each supported product. This includes:

#### **Micro Focus Application Lifecycle Management**

- Micro Focus ALM/Quality Center software
- Micro Focus Business Process Testing software
- Micro Focus Performance Center software
- Micro Focus LoadRunner software
- Micro Focus UFT software
- Micro Focus SiteScope
- Micro Focus Diagnostics
- Micro Focus Mobile Center
- Micro Focus Network Virtualization
- Orasi JIRA Bridge for Micro Focus Quality Center/ALM

### Features

- Responsive** Phone and email access to support engineers with response time of two hours or less
- Local** US-based staff
- Experienced** Knowledgeable engineers with years of experience supporting and implementing Micro Focus testing products
- Versatile** An experienced staff able to complete implementations as well as offer onsite support on request
- Familiar** Online access to Micro Focus's knowledgebase and other tools that you have always used for self-service tasks
- Affordable** No additional maintenance costs  
Competitive discounts on Micro Focus product re-orders
- Proactive** Notification of new product releases, patches, etc.  
Account advocacy and case history monitoring
- Personal** An effective collaboration between our support experts and your IT personnel will quickly turn into intimate knowledge of your unique and complex IT environment
- Reliable** Approximately 95% of cases resolved without escalation to Micro Focus Support

