



Orasi Platinum Support FAQ

Why would someone need Orasi Platinum Support?

Platinum Support customers can call Orasi for help with a variety of customization and other needs, including best practices and process help. These services are not available with standard support offerings from Orasi or Micro Focus.

How is Orasi Platinum Support priced?

Platinum Support is priced as a package of hourly calls with our engineers.

Is the price based on the number of users or seats?

The pricing is simple: no counting users or licenses. It is just a package of hours that you can use for any of the supported products for which you are licensed or for non-product specific help such as best practices or process-related help.

How is Orasi Platinum Support delivered?

Platinum Support is delivered via the telephone and remote desktop sharing technology.

Is Platinum Support available 24/7?

Platinum Support is generally available during regular business hours, but with advance notice, our engineers can be scheduled to serve you at specific times on nights and weekends, based on availability.

What is the difference in Platinum Support and Platinum Plus Support?

Orasi Platinum Plus Support packages include a specified number of on-site days of support, in addition to the phone and web support offered by Platinum Support.

Can Platinum Plus Support days be used on weekends and holidays?

Yes, depending upon availability and advanced scheduling, we will try to accommodate your needs.

What if I use up all my Platinum Support hours or Platinum Support Plus days?

Your account manager can upgrade your package at any time.

Do you need an Orasi support agreement to purchase Orasi Platinum Support?

You are not required to purchase basic product support from Orasi. However, if your Micro Focus products are not supported by Orasi, then you cannot use Orasi Platinum Support for basic support issues. Orasi cannot provide Micro Focus software, patches, or new versions to customers without Orasi support contracts. In addition, we can only escalate cases to Micro Focus development for customers with support contracts through Orasi.

What are the advantages of having our Micro Focus software supported by Orasi for Orasi Platinum Support customers?

Customers who use Orasi for their Micro Focus software support as well as for Platinum Support have a single point of contact for their Micro Focus software needs. If your support needs transcend product support and the advanced services offered in the Orasi Platinum Support packages, then you will experience seamless integration of the two packages. The same support team will be able to help you with your process needs and can call in expert consultants as needed.

Can Platinum Support be used for non-Micro Focus products?

Platinum Support covers best practices and process-related needs that may or may not be directly related to Micro Focus products. If you have a need that is not directly related to Micro Focus software, then please contact your Orasi account manager, and we will accommodate you if we have the expertise you need.

How do I open a Platinum Support case?

Contact our support center via telephone (678.819.5315) or email (support@orasi.com). You can open a Platinum Support case the same way you would open any other support case.

Does Orasi have qualified engineers on call and waiting to handle the advanced topics covered by Platinum Support?

We have engineers available to take your calls during our published support hours, 9:00 a.m. to 7:00 p.m. Eastern. Depending upon your specific need, we may need to schedule time with one of our expert field consultants.