

Orasi Platinum Support

As an authorized Micro Focus software and solutions support provider, Orasi provides responsive, local support for Micro Focus's business technology optimization solutions. As an extension of this support, Orasi offers an additional option called Platinum Support which provides expert professional services delivered remotely via the telephone and web conferencing. Platinum Support packages are intended for customers who need support services beyond those offered by Micro Focus and Orasi's standard product support and maintenance packages. Orasi's Platinum Support packages are available regardless of whether you purchase your standard product support from Micro Focus or Orasi.

The following services are available to Orasi Platinum Support customers:

General

- General advice concerning architecture and design of solutions
- General introductory-level mentoring on how to use Micro Focus products
- Review of plans for architecture or deployment
- Debugging of functionality of custom-authored scripts or workflow
- General configuration questions for non-Micro Focus software (e.g., operating system, database, third-party applications)
- Requests to create or debug custom reports
- Quality assurance, testing, and requirement process assessments

Orasi Advanced Reporting Solution

- Installation and upgrade services
- Reporting and metrics assessment
- Workflow and dashboard maintenance
- Workflow and dashboard creating and troubleshooting
- Workflow and dashboard synchronization with ALM upgrades
- Mentoring on basic and advanced functionality
- Mentoring on visualization best practices
- Mentoring on workflow efficiency improvements
- Training

Test Data Management, Continuous Delivery/Integration, and DevOps

- Tool selection, installation, and mentoring
- Time-to-market optimization
- Improving efficiency
- Quantifying and prioritizing test coverage
- Quality-empowered collaboration with design, deployment, and support

Micro Focus Application Lifecycle Management and Micro Focus Quality Center

- Installation and upgrade services
- Mentoring on end-user and admin tool functionality
- Assistance in creating template projects
- Workflow creation and troubleshooting
- Micro Focus Quality Center/quality assurance assessment





Micro Focus Unified Functional Testing and Selenium

- Installation and upgrade services
- Mentoring on basic and advanced tool functionality for GUI and web services
- Mentoring on automated testing methodology and best practices
- Automation readiness assessment
- Automation project estimation

Micro Focus LoadRunner/Micro Focus Performance Center

- Installation and upgrade services
- Mentoring on basic and advanced tool functionality
- Mentoring on performance testing methodology and best practices
- Performance testing assessment
- Performance testing planning services
- Analysis mentoring

Mobile Testing

End-to-end services for strategy assessment, technology selection, process integration, and enablement.

Platinum Support Hours and Scheduling

Each Orasi Platinum Support package includes a defined number of hours, and additional hours can be added during the term of the agreement at a specified rate. Some services may require scheduling of the best qualified expert to help with a particular need. Platinum Support services may be scheduled for after hours or weekends.

Orasi Platinum Plus Support

Orasi Platinum Plus Support includes all of the features and benefits of Platinum Support plus onsite days. Platinum Plus Support services are delivered onsite in increments of one day and can be scheduled on weekends with no additional charge. Advanced scheduling will be required depending upon needs and resource availability. Reasonable travel and lodging expenses, plus a per diem for meals, will be billed to the customer.

For more information or to sign up for support provided by Orasi, email supportsales@orasi.com or call 678-819-5300.

