



## Orasi Micro Focus Customer Support FAQ

Which Micro Focus products are eligible for maintenance under an Orasi ASMP-S support contract?

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

- Micro Focus ALM/Quality Center software
- Micro Focus UFT Business software
- Micro Focus LoadRunner Enterprise software
- Micro Focus LoadRunner software
- Micro Focus UFT One software
- Micro Focus SiteScope
- Micro Focus Diagnostics
- Micro Focus UFT Mobile
- Micro Focus Network Virtualization

What is the price difference between Orasi support and Micro Focus support?

Currently the costs are the same.

What level of support does Orasi offer?

Orasi will provide Tier-1 level technical support and will act on the customer's behalf to submit cases to tier-2 support within Micro Focus.

Is a single contact required to contact Orasi support, or can multiple people using the tools contact Orasi?

Multiple contacts within a single customer can contact Orasi support, as long as the products they are using are covered under the Orasi contract. This will be limited to three contacts per location per product; one primary and two secondary.

Is everything that I get with Micro Focus support included in a contract with Orasi, or is something missing from Orasi support?

With Orasi support, customers receive the same support Micro Focus offers with everything included. If the solution to a problem warrants Tier-2 involvement, Orasi has direct access to Tier-2 and above support on the customer's behalf.

Can I still use the Micro Focus knowledgebase when my support is through Orasi?

Yes, a special "Client Access Key" provided to Orasi support customers allows access to the Micro Focus Software Support online website. This key enables customers to access any of the "self-serve" services offered on the Micro Focus support website, including the current incarnation of the Legacy Mercury knowledgebase.

What are the hours of support through Orasi?

Monday through Friday from 9:00 a.m. to 7:00 p.m. Eastern time.

How will customers access Orasi Customer Support?

The primary method customers use to contact support is online at: <https://supportweb.orasi.com>

They may also contact by telephone (678-819-5315) or email ([support@orasi.com](mailto:support@orasi.com)).

Will customers be notified by Orasi or Micro Focus of automatic upgrades?

Under Micro Focus's new software upgrade process, customers must request upgrades. Customers will still follow this process directly through the Micro Focus website.

What is the escalation path of a case?

The case is logged with Orasi. If the Orasi assigned engineer cannot resolve the issue, and verifies that a change or enhancement request has not already been logged to Micro Focus support for the issue, he/she will log the issue with Micro Focus Tier-2 support directly. The Micro Focus Tier-2 response SLA with Orasi is two hours for a response to a Tier-2 case logged by the Orasi engineer. If Tier-2 response is not satisfactory, your Orasi support representative will take appropriate action to begin the Micro Focus support escalation process.

