

Micro Focus (now OpenText) Authorized Support



TIER-1 SUPPORT

VIP is an Authorized Provider of Tier-1 Support Services (SVI) for Micro Focus (now OpenText) Software. The SVI program represents the highest level of collaboration between Micro Focus and select software business partners. Only those partners who have demonstrated the skills, infrastructure, professionalism and commitment to meet Micro Focus' high service performance standards are awarded the privilege to be named an SVI partner.

Organizations that utilize VIP for their Micro Focus needs benefit from having a single source for software support, updates, new licenses, unparalleled product knowledge and faster resolution time. VIP's team of engineers take ownership of issues and offer premium support packages for full product coverage. As an end-to-end solution provider, VIP can support every aspect of your needs. VIP supports a number of Micro Focus products, including:

- ALM / Quality Center
- ValueEdge
- LoadRunner Enterprise
- Mobile Center
- ALM Octane
- LoadRunner Cloud
- LoadRunner Professional
- Unified Functional Test

Drive maximum value
from your investment.

BENEFIT FROM A SINGLE POINT OF CONTACT

VIP offers superior support options and has direct access to the Micro Focus Software support infrastructure of more than 800 technical support engineers in 65 countries. VIP can also simplify the annual renewal process, consolidate multiple Micro Focus Support contracts and create custom packages to deliver the ideal project to best meet an organization's key objectives.