



Dear Customer,

First of all, we thank you for selecting our products and choosing Micro Focus as your business partner.

Micro Focus is pleased to announce a new **Extended Support Plus** offering that will allow you to continue **Business Service Management (9.26 version only)**¹ in production beyond the previously announced Committed Support time frame ending on August 31, 2018.

The offering will provide full support service and product updates including –

- Critical security updates to ensure security compliancy
- Hotfixes for critical or high impact product defects which prevent unresolvable system outages

The products covered in this offering are –

- Business Service Management 9.26
- Business Process Monitor 9.26
- Real User Monitor 9.26
- Diagnostics 9.26
- Operations Manager i 9.26

This offering will ensure your business continuity and enable flexibility to plan your production environment upgrade at own pace. With Extended Support Plus service, you'll be able to protect product investment, upgrade to latest technology with no additional license cost, create business plan at flexible pace, more importantly, to continue your success in Application Performance Management business.

Please do not hesitate to ask your Support Renewal Sales or contact [Micro Focus Software Support Sales Assist](#) for more details about Extended Support Plus.

Additional information about the Extended Support Plus for Business Service Management 9.26 can be found at <https://softwaresupport.softwaregrp.com/web/softwaresupport/document/-/facetsearch/document/KM03236385>.

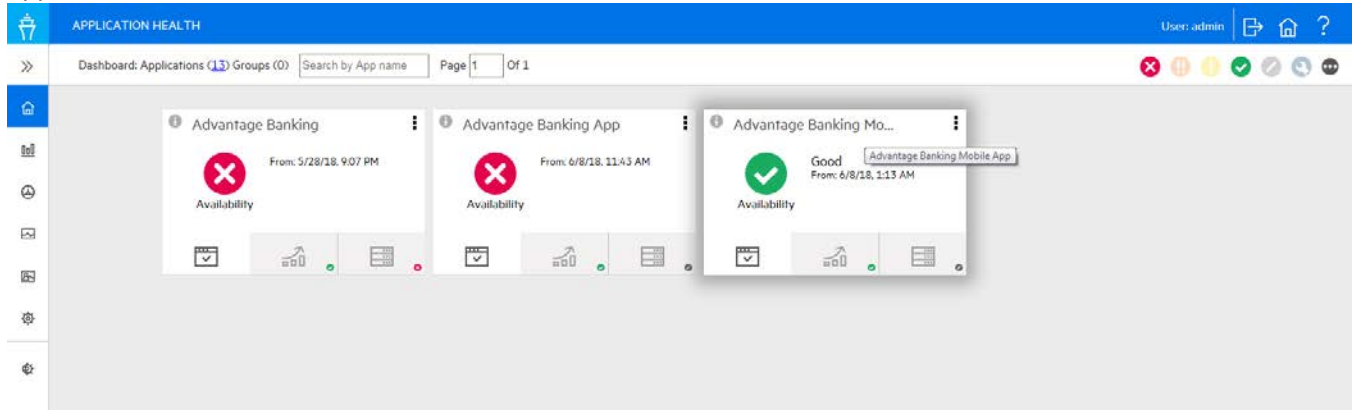
If you do choose not to avail the **Extended Support Plus**, based on our [Software Support Policy](#), all of the above products are available on Extended Support till August 31st, 2020 and on Self-Help Support till August 31st, 2024.

¹ Extended Support Plus for older BSM 9.2x versions is not available due to technology changes between BSM 9.25 and BSM 9.26.

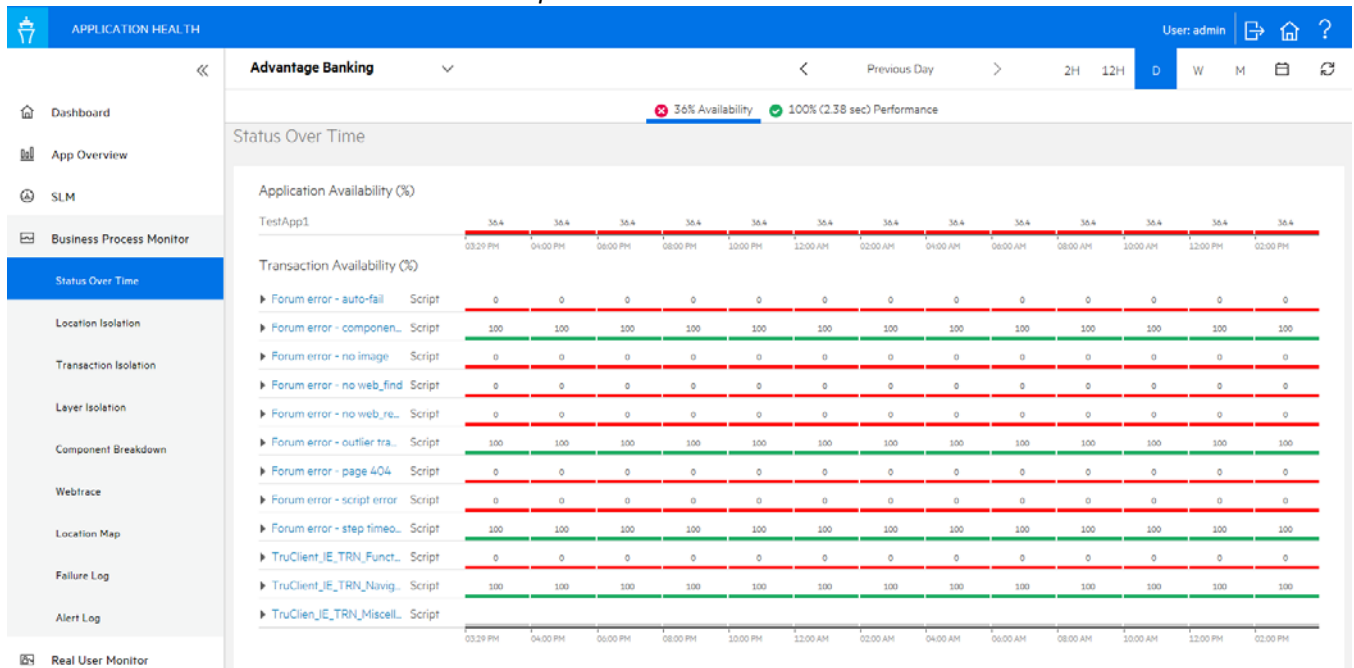
Application Performance Management

Application Performance Management 9.50 is the latest version for Business Service Management customers. All customers with active support contracts for Business Service Management Platform 9.2x products are eligible for license migration to Application Performance Management 9.50 license for free.

Application Health Dashboard:



Business Process Monitor Status over time report:



Application Performance Management platform 9.50 offers modern next generation user interface. It helps you to provide greater application availability, performance and better user experience for your application users by providing –

- Improved User interface: Next generation, intuitive and easy-to-use user interface
- Application Health: Dashboards & Reports for Business Process Monitor, Real User Monitor & SiteScope for end-to-end visibility
- System Availability Management (SAM) Admin: Consolidated SiteScope health & license information

- Micro Focus Usage Hub Reporting: View all Micro Focus product licenses information to reduce cost and to maximize utilization.
- Enhanced Operations Bridge integration: Show BPM data in Business Value Dashboard, Application Health components in Operations Bridge Manager.
- High availability: HA mode improvements and reduction of data loss on distributed systems.
- Enhanced security: Upgraded internal components for increased security

Please see [here](#) for more details about Micro Focus's Application Performance Management, and do not hesitate to contact your account sales representative for questions or requests.