

Benefits

- Ultra-responsive maintenance and support
- Full support for any release of HCL software without upgrades
- Proactive security fixes and services without forced upgrades
- HCL license advisory services
- Freedom from restrictive vendor practices and policies

Origina Maintenance and Support for HCL

Product Maintenance and Support Overview

Origina provides a flexible HCL® maintenance and support solution that enables organizations to receive full support for any version of HCL software regardless of HCL's end-of-support policy. Origina maintenance and support ensures ongoing access to concierge-level HCL expertise, including security and licensing services, allowing businesses to avoid forced upgrades and expensive megavendor support.

Business Challenges

HCL software customers face many challenges when dealing with HCL support and policies, including forced upgrades to maintain full support, slow response times, and a reliance on reactive patch-only security. HCL has recently announced plans to phase out support for perpetual licenses, forcing customers to move to term-based licenses and increasing costs significantly for the handful of customers who are still eligible for perpetual license support.

Organizations are searching for cost-effective alternatives to this drastic change in order to maximize the ROI from their HCL software.

Origina Solution

Origina allows organizations to keep their perpetual HCL licenses indefinitely while receiving full support, including comprehensive defect and vulnerability management.

Companies can strategically manage the technical debt their legacy software products create and sidestep counterproductive HCL policies that keep the software needlessly difficult and expensive. Origina's expert technical advocacy and consultant services help organizations assess their current HCL environments, evaluate financial impacts, and develop tailored roadmaps.

This approach gives HCL customers the time and flexibility they need to make informed decisions concerning their technology roadmaps without the pressure of immediate, costly subscription transitions.

Maintenance Program Comparison

	Origina	HCL
Maintenance and Support Services		
Technical support break/fix	X	X
Upgrade and migration assistance	X	X
Up to 50% savings	X	
Support for perpetual licenses	X	Ending
Two assigned support engineers for each product	X	
Full support for any version without forced upgrades	X	
Meet the Expert sessions	X	
Integration support	X	
Performance support	X	
Binding ticket response times of 30 minutes or less for critical issues	X	
Target ticket resolution times of 6 hours or less for critical issues	X	
Proactive, security approach tailored to your needs and systems	X	
Layered security not dependent on patches	X	
License pre-audit support and consultation	X	
Value-Add Services		
Proactive health checks	X	
On-site technical support	X	
License entitlement validation	X	
Solution architecture validation	X	
License audit support	X	
Vulnerability shielding	X	
Interoperability validation	X	
Feature enhancements without upgrades	X	

“We knew high support costs for legacy would continue to hinder our digital agenda, so third-party support made good business sense.

We didn’t know we’d gain a strategic partner capable of helping us reach our goal of 100% digital core by 2024.”

- Liberty Mutual



Read: “**A Practical Guide to Independent Software Maintenance**” and learn more today.

[Download now](#)

Support and Maintenance Details

Ultra-responsive software support: Origina offers 24/7/365 global support from independent HCL experts, ensuring rapid response and resolution times. Response times are as fast as 30 minutes or less for critical issues.

800+ supported products: Origina supports over 800 IBM Passport Advantage, HCL, and VMware products, including applications on Z mainframes. Additionally, Origina supports all versions of HCL software, including legacy systems.

Software security: With Origina’s multilayered, in-depth proactive approach to vulnerabilities, you will get a high degree of security that can provide greater protection than an OEM single-layered patch approach to vulnerabilities.

Licensing guidance: Maintaining oversight on HCL license usage is crucial to avoiding unexpected audit dangers. Origina can collect information on HCL software usage to better understand contracts and mitigate risk ahead of potential audits.

Meet the Expert workshops: Your Origina maintenance and support includes quarterly Meet the Expert workshops that enable you to tap into the rich technical expertise of Origina’s independent software product and licensing experts.

Customer advocacy: Dedicated technical account managers and customer success managers provide escalation management for complex issues and act as liaisons with HCL for third-party integrations and compatibility concerns, ensuring customers have a strong advocate for their HCL-related needs.

Learn more: www.origina.com