



**WELCOME TO GLOBAL SUPPORT**  
**AROUND THE CLOCK, AROUND THE WORLD**

[support.softwareag.com](https://support.softwareag.com)

## **Who are we?**

Software AG Global Support is dedicated to providing the highest level of service to Software AG customers and partners. We are located in Software AG offices in EMEA, Asia Pacific and the Americas. We can assist you in English, German, Spanish, French, Brazilian Portuguese, and Japanese.

## **Services Provided**

We are here to help if you:

- encounter an apparent defect in a Software AG product
- have a technical question about a Software AG product
- have a query relating to a Software AG product

This support is available to all customers and partners who have a valid Software AG maintenance agreement.

## **Web based Online Support**

The Global Support extranet is Software AG's global, user-friendly, Web-based customer support system, and is designed with proactive services, timely information and problem solutions. It is available worldwide 24 hours a day for comprehensive support. When you need help, the first place to turn to is Global Support's web., accessible via password for all customers with a valid maintenance agreement, by going to the web site <http://support.softwareag.com>. It is designed to help you quickly resolve problems or questions, and features several easy-to-use areas:

## **Knowledge Center**

Search for resolutions, technical tips, alerts and warnings, and product repairs. The Knowledge Center supports simple

and complex free-text searches, providing interactive results and answers to product questions.

### **Products**

Includes product repairs, components for download, product availability notices, early product announcements, subscription to notifications, and order forms for product documentation and product upgrades.

### **Incident Management**

The incident management section offers the ability to submit new Support Incidents, attach diagnostic information, and check the status of existing incidents. When you submit an incident online, it enters directly into Software AG's workflow for fast action – progress can be easily tracked online. .

### **Where to register for the Global Support extranet**

Go to <http://support.softwareag.com> for the registration link.

### **Telephone Support**

In Global Support's extranet, you will find a support directory with information on how to contact Global Support via telephone, including office hour availability information. We also encourage you to submit your technical issue online at any time.

### **Before you call us**

Help yourself – use our Knowledge Center. You will find a database of proven resolutions that may address your issue or answer your question.

**[support.softwareag.com](http://support.softwareag.com)**

Our service to you is most effective when you provide us with as much information as possible.

When calling the Support Center, it would help us to resolve your issue if you have the following information available (as appropriate):

- Your Software AG customer number
- Version, release, and maintenance level of your Software AG product
- Version numbers of all related software, including operating system, network components, JVM, etc.
- Fixes/patches which have been applied to your Software AG products and any recent changes that have been made to your environment
- Specific error numbers and/or messages
- Sequence of events that led to the error
- Your Support Incident number, if you are contacting us regarding a previously reported question
- Description of the business impact of the problem. This allows us to correctly prioritize your issue. Our severity levels identify the urgency for a Support Incident.

### **How urgent is your issue?**

When you open a new Support Incident, we will ask you questions concerning the product issue you are experiencing. Based on your description, and your assessment of the impact on your business, our support technician will provide assistance in determining the severity level to apply to the incident based on the following criteria:

## Standard

While you may be experiencing some business impact, your software is usable, causing only minor inconvenience. It may be a minor product error, documentation error, or incorrect operation of the application, which does not significantly impede the operation of a system.

## Critical

Your problem is causing a significant production business impact; however, operations can continue in a restricted fashion. The software is usable but severely limited. There is no acceptable workaround available. You are experiencing a significant loss of service.

## Crisis

Your problem is causing a severe production outage. You are unable to use the software, resulting in a major impact on your operations. Work cannot reasonably continue. This condition requires an immediate solution or workaround. To ensure real-time interaction to address crisis-level issues, please **always** contact us immediately by telephone.

## Reaction Time

During regular business hours, Software AG's targeted reaction time is 1 business day for standard, 4 hours for critical, and 1 hour for crisis incidents. The targeted reaction time is the time in which the customer receives contact from a Software AG support technician.

## How will your call be processed?

Your call will be logged with a unique incident number. Please make note of this number. If you need to contact us again about the same issue, please provide the incident number, as this will help us to resolve your issue more efficiently.

## Remote Online Diagnosis

For purposes of diagnosis and analysis only, Software AG may elect to perform remote diagnosis. Global Support technicians may access your environment via a Remote Online Diagnostic Tool after you have provided consent.

## Customer Satisfaction

On a regular basis, Software AG Global Support will send a satisfaction survey via E-mail. Feedback related to a recent incident helps us improve our processes and services to make your business even more successful.

## Support Services Options\*

- 24x7 phone support (English) with 1 hour reaction time for severity “crisis”
- Extended support and maintenance for retired product versions

\* Please contact your Regional Sales Manager to discuss available service options and pricing

## ABOUT SOFTWARE AG

Software AG’s 4,000 global customers use our software to improve business processes and drive an agile IT infrastructure. Our customers’ goals are to reduce costs and increase flexibility and efficiency. We help them do this by optimizing and governing their operations and aligning IT with the business goals.

Our leading Business Infrastructure Software portfolio is used for data and system integration and modernization. It fosters new levels of IT agility through SOA and allows the rapid creation of new business processes with BPM.

Our 40-year history of success ensures our customers have a reliable platform for driving future business results – faster.

Software AG – Get There Faster

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