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# GLOBAL CONSULTING SERVICES

We'll show you the way to success.

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# USE OUR EXPERIENCE AS YOUR GUIDE

## Reach your business goals – even faster

### Go with a guide who's been there before

You're destined for success on your next project with Software AG Global Consulting Services. We'll guide you to measurable results – faster – based on our proven methodologies, best practices and nearly 40 years of experience. No one knows our technology better!

Every project we deliver draws from in-the-field experience from thousands of customer implementations across the globe. That real-world knowledge translates into valuable insight, models and tools that we can apply to your projects.

### Grow your team with our global network of experts

Add instantly to the talent of your in-house team. Our 1,400+ consultants located strategically throughout the world offer valuable expertise in:

- Governance
- Business Process Management (BPM)
- Service-Oriented Architecture (SOA)
- Enterprise integration (B2B, EDI, EAI)
- Application modernization
- Application development
- Data management
- Platform migrations
- Project management

Our flexible global delivery models, including local and regional, near-shore and off-shore development, assure that we will apply the right expertise to your projects at the right cost.

### We're focused on your success

Our services are founded on a heritage of putting our "customers first." That's why, in everything we do, we focus on making your team successful and self-sufficient as soon as possible. We measure our success by yours.

### Our goal is to help you achieve:

- Faster time to value by leveraging existing IT assets
- Lower project costs through best practices and proven methodologies
- Measurable ROI and business improvements

Our customers consistently report substantial and rapid benefits. We can help you reach measurable results in as quickly as three months.



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## Here's what our customers say:

POWERFUL EXPERTISE – “Leveraging the professional services organization enabled us to unearth the **full power of the webMethods product.**” Also, local support in Singapore and India helped assure project success faster.

– CIO, 3Com

### **SPEED OF DELIVERY**

“Software AG’s project expertise and integration technology made it possible to meet a very short deadline with a simple solution” for an application modernization initiative.

– IT Manager,  
Basler Securitas

### **FAST RESULTS**

“The first day that we implemented the project, we had an (insurance) application that was received, processed and approved in the same day. That could never have happened before.” This implementation leveraged BPM best practices from Software AG.

– Vice President,  
American  
Community Mutual  
Insurance Company

### **VALUED PARTNERSHIP**

“We thought highly of professional services and felt that they could get us up and running quickly. When we select a vendor for something as large as this, we’re interested in not just buying software, but in working together and having a relationship.”

– Director of EAI,  
Corporate Express

### **DREAM TEAM**

“They worked together, taking ownership, reporting back to management, profiting from candid peer reviews ... That was the beauty of a project with professional know-how, high energy, dedication and humor.” This CIO called Software AG part of her “dream team.”

– CIO, Export-Import  
Bank of the  
United States

Read more customer successes at

[www.softwareag.com/customers](http://www.softwareag.com/customers)

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# LEVERAGE OUR EXPERTISE

## CustomerFirst services accelerate your success

### Advisory Services get your projects off to the right start

Every successful project begins with precise planning from our CustomerFirst Advisory Services. Our experts will meet with you to identify and understand the business problem, create a viable project plan and help you cost justify your project. These services will help you:

- Uncover business challenges, problem areas and pain points
- Prioritize and determine the course of action
- Define the solution that best solves your challenge
- Develop a realistic step-by-step plan on how to improve key performance indicators
- Build a business case to get the project funded and approved

A multi-billion dollar healthcare supply company used these services to identify and secure funding for an initiative to improve its order-to-cash process. The business case quantified more than \$2 million in savings in the first three years and a 40 percent ROI in only two years.

Align your stakeholders around a vision and a plan by using CustomerFirst Advisory Services. These offerings include: business case development to determine your ROI, IT strategy and roadmap development, and design and project planning.

### Implementation Services guide you to speedy deployment

Looking to shorten your deployment time? Our CustomerFirst Implementation Services, based on proven best practices and decades of experience, can make your project move faster. These services can help you:

- Roll out your projects on time and within budget
- Reduce risk and achieve higher-quality results by leveraging best practices, templates and reference models
- Get answers – faster – with ready access to Software AG R&D and support teams
- Organize and manage your projects across people, places and technologies
- Accelerate your time to results – we stake our reputation on it!

In just 90 days, the Internet's leading classified ad marketplace for automobiles launched its first BPM project with the help of these services. With a faster project deployment, the company was able to bring new customer features to market faster, improve internal collaboration and provide more proactive customer service.

Choose from a full range of implementation services, such as: initial product installations and environmental set-ups; SOA, BPM, B2B, integration and application modernization pilot projects; full life-cycle implementations; and also smooth migration of data and applications to new platforms.



### 1 platform for 30 business units

**Ingersoll Rand** uses the webMethods integration platform to link diverse systems across 30 different business units at this \$12 billion diversified manufacturing company.



### 13x increase in e-transactions

**Corporate Express** created an Integrated Service and Supply System and significantly grew electronic transactions from suppliers.



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## Operational Services keep you on the right course

Once your project is deployed, we're there to help you extend its value and keep it performing optimally. Our experts can help you every day at your location. We can mentor your team. And, we can help you determine how to fine-tune your systems to meet changing business demands. Use CustomerFirst Operational Services to:

- Boost productivity with greater performance
- Get more value from your IT budget
- Augment your team – so you can reassign your valuable in-house talent to other core business tasks
- Secure an on-site mentor to support your applications and assure faster troubleshooting
- Establish disciplined processes and practices for maintaining your environment
- Assure consistent levels of service to your customers and users

A major financial services company once challenged us to reduce their batch-window processing time by one hour. We did it in just days—using their existing systems. The company saves a million dollars daily in interest payments.

Stay on course with your projects with operational services that include: application management, on-site technical advisors, mission-critical remote support, staff augmentation; performance and tuning, product version upgrades and operational assessment reviews.

## Educational Services speed up knowledge transfer

Maximize the features of Software AG products with hands-on experience and education provided by our Global Education Services team. Learn the advanced capabilities needed to achieve your goals and projected ROI from experienced instructors – many with 10+ years using Software AG technology.

Our educational services help you decrease your learning curve, improve performance, increase productivity and reduce costs – all while achieving greater satisfaction with your project deliverables. Use these services to:

- Reduce costly errors and delays by ensuring that your team has the right skills
- Learn tips and shortcuts to get your projects into production rapidly
- Lower project risks with a tailored educational plan based on products you're deploying, budget and focus
- Target training to project team members based on their responsibilities
- Deliver quality projects faster by certifying your staff for their knowledge

Software AG offers multilingual education in more than 30 countries. You can choose from a world of learning options, including e-learning, virtual and instructor-led learning at your site or in one of our public classrooms.



**99%**  
perfect

**Johnson & Johnson Health Care Systems** perfected order performance using webMethods Business Activity Monitoring.



**140**  
markets

**Fonterra** delivers dairy products faster and more accurately using webMethods BPM and BAM for order visibility and real-time response.

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# COUNT ON EXCELLENCE EVERYWHERE

## Why Global Consulting Services are the right choice

### Knowledge-based assets reduce your costs and risks

Every bit of knowledge we've captured over the past four decades goes into an extensive library of intellectual assets. These assets become more refined based on every experience with every project in the field.

Take advantage of these proven assets to reduce project complexity, speed your time-to-market with new services and improve solution reliability. These assets include:

- Governance reference models
- Pre-built process models
- Pre-built code, templates and reference models
- Standards-based implementations
- Project best practices
- Enterprise-level application management and support

### 'Inside' connections get you answers - faster

No other professional services vendor is more committed to ensuring that you're successful in deploying solutions based on Software AG technology. Because we are a part of Software AG, we can advocate and facilitate your getting answers – faster – from Software AG R&D and award-winning global support teams when you need their assistance.

Unlike other consultants, we also 'know it first' because we have visibility and input into Software AG product roadmaps and product releases. This insight can help us help you plan and design your solutions for best results over the long term.

### Global delivery models support you worldwide

Speed up your deployments with local Software AG consultants located strategically worldwide. We know the local language, regulations and business customs to accelerate your projects. With our flexible global delivery models, including local and regional, near-shore and off-shore development, you can take weeks off your deployments and significantly reduce costs.



**1 million euros**  
saved per year

**GE Money Bank** saves 1 million euros annually after Software AG smoothly ports existing apps to a new platform. Batch throughputs take less than one hour – 10 times faster than before.

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### Centers of Excellence assure high-quality results

Our global Centers of Excellence continuously cultivate the knowledge we've gained in project implementations around the globe. These centers are at the core of our consulting services, sharing best practices and proven methodologies with our people 'on the ground' everywhere.

Our Project Management Office, for example, guides our consultants in the continuous improvement of management procedures and identifies Software AG global best practices.

Our BPM, SOA and SOA Governance Centers of Excellence promote best practices and methodologies in these specialized areas to accelerate solution adoption, provide tangible results quickly and reduce complexities.

Application Development, Modernization and Data Management Centers of Excellence innovate ways to speed up development and better manage vast amounts of data through optimal resource utilization. These centers also develop safe and proven modernization and migration techniques.

## Build your own Center of Excellence

Industry research confirms that having your own Center of Excellence can make the difference between success and failure when you adopt SOA and BPM across your enterprise. That's why Software AG can help you build your own Centers of Excellence for best practices and proven methodologies.

Establishing a Center of Excellence is more than simply pulling together a team of technical resources. That's why we work with you to:

- Identify specific objectives
- Locate and maintain the right in-house talent
- Develop service offerings that can range from minimal support for integration technologies to a full-fledged internal consulting and operations center

Meet your project goals time and again with your own Center of Excellence, mentored by Software AG consultants.



**\$6 million**  
estimated savings per year

**New York City Department of Buildings** saved its customers \$6 million by providing instant access to building permit and license information online.



**250+**  
point-to-point contacts eliminated

**3Com** can resolve problems in minutes, rather than days, using the webMethods ESB to replace cumbersome "spaghetti-tied" connections and improve data integrity.

## Global Presence

Argentina	Jordan
Australia	Kuwait
Austria	Latvia
Bahrain	Lithuania
Belarus	Luxembourg
Belgium	Malaysia
Belize	Mexico
Brazil	Netherlands
Bulgaria	Nicaragua
Cambodia	Norway
Canada	Oman
Chile	Panama
China	Peru
Colombia	Philippines
Costa Rica	Poland
Croatia	Portugal
Czech Republic	Puerto Rico
Denmark	Qatar
Dominican Republic	Romania
Ecuador	Russia
Egypt	Saudi Arabia
El Salvador	Singapore
Estonia	Slovakia
Finland	Slovenia
France	South Africa
Germany	South Korea
Greece	Spain
Guatemala	Sweden
Honduras	Switzerland
Hong Kong	Taiwan
Hungary	Thailand
Iceland	Turkey
Ireland	Ukraine
India	United Arab Emirates
Indonesia	United Kingdom
Israel	USA
Italy	Venezuela
Japan	



## About Software AG

Software AG is the world's largest independent provider of Business Infrastructure Software. Our 4,000 global customers achieve business results faster by modernizing, automating and improving their IT systems and processes to rapidly build measurable business value and meet changing business demands. Using our solutions, organizations are able to liberate and govern their data, systems, applications, processes and services – achieving new levels of business automation and transparency.

Our industry-leading product portfolio includes best-in-class solutions for managing data, developing and modernizing applications, enabling service-oriented architecture, and improving business processes. By combining this proven technology with industry expertise and best practices, our customers improve and differentiate their businesses – faster.

Software AG – Get There Faster

To find the Software AG office nearest you, please visit [www.softwareag.com](http://www.softwareag.com).