

# Premium Support Services

## COMPREHENSIVE AND PROACTIVE SUPPORT SERVICES—DESIGNED FOR YOUR SUCCESS

Software AG’s Global Support mission is to achieve high customer satisfaction through superior services that help you maximize your return on investment in our technology.

Our Premium Support Services go beyond our Standard Maintenance and Support offering to complement our Global Support portfolio with comprehensive and flexible options. With these add-on services, we engage with our customers in proactive and preventive ways to ensure successful implementations and stable operations.

We support our customers in getting better every day with Premium Support Services.

Software AG’s Global Support organization helps customers around the world achieve maximize availability and performance for business-critical systems. We offer the unique combination of product expertise gained from ongoing interaction with R&D, and practical experience from working with organizations across all industries, worldwide.

Our new Premium Support Services offer a collection of options that support you on a preventive and collaborative basis. Together with our colleagues in Global Consulting Services, we offer a holistic service approach to continuously help you improve the performance, availability and stability of your solution environment.

Our Premium Services offer a selection of options to support you. Together with our colleagues in Global Consulting Services, we offer a comprehensive and consistent portfolio of services that will help you improve the performance, availability and stability of your solution environment.

Look for additional information in Empower at <https://empower.softwareag.com> and contact us at [premiumsupport@softwareag.com](mailto:premiumsupport@softwareag.com).

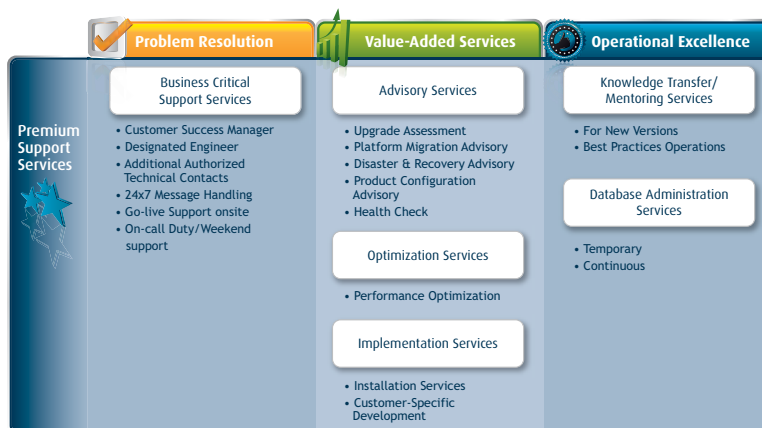
### PREMIUM SERVICE OPTIONS

**Business-critical Services—get the attention you need, when you need it**

Our proactive collaboration services are designed to avoid incidents and provide enhanced interaction with Global Support. You can count on a highly customer-focused support experience including access to the experts you need during critical phases, such as “go-live” situations.

These services include:

- Customer success managers, who proactively engage with you on a regular basis.



Our full set of support services ensure you have the right service for every situation.

These support experts are most familiar with customer-specific solution environments, give technical recommendations and advice and prioritize, track and manage incident resolution

- Designated engineers, who centrally manages your incidents, providing specific technical expertise for your issues.
- On-site support expertise for “go-live” events for a limited and defined timeframe
- An on-call support expert, for example after usual business hours or on weekends
- Additional Authorized Technical Contacts (ATCs), increasing the number of employees who can report incidents to Software AG
- 24/7 incident management for all problem severities

- Product configuration advisory services to optimize planned or existing configuration parameters
- Health checks to analyze specific solution areas and give recommendations

Optimization services feature the analysis of potential performance bottlenecks to ensure the best-possible performance of Software AG products.

We also offer these implementation services:

- Customer-specific development such as user exists for Software AG products
- Support during installation of new Software AG products or versions

### Value-added Services—for implementations, upgrades or operations

Improve your existing IT operations and projects with advisory, optimization and implementation services. Prevent problems before your projects “go live” by engaging Software AG Global Support early on.

Choose from these advisory services:

- Upgrade assessment/platform migration to help you make the right decisions and minimize risks before upgrade or migration projects start
- Disaster and recovery advisory services, in which we analyze your disaster and recovery mechanisms for Software AG and give recommendations

### Operational Excellence Services—guidance and expertise tailored to your needs

Software AG wants to ensure that your use of our technology is optimizing your IT and business goals. We can provide you:

- Knowledge transfer and mentoring services, in which we show you the most effective way of operating Software AG products and help improve your operations-related tasks based on best practices
- Database administration services on a short- or long-term basis for Software AG environments, remotely or at your site

### KEY BENEFITS

- Reduce incidents by proactively engaging Software AG Global Support
- Resolve issues faster
- Safeguard operations by taking preventive actions to ensure high availability and stability of your solution environment
- Reduce unexpected delays and budget overruns
- Enjoy continuous collaboration and a highly focused customer support experience
- Get priority access to comprehensive Software AG support expertise

### WHAT YOU CAN EXPECT FROM PREMIUM SUPPORT SERVICES:

- Customer-specific service add-ons
- Flexible engagements
- Preventive and proactive collaboration
- The right expert at the right time
- Smoothly run operations and projects
- Services delivered by Software AG Global Support

To find the Software AG office nearest you, please visit [www.softwareag.com](http://www.softwareag.com) or contact us at [premiumsupport@softwareag.com](mailto:premiumsupport@softwareag.com)

### ABOUT SOFTWARE AG

Software AG is the global leader in Business Process Excellence. Our 40 years of innovation include the invention of the first high-performance transactional database, Adabas; the first business process analysis platform, ARIS; and the first B2B server and SOA-based integration platform, webMethods.

We offer our customers end-to-end Business Process Management (BPM) solutions delivering low Total-Cost-of-Ownership and high ease of use. Our industry-leading brands, ARIS, webMethods, Adabas, Natural, CentraSite and IDS Scheer Consulting, represent a unique portfolio encompassing: process strategy, design, integration and control; SOA-based integration and data management; process-driven SAP implementation; and strategic process consulting and services.

Software AG – Get There Faster.

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Choose from a wide range of premium support options to meet your specific needs.