



Customer Success Manager Premium Support Services

ONGOING, PROACTIVE, CUSTOMIZED SUPPORT

In today's IT climate, ongoing stability and optimal performance are essential, in both day-to-day operations and successful launch and upgrade projects. Rather than focusing on resolving problems, you want to prevent them and proactively manage risks.

Software AG's Customer Success Manager provides a senior Global Support expert as an active participant on your team. This enables ongoing, real-time collaboration that creates results you can count on for short- and long-term success.

A COMPREHENSIVE LEVEL OF SERVICE

Your Customer Success Manager is an invaluable single point of contact—an expert who delivers customized, proactive management and coordination of support issues during projects and operations and who is:

- A *collaborator* who works continuously to understand your system environment, your products and versions, and your IT project plans and priorities.
- A *facilitator and coordinator* who speeds resolution of Incidents, provides a global view of all open issues, develops a reference environment to replicate support incidents and works to resolve cross-vendor issues.
- A *technical expert* resource who provides customized guidance to help ensure system availability, plan and install new products and manage the support of upgrade projects.
- An *advocate* who provides priority handling and accelerated resolution of any issues, serves as a liaison with Global Support Management, communicates with product management and R&D and escalates issues if necessary.
- A *partner*, who focuses on your success with our technology and ensures that your current and future needs as a customer are highlighted within Software AG.

YOUR BENEFITS

Customized support experience through named support engineer and on-site visits

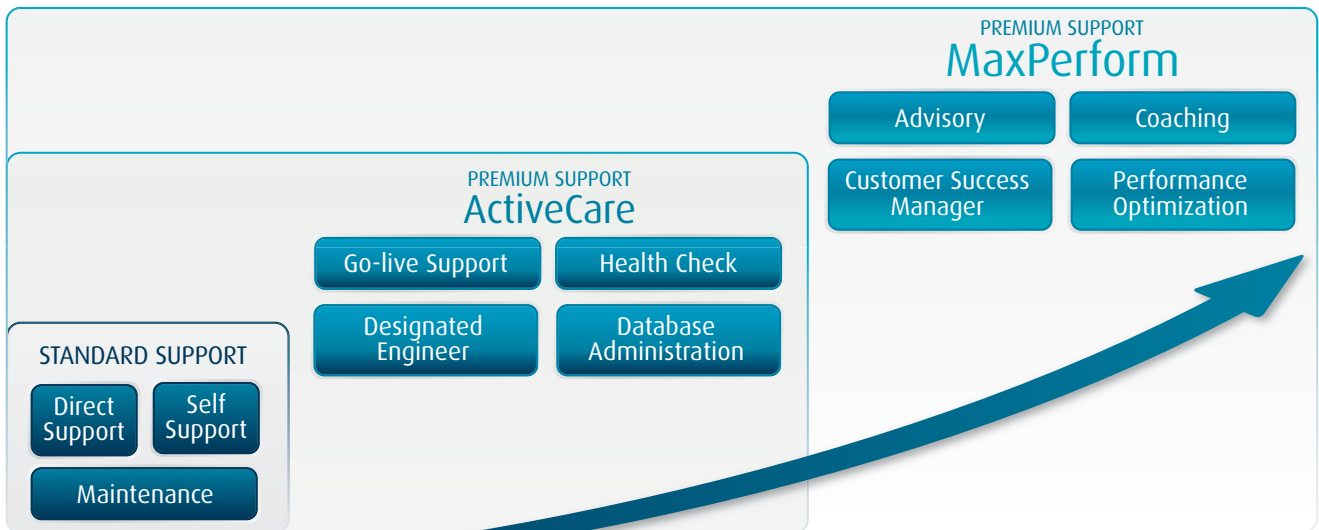
Pro-active support delivery to prevent problems

Prioritized support incident handling with maximum transparency

Accelerated incident resolution through reference environment

Guidance on ensuring optimized stability and performance

Support Services Portfolio



Resolution



Protection



Optimization



Prevention



ON-CALL DUTY SERVICE — WHEN THE SITUATION IS CRITICAL

In addition to the exceptional level of service a Customer Success Manager provides during business hours, he or she will coordinate on-call duty service when needed after hours to augment your support plan.

On-call duty service may be appropriate when you need standby support during holidays or weekends to help minimize impact during maintenance or upgrades.

A Customer Success Manager provides the communication, expertise, and proactive support that enable you to optimize availability and minimize issues.

PREMIUM SUPPORT SERVICES

The Customer Success Manager and the On-call Duty Service are part of our Premium Support Services portfolio — flexible service offerings that can be tailored to meet your unique support needs and ensure optimal service.

Premium Support Services are a collection of options that support you on a preventive and collaborative basis. We offer a holistic service approach to continuously help you improve the performance, availability and stability of your solution environment.

Premium Support Services offer you advantages such as:

- Enhanced operational performance, stability and efficiency through services that enable continuous improvement
- Accelerated project delivery and faster issue resolution with proactive service components and collaboration

Contact us to enlist a Customer Success Manager or find out more about how we can keep you up and running with Premium Support Services.

Take the next step to get there - faster.

To learn more or to request a proposal contact us at 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, Terracotta 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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