



## Premium Support Services Go-live Support Package

### WHEN A FLAWLESS PROJECT IS THE ONLY OPTION, GET THE EXPERTISE THAT'S ESSENTIAL

#### THE SITUATION

Whether it's a new implementation or an upgrade, your project is both business- and time-critical. Consequently, there is no room for delays, disruptions or unexpected issues.

Today's business environments are complex—most implementations include multiple IT environments, a variety of vendor products and the sometimes-conflicting demands of stakeholders. Even the most technically astute team looks for extra risk mitigation measures.

#### THE SOLUTION

The active, involved and expert partnership delivered by our Go-live Support Package augments your own team's talent. Together, we'll anticipate and remove obstacles and clear the path to your project's success.

As part of the Premium Support Services portfolio, a joint initiative of Software AG's Global Support and Global Consulting divisions, the Go-live Support Package combines vital skills and resources to bring you the highest level of satisfaction and give your project the greatest potential for a flawless outcome.

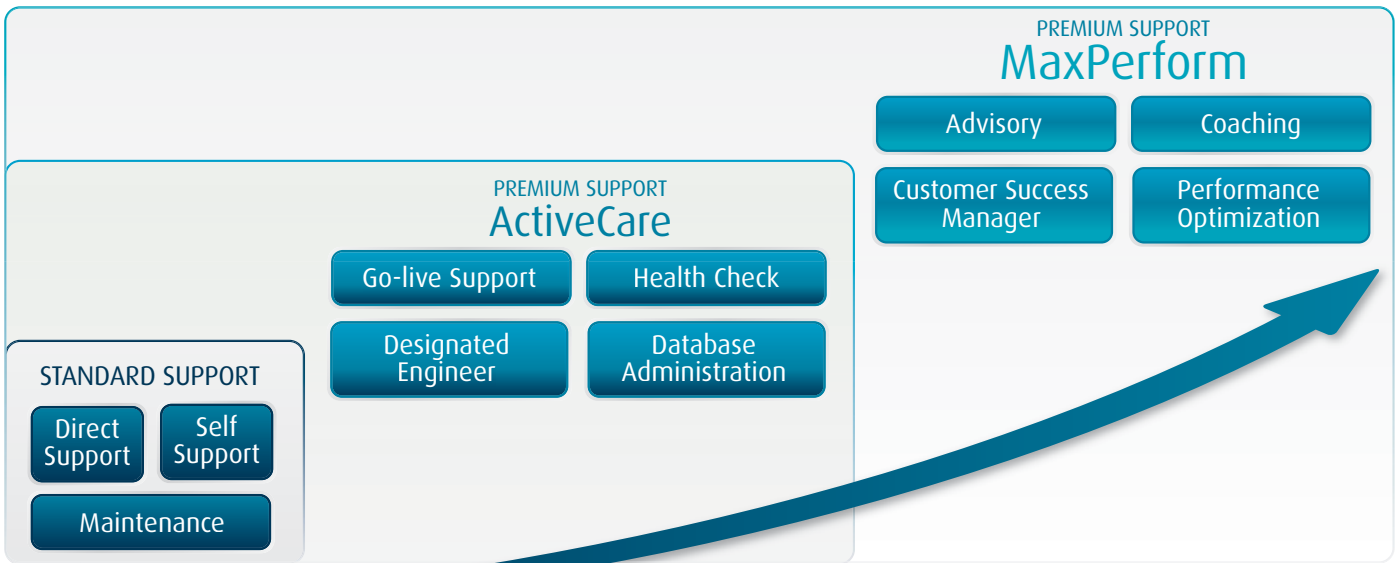
#### THE BENEFITS

Our Premium Support experts get out in front of issues, identifying potential problems and bottlenecks and providing proactive risk mitigation to help ensure a successful implementation, upgrade or rollout.

It's an exceptional level of support that ensures the stability, performance and throughput of your Software AG products. This is swift, efficient, project-specific collaboration that you can trust during the most critical points of your effort.



## Support Services Portfolio



### Resolution



### Protection



### Optimization



### Prevention



## THE GO-LIVE SUPPORT SERVICE PLAN

We'll work with you to create the support service plan that's right for your project, your resources, your timing and your budget.

For a minimum of two months duration, typical go-live support service plans include:

- *Designated Go-live Support Engineer* - This senior-level Global Support Engineer will proactively engage with your team and work as part of your project. He or she will facilitate overall support and Incident resolution and will provide regular status updates on all solutions in progress related to your project. Your support engineer will provide recommendations and share best practices to prevent problems, keep operations running smoothly and support your project's overall success.

- *Extended Critical Incident Support* - While your standard Software AG support plan provides 24/7 only for crisis events, you can choose to extend this coverage for critical, project-related incidents that threaten to hinder your success.

- *On-Call Duty Service* - This dedicated expert knows your project, has the proven expertise and technical skills to resolve incidents quickly and is available whenever needed after regular business hours—nights, weekends, holidays or 24/7 on the phone.

When your business success depends on faultless projects, count on the Go-live Support Package. This service is part of Software AG's Premium Support Services portfolio.

Take the next step to get there - faster.

To learn more or to request a proposal 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, 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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