

Premium Support Services

COMPREHENSIVE AND PROACTIVE SUPPORT SERVICES—DESIGNED FOR YOUR SUCCESS

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

Our Premium Support Services go beyond the standard technical services (“maintenance contract”) offering to complement our portfolio with a set of comprehensive and flexible options. With these add-on services, we offer proactive and preventive ways to ensure successful implementation and stable operation of your Software AG products.

Maximize your system availability and flexibility with Premium Support Services, a joint initiative between Global Support and Global Consulting Services.

Software AG’s Global Support organization offers solutions for your technical questions and issues via Empower, our comprehensive self-service extranet, and our global network of support engineers. We offer the unique combination of product expertise gained from ongoing interaction with Software AG Research & Development (R&D) and practical experience from working with organizations across all industries, worldwide.

Premium Support Services offer a collection of options that support you on a preventive and collaborative basis. Using the combined resources of Global Support and Global Consulting Services, we offer a holistic service approach to help you improve the performance, availability and stability of your solution environment.

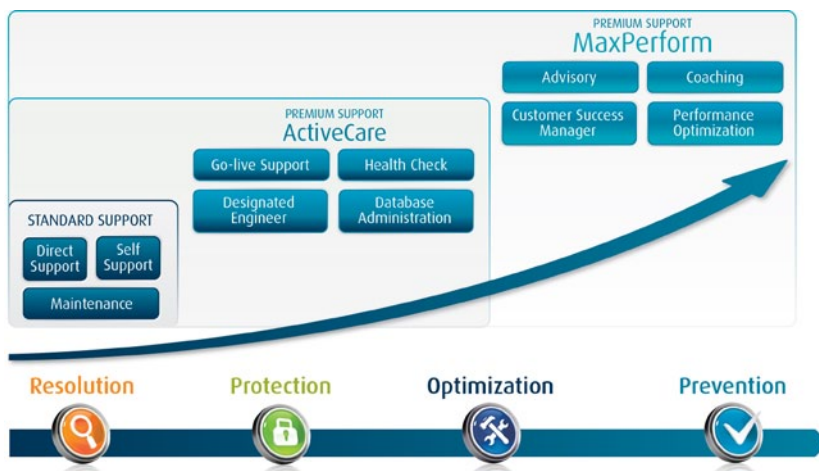
Look for additional information in Empower at <https://empower.softwareag.com>, and contact us at premiumsupport@softwareag.com

PREMIUM SUPPORT SERVICE OPTIONS

Software AG Premium Support Services comprise two programs: ActiveCare and MaxPerform. All services are customizable, allowing you to select options from either or both programs to build the portfolio that best meets your unique business needs.

ActiveCare—proactive services for optimal results

ActiveCare options provide added-value protection for critical business events, ensuring optimal protection and minimal impact. Take advantage of the opportunity



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

to augment your own staff with experienced Software AG resources for key activities.

Services include:

- Designated Engineers, who centrally manage your incidents, providing specific technical expertise for your issues based on specific knowledge of your products and environment
- On-site or on-call duty expertise for “go-live” events for a defined timeframe. This service provides consultation, advice and the ability to coordinate across Software AG in the event of issues
- An onsite, remote or on-call expert during business hours or nights and weekends. Whether you need a configuration expert, programming consultant or a Database Administrator (DBA) for a few hours or longer to move a project forward, we have what you need
- Health checks to analyze specific solution areas and highlight areas of improvement
- Support during installation of new Software AG products or versions

MaxPerform—fewer problems, optimal performance

MaxPerform options focus on overall system availability, stability and performance optimization, helping you mitigate risk, prevent problems and drive continuous improvement. These proactive collaboration services help you avoid incidents and provide enhanced interaction with Software AG via knowledge of your environment and resources. You can count

on a highly customer-focused experience, including access to the experts you need.

Services include:

- Customer Success Managers, who provide regular, proactive and reactive engagement with your staff. These service experts are most familiar with customer-specific solution environments, provide technical recommendations and advice, and also prioritize, track and manage the resolution of your support incidents
- Upgrade/platform migration advisory services 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 your Software AG environment, recommending enhancements when necessary
- Product configuration advisory services to optimize operational parameters based on existing or changing environments
- Customer-specific development, such as user exits for Software AG products
- Coaching, providing guidance in operating Software AG products, enabling your staff’s self-sufficiency, and improving your operations-related tasks based on best practices

“Software AG’s Premium Support Services really paid off. Despite the broad range of requirements, we were always able to meet the deadlines. The open communication and the targeted approach of the specialists from Software AG strengthened our confidence in the stability of our production environment at all times.”

Gerrit Schröder | Project Manager | arvato systems GmbH

KEY BENEFITS

- Reduce frequency and severity of incidents by proactively engaging Software AG resources
- Resolve issues faster with enhanced knowledge and experience
- 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 as well as a highly focused and personalized vendor experience
- Obtain priority access to comprehensive and unmatched Software AG 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 Consulting Services and Global Support

To find the Software AG office nearest you, please visit www.softwareag.com or 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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