



# Global Consulting Services

## ACHIEVE YOUR BUSINESS GOALS FASTER WITH STRONG EXPERTISE AND CONVINCING RESULTS.

**Our goal is to help you reach your business targets more quickly. We expertly align your IT systems with your business requirements, so you can operate more efficiently, keep costs down and increase your business potential. We offer objective advice and show you exactly how to bring out the best in your systems.**

Do you know which of your business processes are inefficient? Or where taking a few small steps could achieve the largest savings? Do you know what your hidden cost drivers are? Would you like to know where it is really worthwhile to increase your process efficiency?

What if you could resolve your business challenges with pinpoint accuracy? And what if you could benefit from effective solutions right away and not wait weeks, or more, for success?

Software AG Global Consulting Services (GCS) guides you to measurable business results – faster. Using our proven methodology, best practices and 40+ years of experience, our experts help you achieve:

- Faster time-to-value by leveraging existing IT assets
- Greater business flexibility with lower project costs
- Measurable ROI and business improvements

We have the consulting expertise you need, including many years of experience in IT Transformation, BPM, SOA, Integration and Modernization.

Our implementation model delivers both speed and efficiency, so you can quickly begin new projects and complete them rapidly and efficiently.

We work closely with our R&D and technical support teams to bring powerful interdisciplinary skills of singular value to your business.

### Expertise and commitment

“Software AG’s consultants have once again confirmed the positive impression that they made on us in past projects. Technical expertise is coupled with the commitment to implement all requests immediately. These solution skills should serve as an example to the industry.”

Sven-Torsten Huster, CIO and COO,  
Volkswagen Financial Services AG, Germany

### Strategic experience

“Global Consulting Services enables us not only to reach our strategic goals, but surpass them and lead the way in the automotive sector. We especially appreciate Software AG’s innovative spirit and the great dedication of their team.”

Markus Lipinsky, Managing Director,  
Daimler Fleetboard GmbH, Germany

### Efficient delivery

“Software AG...delivered our proof of concept faster than the other competitors, with organized and professional practices and methodologies.”

Diego Maldonado, Senior VP and CIO,  
MAPFRE, Puerto Rico

## SOLUTIONS & SERVICES

Our services portfolio leverages insights gained from experience with hundreds of successful customer projects around the world.

### Transformation Consulting: Shapes Technology to Your Unique Needs

IT has become more critical than ever to business success, intersecting with every link in the value chain. Yet this business criticality and high penetration confront IT with increasingly complex challenges.

Many organizations face a growing gap between their business needs and IT capabilities, in part because:

- Incremental changes lead to the growing inability of IT to adequately and quickly react to business requirements
- Changing business environments reinforce the misfit between business needs and IT capabilities

Now with our IT Transformation you can optimally use your IT resources in order to meet your changing business requirements and promote enterprise-wide adoption of Business Process Management (BPM) and service orientation.

Our integrated IT Transformation approach helps optimize your IT resources—both existing and new, increasing their flexibility and sustainability. To drive your IT Transformation program to success, our Center of Excellence works directly with your organization, enabling you to meet current business needs and positioning your enterprise so it can respond quickly to future requirements.

### Assessment & Advisory Services: Define optimal scope and focus for future investments

Our Assessment & Advisory Services calculate and prove the value of Software AG solutions, to ensure that your IT Transformation initiatives will move into the right direction. This expert assessment can range from a single-day workshop to a longer project. Assessment services include:

- SOA Adoption Accelerator
- Enterprise Integration Review
- KPI & Process Discovery Workshop

### Delivery Services: Get solutions into production with high efficiency

Delivery services focus on the design, implementation and deployment of solutions into production. With the benefit of our experts' experience, best practices and our repeatable project methodology GEAR, we ensure maximum success at the lowest costs. Delivery services include:

- SOA Governance Implementation
- BPM Implementation
- KPI Monitoring Implementation

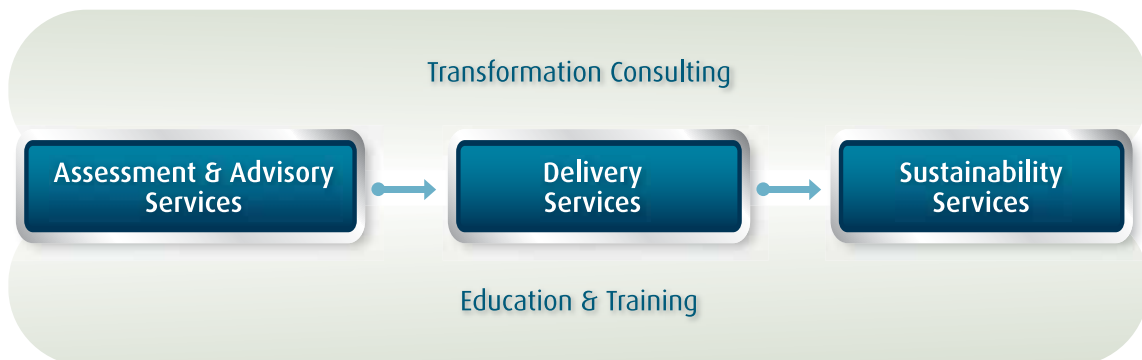
### Sustainability Services: Sustain successful performance with industry-leading solutions

Our Sustainability Services help ensure your deployed Software AG technology-based solutions remain successful. GCS experts work with you on continuous improvements and optimizations. Sustainability services include:

- Application Maintenance
- Technical Account Management
- Upgrade Support

### Education Services: Nothing ever stands still – keep moving forward with us

The aim of Global Education Services (GES) is to ensure the success of each and every customer project. With a wide range of education and certification solutions available for all cycles of the project chain, the GES team is able to tailor the right education solution for the chosen environment, along with user needs analysis and training plan development. Training delivery methods include public, standard and customized onsite training, eLearning, workshops, mentoring, education consulting and virtual classroom, and these can be blended into any desired combination.



Software AG's Global Consulting Services Offering

## PROVEN METHODOLOGY

With our GEAR methodology, we deliver successful projects – faster



Our proven implementation methodology helps make sure that you realize the full value of your business infrastructure solutions. Called GEAR – Gather,

Explore, Assemble and Rollout – the methodology incorporates knowledge and experience from hundreds of our projects around the world about how to successfully plan, design, build and roll out an entire solution.

GEAR includes best practices, technical guides and templates, processes and utilities to speed solution delivery and minimize disruption at each of these critical implementation phases:

- Gather elaborates business objectives and requirements
- Explore expands the solution architecture
- Assemble creates and tests solutions defined in prior phases
- Rollout optimally migrates the solution from testing and/or staging into production

## FLEXIBLE AND INNOVATIVE DELIVERY

### Global Reach

We deliver the right expertise, at the right cost, right when you need it. With over 2000 consultants worldwide we can offer you flexible delivery models, including local, regional, near-shore and offshore. Our Global Competence Centers collect, nurture and share knowledge gained in projects implemented around the globe, such as best practices and proven methodologies.

### Local Expertise

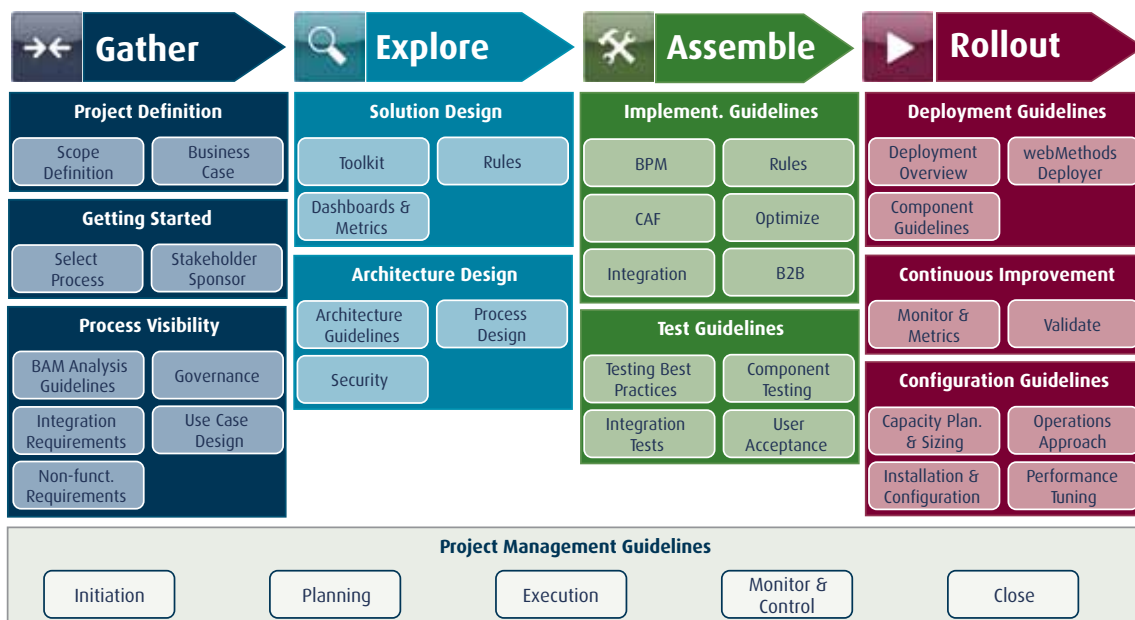
Our consultants are strategically located around the world, so your projects benefit from their specialized insight. We know the local language, regulations and business customs, so we're able to optimize your projects and speed delivery.

### Onsite-Offshore

Our unique delivery model equips us to accelerate your projects by distributing and exchanging work between onsite teams and offshore consultants. Our experts are there for you – not only during your business hours, but also across global time zones. It all leads to increased productivity and faster implementation of your projects. Progress on your most important efforts never has to stop overnight. And you'll see more success, faster.

### Partners

Our partner network supports and enhances our Global Consulting Services, so none of your questions remain unanswered.



GEAR: a sustainable and reliable methodology that brings your projects to successful execution - faster

## WHY GLOBAL CONSULTING SERVICES?

### WHAT DIFFERENTIATES US

**We leverage Software AG's world-class products to best support your roadmap requirements**

**We deliver solutions across the entire IT value chain**

**We act as your independent advisor leveraging your IT assets without a hidden agenda**

**We combine local and global expertise with a strong partner network to deliver our promises**

**We draw on 40 years of global engineering experience in complex and mission-critical environments**

### YOUR BENEFITS

- Our unique expertise in creating the best-in-class solutions using the best products increases the overall delivery quality and reduces defects and issues.
- One-stop shopping for services and products makes your supplier management easier and eliminates the project "blame game."
- Your business requirements can be better aligned with IT and you can benefit from spot-on solutions that improve your internal customers' satisfaction.
- Our recommendations are reliable and we have the capacity to implement what we recommend.
- Solutions are tailored to your needs, not to the products we have to sell—so you pay only for what you really need.
- Our proven expertise and methodology in Business Process Excellence brings the right focus to your projects.
- Thanks to our flexible delivery methods, you can optimize your costs without compromising project quality.
- Our global knowledge gained with SOA and BPM implementations using our proven methodology GEAR provides you reliable, on-time project delivery and predictable results.
- You can benefit from years of global experience delivering high-quality, successful and sustainable solutions that require less future investments.
- We have been here for over 40 years—and will still be here for you in the future.

### Measurable benefits

"Now we are able to reuse business-critical functionality that has been developed over the years in Natural and Adabas. We've realized a significant benefit, as we have reduced the effort and cost required to develop our new J2EE applications because we are reusing, rather than cloning, existing functionality available on the mainframe."

Mark Sinnott, Broker Project Manager,  
Aviva, Ireland

**Our consultants bring you deeper expertise, faster implementations, greater business benefits and more sustainable results. For more information and a detailed offering, contact your local Sales Representative or GCS Consultant.**

To find the Software AG office nearest you, please visit [www.softwareag.com](http://www.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 are unique in offering the world's only end-to-end—and easiest to use—business process management (BPM) solutions, with the lowest Total-Cost-of-Ownership.

Our industry-leading brands, ARIS, webMethods, Adabas, Natural and IDS Scheer Consulting, represent a unique portfolio for: process strategy, design, integration and control; SOA-based integration and data management; process-driven SAP implementation; and strategic process consulting and services. Our comprehensive software and services solutions allow companies to continuously achieve their business results faster.

Software AG – Get There Faster

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