

Southern and Western Europe/Latin America: Case study: Barcelona, Spain

At Sant Joan de Déu Hospital in Barcelona, approximately 4,000 patients receive medical care each day. As a result, a great number of documents accumulate, ranging from lab reports to x-rays. Software AG has created an IT architecture that ensures compatibility for all of the hospital's systems and diverse data formats. Patient files are now readily available and always up to date. Advantages for the Sant Joan de Déu hospital include:

- Improved exchange of information between the various hospital departments thanks to a single view of electronic patient data files;
- Reliable data based on reviews of all hospital wards and solution-oriented plausibility checks;
- Quick access to the contents of electronic patient data files in all hospital departments while maintaining data protection;
- Stability and high performance ensure absolute security and access to data at all times.



Regional growth: Attractive markets in Latin America

Geographic expansion is an effective growth strategy. We therefore intensified our involvement in Latin America in 2005. The countries of this region are expected to see a significant increase in IT investment, from which we intend to benefit in the long term. In expanding our market presence, we are using the close cultural and economic ties between the countries of Latin America and Spain, the head office of our regional segment of Southern and Western Europe. The acquisition of the APS Group has greatly expanded our market position in Latin America.



Product portfolio: Innovation drives growth

Business success depends on satisfying core customer requirements. In response to client demands we added innovative features to our products in 2005, to allow our customers to better gear their IT systems to dynamic markets. Our rapidly expanding software licensing business proves our success in meeting these demands. Our maintenance business should also benefit from this growth.



North America/Northern Europe: Case study: Tulsa County, Oklahoma, USA

With around 580,000 citizens, Tulsa County is the second largest county by population in the State of Oklahoma. The county Administration wanted to improve their automated processes and user interfaces through a modern IT infrastructure. Software AG's ApplinX enabled Tulsa County to modernize and optimize applications without having to replace the valuable mainframe-based system.

Combining systems running on different platforms into one web-based portal provided realtors, banks, and county residents with quicker and more convenient access to property records and related legal documents. The advantages for Tulsa County include:

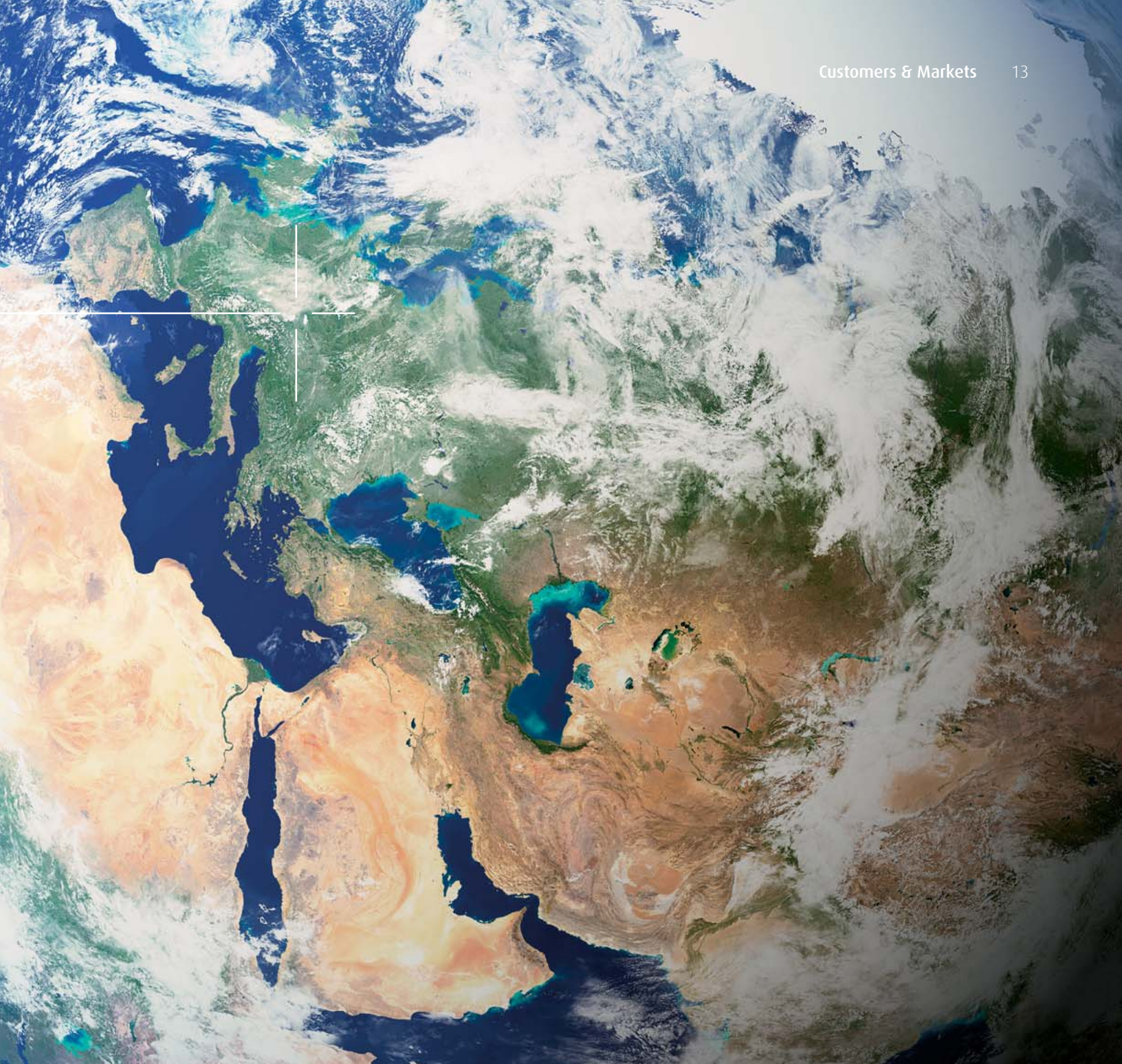
- Protection of current IT investments through modernization of existing systems;
- The web based system gives businesses and citizens direct access to property information;
- Constant data availability, simplified internal processes and long-term cost savings;
- Reduced risk to critical data through continued use of existing applications.

Central and Eastern Europe/Asia: Case study: Vienna, Austria

UNIQA, an Austrian insurance group with over 4 million customers, handles a total of 13 million insurance contracts. The company's 11,000 employees face the challenge of managing an immense amount of data. In order to strengthen its leading position within the insurance industry, UNIQA sought the expertise of Software AG. We developed industry-specific systems that help UNIQA to optimize its business processes and expand its customer service. The advantages for UNIQA include:

- Automation and accelerated business processes and more efficient use of communication paths;
- Multi-channel systems allowing insurance policies to be taken out and modified online;
- Increased networking and higher employee mobility giving enhanced customer service; required data can be accessed in real time;
- Integration of various applications and system platforms guarantying a uniform view of customer data and improved consulting services.





Distribution channels boost business expansion

Close customer contact is the best way to optimize business opportunities. In addition to regional sales strategies that are uniquely tailored to the needs of each country, Software AG also makes sure that there is enough room for personal contacts with clients. In 2005, we strengthened our sales channels both by expanding our own sales team and by reinforcing our cooperation with distributors. This allowed us to solidify our business while developing additional sales opportunities.

Additional opportunities arise in up-and-coming markets

Software AG has customers in more than 70 countries. We are intensifying our business activities in the countries of Latin America, Eastern Europe and the Middle East. Our focus is on countries with a solid infrastructure and promising economic growth. The upward trend of these emerging markets and their increasing need for information technology opens up added sales opportunities, which are already contributing to our growth.

Expanding our market position in Latin America

With an office already in Mexico, Software AG further established itself in the Latin American market with the establishment of a second office, in Chile. This was followed by offices in Brazil, Colombia, Venezuela, Panama, Costa Rica and Puerto Rico. We are quickly expanding our market presence utilizing the expertise of the APS Group, our long-time distributor, acquired in June of 2005. This has ensured a sound basis for successful market development from the start.

- Puerto Rico

We supported the Department of Treasury of the Commonwealth of Puerto Rico in implementing a project that brings together the data of all taxpayers nationwide. State-of-the-art income tax processing has been integrated with methods for tax collection and payment. Our products Adabas, Natural, EntireX and Tamino are the mainstays of the system architecture.

- Chile

The Chilean revenue agency benefits from the competence of Software AG in business process management. Building on existing systems, we designed a solution that optimizes all steps of creating, editing and forwarding electronically stored documents. The innovative model is seen as a model for administrative bodies in the entire region.

- Panama

As a government institution, the Registro Publico is responsible for registering all land, buildings, ships and companies in Panama. The government commissioned us with modernizing the applications of the state register. Besides Adabas and Natural, EntireX Communicator is also integrated in this project.

- Nicaragua

In Nicaragua, taxes are collected by the Dirección General de Ingresos, a department of the Finance Ministry. Software AG is implementing a comprehensive IT project for the Dirección. The objective is to combine all data of the organization in a central location, to increase the efficiency of the entire system and make online access possible via EntireX Communicator and Natural web.

Favorable outlook for Eastern Europe

The countries of Eastern Europe have instituted wide-ranging reforms and are accelerating their integration into the global market, fueled by the strong growth of their economies. The demand for information technology that will support further progress is increasing accordingly. We can benefit directly from involvement with the new EU countries, the Balkans, Romania and Bulgaria.

- Slovenia

The Supreme Court of the Republic of Slovenia approved a case management system that stores court and trial records in a central location. All persons involved now have direct access to needed information. The solution implemented with Software AG accelerates the workflows in the court and serves as a reliable distribution and archiving system.

- Romania

We developed a service-oriented architecture for the Romanian Finance Court, the Court of Accounts. This architecture integrates numerous areas of activity. As a result, the court is able to reduce the work expense for control and monitoring tasks and considerably increase its volume of services. At the same time, permanent documentation of the records offers greater transparency in budgetary control.

Growth opportunities in the Middle East

The wealth of the Middle Eastern countries stems from oil. In order to reduce their dependence on oil exports, countries in the Middle East are increasingly using their revenues to build up their own manufacturing industries and new economic sectors. Using networked IT solutions to network all company departments is a key to this expansion. Software AG is developing a growing customer base in Oman, Qatar, Kuwait, the United Arab Emirates and Saudi Arabia via the representative office in Bahrain.

- Kuwait

The Public Authority of Applied Education and Training maintains 24 colleges in Kuwait. The public sector institution wanted a practicable solution for managing the data of all 40,000 students and chose Natural in spring 2005. Software AG technology will replace the previous system within three years. We will also support this project with services.

- Qatar

As part of their eGovernment services the Qatar Ministry of Civil Service and Housing has chosen to standardize on XML as to exchange intra-Governmental data. After a detailed search for the best XML server, they choose Tamino.