



# Adabas Administration Services

## SUSTAINABILITY FOR YOUR MISSION-CRITICAL DATA

### The heart of any organization is the core applications

When it comes to mission-critical systems, choosing, designing, implementing, integrating, and then operating mature technologies requires consulting and services from professionals with a long-term commitment to your business success. Software AG Global Consulting Services collaborate with you with exactly that – a long-term outlook, with a variety of options to suit your needs.

Software AG's Global Consulting Services work with you to assess the fit and capabilities of modern technologies, and help you determine how best to design, implement, migrate, and integrate new and existing technologies. We provide ongoing support of your systems with varying levels of services, as well as flexible choices designed to meet your requirements. At Software AG, we speak your language.

Software AG's Adabas Administration Services cover your most of your mandatory ongoing support requirements. You probably have additional issues to solve, which we can

handle for you with supplemental services, based on your specific individual needs. This means that once you establish an Adabas Services agreement, there are a number of customizable options which you can choose to fill any gaps in skills, schedules, or locations.

### IT skills shortfall

In recent years, you might have encountered a shortage of local, skilled, experienced Adabas and Natural administrators. In order to relieve the burden of finding these skills on the market, Software AG offers Onsite and Remote Database Administration (DBA) services as part of the Adabas Administration Services. Onsite and Remote administrators are individuals who are experienced and



Smooth operation and access of your business critical data at any time.

### TOP FIVE REASONS TO USE OUR ADABAS ADMINISTRATION SERVICES

1. We ensure that your applications perform optimally to assure quality service to your customers and business users.
2. We deliver ready access to qualified assistance if the staff that built your Adabas and Natural applications have retired.
3. Ripping and replacing existing systems is highly expensive and risky—leading to possible resource availability, budget and security issues.
4. Software AG products today and in the future deliver value to thousands of our customers world-wide. We secure your investments by improving existing and developing new technologies to help our customers to always remain future-ready. There is no need for technology-only investments without business benefits.
5. Who can better support you in product with product specific services than the vendor itself?

highly trained in specific product areas. They can directly step in to fill a short or long-term gap in skills. If you require more hands-on administration, we recommend leveraging our onsite administration services.

If you require certain regular administrative functions that can be provided through secure access of the company database, the Remote DBA service is your choice. Either way, Software AG is passionate about your success and satisfaction and delivers high-quality, proactive services with every interaction.

### Unmatched expertise

If employee turnover has resulted in a skill gap, or if you would simply like to focus your IT staff on other areas, Software AG can fill the void. Whether you choose a Remote or Onsite DBA, you will receive advice and assistance administering your Software AG environment from highly skilled, seasoned experts. Software AG personnel know the products, technologies and the typical challenges you have inside and out. They know the product past, present, and plans for future development, and will proactively address the day-to-day issues that inevitably surface.

### Remote DBA – a supplemental approach

Software AG's commitment to superior service means that it has highly skilled professionals on its team, who can help you maximize the value from your investment in your Adabas/Natural environments. When regular database services are required and can be conducted remotely, and of course, securely, the Remote DBA service keeps you up and running during key business hours, Monday through Friday. First, a Software AG specialist will review, document, and set up procedures to enable a Remote DBA to administer the specified Software AG products within the identified environments. Then, your Remote DBA will deliver all of the following tasks:

- Daily database monitoring reduce slow-down or downtime and
- Weekly database checks
- Ad hoc database recovery
- Space allocation and maintenance
- Product maintenance
- Monthly status report

### Onsite DBA – a comprehensive approach

In many organizations, there is just no substitute for someone who can handle administration of your database onsite. If your organization finds it must react immediately to various situations, the Onsite DBA service can be a real lifesaver. Software AG Onsite DBAs can assist with a number of service components, including:

- Adabas or Natural software installation and upgrades
- Change or configuration management
- Database utilities and administrative procedures
- Natural security implementation

Your Onsite DBA interfaces with both management and programming staff on a regular basis, providing status and summary reports of activities performed, a recap of any problems, and any potential red flags. The Onsite DBA becomes your internal expert on Software AG products, providing comprehensive support at your location. This service is extremely valuable if your organization has a longer-term shortfall in skills.

### Your benefits

Both, the Onsite- and the Remote DBA service will ensure that you

- Avoid down- or slowdown-times
- Decrease downtime in case of a recovery
- Optimize your operation costs
- Avoid problems caused by already fixed product issues
- Optimize your staff and operation planning

### Evaluate your needs

Take a look at your investments in software, the human resources that are planned or in place, and your operational needs. Consider outsourcing the DBA portion to Software AG for whatever amount of time makes sense for your team, goals, and your needs.

We are happy to assess your individual requirements with your team in a free Adabas DBA Review Workshop to design the most valuable service setup for you. For more details, please contact your local Software AG Consulting Services Manager.

To find the Software AG office nearest you, please visit [www.softwareag.com](http://www.softwareag.com)

#### ABOUT SOFTWARE AG

Software AG's 4,000 global customers use our software to improve business processes and drive an agile IT infrastructure. Our customers' goals are to reduce costs and increase flexibility and efficiency. We help them do this by optimizing and governing their operations and aligning IT with the business goals.

Our leading Business Infrastructure Software portfolio is used for data and system integration and modernization. It fosters new levels of IT agility through SOA and allows the rapid creation of new business processes with BPM.

Our 40-year history of success ensures our customers have a reliable platform for driving future business results – faster.

Software AG – Get There Faster

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