



Systems Engineering Services

VALUABLE GUIDANCE FROM THE EXPERTS

GET THE MOST FROM SOFTWARE AG TECHNOLOGIES

Could users benefit from faster response times? Are you short on resources and need to improve system performance? Would you like to get the greatest benefit from upgrades as soon as possible?

Turn to our experienced systems engineers for expert guidance and hands-on help. No one knows our technologies better!

Your business demands top performance from your IT investments. So deliver it!

Software AG Systems Engineering Services offer a wide array of expert capabilities so you can make the most of powerful Software AG technologies.

With Software AG Systems Engineering Services, you can:

- Tune your systems for top performance—and realize tremendous savings
- Increase user productivity—get more done every day
- Maximize new Adabas 8 functionality for your business
- Learn about Natural 4 features to improve programmer productivity
- Rely on our expertise when you're short on resources

Get the greatest performance and value from your systems. Our highly qualified systems engineers offer valuable guidance, mentoring and support when you need it most! Each has 20+ years of experience in

Software AG products and 15+ years as advisory consultants.

Higher performance = lower costs

- Performance and tuning services

Optimize your systems with an on-site performance and tuning (P&T) engagement. By improving system performance, you can realize dramatic cost savings. One customer told us the results of a P&T engagement were "nothing short of phenomenal!"

Regular tuning enables you to make the most of available hardware and software, so you can postpone expensive new investments, even when demand is rising.

We've helped enterprises:

- Reduce runtime on a batch application from 170 to 2.8 minutes
- Reduce the number of physical I/Os by hundreds of thousands
- Reduce CPU time by 30%
- Improve critical path batch throughput by 10-30%

TUNE YOUR SYSTEMS FOR TOP PERFORMANCE—GET RESULTS “NOTHING SHORT OF PHENOMENAL!”

Depending on your requirements, we can assess your overall systems software environment—including online and batch systems, buffer sizes and parameter settings—database usage, file design and application code. Or, we can focus on a specific area of your environment. Once we complete an Adabas P&T engagement, we also can analyze your applications.

A summary report will tell you how to achieve faster throughput, eliminate bottlenecks and prevent future potential problems.

Upgrade with ease and reduce your risks

→ Product upgrade services

Take the pain out of making an upgrade. Our systems engineers can coach you through making an upgrade to Adabas 8 or any Software AG product including Natural 4. Our intelligent, cost-effective, low-risk approach helps you get the greatest benefit from new functionality as quickly and easily as possible. Count on us to help your team:

- Define your upgrade strategy with contingency planning
- Minimize the impact of changes
- Maximize uptime during the upgrade
- Learn helpful upgrade tips and shortcuts
- Migrate as smoothly as possible to the new version

Upgrade services can be delivered remotely or at your site—depending on your requirements.

Learn from the best

→ On-site mentoring workshops

Want customized mentoring? Groups of up to six people can receive practical, hands-on training at your site, right in your environment. Our workshops help customers realize measurable improvements:

- A state government agency reduced vendor invoicing processing from 21 to 1.5 days—significantly reducing costs—after a three-day workshop
- A services company automated manual billing processes—increasing customer satisfaction through new bill format and accuracy—after a one-day workshop

Workshops are available on nearly 50 different topics, from tuning Natural for DB2 applications to an introduction to Java. Visit www.softwareagusa.com/education for a complete list of workshop topics.

Turn to the experts—talk to us today!

Get the most from your investments in Software AG technologies by working with the experts. To learn more about our Systems Engineering Services, call us today at 1-800-766-3390.

Need even more expertise?

Choose from these popular Systems Engineering Services:

DBA services: We can provide complete DBA support at your site or remotely, on a part-time or full-time basis, and fill in the gap while your DBAs are on leave or retiring.

Disaster recovery: Keep your mission-critical systems available, all the time. Our team can assess your environment and then develop disaster-recovery procedures.

Installation and implementation:

Rely on us for expert guidance or even complete installation of any product while customizing system functionality to meet your unique needs.

Migration: We can help you define a business case, create a solution blueprint and then complete the migration.

On-site scoping: We'll validate projects at your site to assure their successful completion.

Site analysis: We recommend an annual site analysis and inventory to apply all zaps and early warnings. We also can prepare and maintain your product upgrade plan.

Specialized SE support: Opt for a single systems engineer assigned specifically to you.

Software AG has offices in over 70 countries. To find the office nearest you, please visit:

www.softwareag.com

© 2007 Copyright Software AG
All rights reserved. Software AG and all Software AG products are either trademarks or registered trademarks of Software AG. Other product and company names mentioned herein may be the trademarks of their respective owners.