

Our commitment to quality

How we go the extra mile to make our customers successful

Our customers need nothing less than the highest quality and availability from their digital infrastructure. That's why we deliver our software and services with a corporate culture centered on customer success. Our quality policies and ISO-certified Quality Management Systems reflect our constant commitment to helping our customers win in the digital world.

Software AG quality policy

Customer success by creating customer value is at the heart of everything we do. We enable our customers to succeed and stand out in the digital world. To do so, every employee of Software AG makes a commitment:

- To put the customer at the center of everything we do, from product innovation driven by customer collaboration and coinnovation, to the way we sell and service our solutions.
- To ensure compliance with laws and regulations pertaining to quality, safety and performance requirements in every country where Software AG's products and services are offered.
- To support and continuously improve Software AG's Quality Management System.

These commitments are met with transparency and integrity, through clearly documented processes, KPIs including quality objectives, routine quality management reviews, and a company culture that is dedicated to quality.

Software AG works in accordance with the principles provided by ISO 9001:2015, the International Standard for Quality Management.

Our commitment to quality

ISO 9001 certification

Third-party certification bodies provide independent confirmation that Software AG meets the requirements of international standards. The Quality Management System of Software AG was ISO 9001 certified by DQS with the scope: Product Development, Global Support and Professional Services.

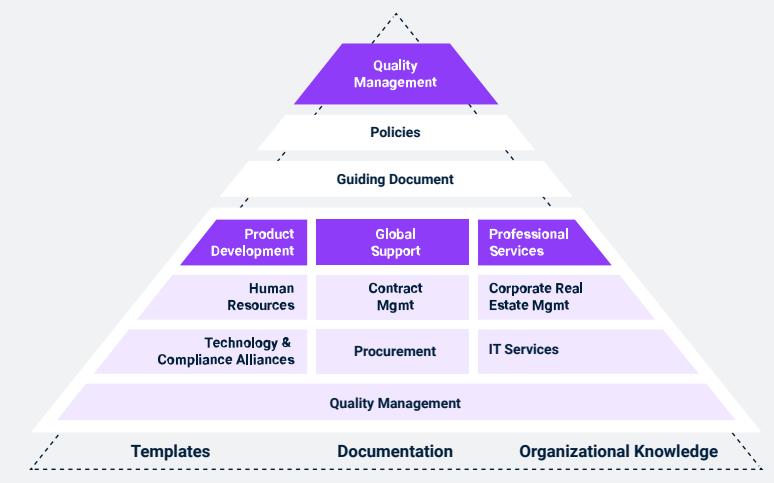


Figure: Software AG Quality Management System