

# Enterprise Active Support Services

## For your successful Digital Transformation

Going digital? Don't go it alone. It's a fast-changing, highly demanding, customer-centric world. Make the most of it with Enterprise Active Support—designed to deliver the fastest, most agile and proactive support for your Digital Business Platform and mission-critical Adabas & Natural applications.

### Let's face your challenges together

Today's digital world has removed all boundaries of time and space. Delivering goods and services 24/7 is the new and expected standard. That's why Software AG offers Enterprise Active Support, designed for the always-on digital business.

Your success is our #1 priority. So, from Day One you'll receive the highest level of customer care. We're here to maximize the value you get from our platform throughout your Digital Transformation. You'll be able to talk directly to the experts—and not just when you have a problem. Our experts are a trusted extension of your IT staff, helping to safeguard your systems and prepare you for change.

### We'll secure and accelerate your success

Speed is critical to a digital business. As an Enterprise Active Support customer, faster time-to-resolution is our top priority. Any number of people on your team can work with Global Support at any time in any time zone. Bottom line: minimized downtime, everywhere.

#### Services include:

- 24/7 phone support for ALL incidents
- 24/7 access to Empower
- Multi-regional support to assist your distributed development and operations teams
- Unlimited Authorized Technical Contacts to open new incidents
- One-to-one Meet the Experts online sessions to help you implement our software faster

### ENTERPRISE ACTIVE SUPPORT



#### Secure your success

- 24/7 phone support for ALL incidents
- 24/7 access to Empower
- Unlimited Authorized Technical Contacts



#### Accelerate your success

- Priority queuing of incidents
- A resolution plan within first four hours for Crisis incidents
- Multi-regional support
- One-to-one Meet the Experts online sessions



#### Guide your success

- Technical documents
- Best practices
- One-to-One: Meet the Experts sessions



#### Optimize your success

- One-to-one Meet the Experts online sessions
- Performance tuning
- Load balancing/high availability
- Environment assessments
- One-to-one Product Roadmap reviews

## We'll guide your success

We know our platform inside and out—and learn more about it every day by working with real-world customer implementations. Leverage our know-how and experience to avoid common mistakes, build better processes and determine what specific skills our team needs for your transformation.

### We're experts at your service:

- Technical documents offer an inside look at platform sizing, performance tuning and other topics
- One-to-one Meet the Experts online sessions, scheduled at your convenience, span topics like managing release cycles and operations planning

## We'll optimize your success

A Digital Transformation is a journey—not a single project—and leveraging new technologies can be done effectively only if your landscape is kept lean and up-to-date. We're here to ensure your Software AG environment runs at its best so your digital business is more agile, more responsive.

### Optimize your landscape with:

- One-to-one Meet the Experts sessions on performance topics like load balancing, performance tuning and leveraging logging facilities
- One-to-one Product Management sessions for insights into the Digital Business Platform and Adabas & Natural roadmap

## The choice is yours

We've always provided best-in-class support services to assure your success. Knowing the journey to a fully digitalized environment requires more. A lot more. Let's face your opportunities and challenges together.

Consider Enterprise Premium Services for a highly personalized level of support, like **Advanced Designated Engineers** and **Designated Engineers**. Ask your Software AG representative for details.

## TOP 10 REASONS TO USE ENTERPRISE ACTIVE SUPPORT

<b>1.</b> 100% commitment to your success	<b>2.</b> Experienced support—every second you need it	<b>3.</b> Faster start-up, faster reaction time	<b>4.</b> Improved uptime—because downtime is unacceptable	<b>5.</b> Valuable guidance with no extra consulting fee
<b>6.</b> Insights into the Digital Business Platform roadmap	<b>7.</b> Proactive technical guidance	<b>8.</b> Multiple service options—phone, online, self-service	<b>9.</b> Collaboration with Software AG R&D, Global Consulting Services and Product Management	<b>10.</b> An optimally performing landscape—what your digital business needs to succeed