Greater freedom for our customers
Understanding and defining business continuity strategies. Developing and implementing business continuity procedures. Training, communicating and practicing business continuity. Our commitment to Business Continuity Management is integral to our culture at Software AG—all to create greater freedom for our customers.

In detail, here are the steps we take:

**Understand (Business Impact Analysis & Risk Analysis)**
Getting a detailed process landscape describing exactly our business is key to painting a picture of our company. This picture represents a deep understanding of our organization. It’s a living picture.

**Prevent (Strategies)**
Customer needs define our scope to determine Business Continuity Management strategies for protecting assets in scope. These strategies are defined to prevent disruptive events effectively and efficiently. Thus, knowing processes and having a scope determines appropriate strategies.

**Respond (Procedures)**
Based on our strategies, business continuity procedures were developed, implemented and established to respond to disruptive events. Incident response teams, a response structure and business continuity plans were built.

**Keep up-to-date (Training & Communication)**
Software AG’s business continuity plan is communicated to affected teams. Communication takes place with regular updates combined with at least annual basic and delta trainings of the updates. Processes are in place to train new team members.

**Sustain (Exercise)**
Testing the continuity plans with regular exercises and documentation of the results leads to learnings—learning what can be improved, what has been missed or changed. In order to support tests, actions and incidents, a comprehensive application has been built. This application combines planning, tracking and documentation of tests, actions and incidents.

Learning leads to understanding. That closes the loop and continuous improvements take place.
ISO 22301 and the journey of freedom

Elements of Software AG’s Business Continuity Management System

Quality and Business Continuity Policy for Global Support

In the 24/7 digital world, our customers expect global support services to be available at all times to ensure continuity of their critical business systems. To meet these expectations, Software AG Global Support is committed to quality at every level of the organization. We achieve this by:

• Empowering our employees
• Constantly improving our skills
• Continuously measuring and monitoring customer satisfaction
• Implementing innovation to improve both the customer experience and our own efficiency

Our business continuity strategy ensures that our customers will receive the required support services at all times.

We continually align our Integrated Management System to changing requirements, review its adequacy on a regular basis and continuously improve its efficiency.

About Software AG

Software AG, an independent software company, enables enterprises to connect any technology—clouds, apps, devices and data—anywhere and any way they choose. More than Software as a Service, we’re “Freedom as a Service,” enabling faster innovation in an increasingly connected world. Trusted by top brands for 50 years, we’ll never stop pioneering the future of data. More on our analyst-recognized software for the Internet of Things and self-service analytics, integration and APIs, and business transformation at SoftwareAG.com.

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