

ADABAS & NATURAL MANAGED SERVICES



Let us do the work—so you can concentrate on the business value

Workforce consolidation, attrition, retirement, recruiting battles, increased compensation costs for senior IT specialists, time and cost to on-board and train new talent, hiring freezes, new IT staff less interested in working with infrastructure elements, the pressure to do more with less. These and other day-to-day struggles are pushing organizations to adopt a managed services approach to their near- and longer-term business and labor challenges.

In today's IT marketplace, some of these challenges are more evident in organizations running existing mission-critical applications that have been in production for more than 20, 25 or 30 years. Why? Because the IT staff associated with the development, operations and maintenance of these applications has accumulated so much information about business rules and processes. When these professionals leave, the loss of expertise could impact the viability of these applications and, therefore, the business continuity of the whole organization. In fact, the future of the entire IT department could be severely damaged and catastrophic consequences could follow if no action is taken to mitigate this risk.

With this scenario in mind, and knowing that many organizations will continue to rely on existing mission-critical applications developed with Adabas & Natural for years to come, Global Consulting Services, the professional services arm of Software AG, created Adabas & Natural Managed Services.

Software AG Adabas & Natural Managed Services is comprised of professional services, support and operations elements bundled into a single per-unit, per-month price governed by a managed services agreement. Services are delivered from a remote facility, on-site or hybrid (local and remote) while products may be hosted on-premises or remote.

Software AG Adabas & Natural Managed Services go beyond product technical support or help desk. Our long-term definitive solution lets you run, operate and maintain your mission-critical Adabas & Natural applications with confidence—whether they reside on the mainframe or in an open platform environment.

What's included in the Adabas & Natural Managed Services:

DBA services, Database Performance Tuning, Application Performance, Application Modernization, User Interface Face-Lift Services, Batch and Online Optimization, Application Integration, Data Replication, Disaster Recovery and High Availability Services, Product Installation and Upgrades. In addition to these traditional services, Software AG Adabas & Natural Managed Services include: Application Development, Application Maintenance, Technical Project Management, Security and Operations Support.

Software AG understands that our customers expect more than just technical services, and we groom our teams to—over time—understand your corporate IT strategy, operational challenges and financial pain-points as well as your technical needs (IT road map).

Top 10 reasons to work with us

1. Competitive rates

Let us conduct a free assessment to evaluate your technical needs. You will find that our value-based rates are more competitive than you thought.

2. Corporate backing

Software AG is serious in supporting our customers running mission-critical applications. It is our intent to support and evolve the Adabas and Natural product line through 2050 and beyond! Company-wide, we are strengthening resources—including in Managed Services—to continue long-term development and support of the Adabas and Natural product portfolio.

3. Quality talent

The Global Consulting Services organization of Software AG has the capacity to attract and retain talented Adabas & Natural professionals. We have developed a recruitment model focused on identifying existing talent and developing new talent directly from universities.

4. Flexible delivery model

To best meet your individual needs, we offer remote, on-premises and hybrid options.

5. Customer centricity

When the delivery is on-premises, Software AG will relocate the required staff to your city for the duration of the contract.

6. Unmatched technical know-how

We are the developer of Adabas & Natural, and our Managed Services staff has direct access to R&D. We can provide highly knowledgeable resources uniquely aware of future Adabas and Natural product directions.

7. Decades of collective experience

We have been exposed to a variety of operational systems, different Adabas and Natural versions, mainframe and open systems (UNIX®/Linux®) environments, the Web and a combination of all. Such variety adds an extra layer of expertise and experience our team can offer.

8. Long-range resource planning


Through the years, Software AG has cultivated a very loyal client base in higher education. Global Consulting Services has leveraged this dynamic and established relationships with colleges and universities, enabling us to recruit and groom new talents across the continental U.S.

9. Partnership mentality

When Managed Services are provided on-premises, you will be actively involved in interviewing our consultants and deciding who will be part of your team.

10. Our pledge

We will adjust and mold our services to meet your needs, culture and environment.

MAINFRAME AND UNIX/LINUX VERSIONS SUPPORTED OF ALL SOFTWARE AG PRODUCTS	100% CERTIFIED EXPERTS <small>(ISO 90003)</small>	 SUPPORT AVAILABLE 24/7/365
	DIRECT ACCESS TO R&D	
COMPETITIVE RATES ASK FOR A FREE ASSESSMENT	WE CONTINUE TO RETAIN ADABAS & NATURAL TALENT	Our intent: To provide innovative product developments 2050 & beyond
		FLEXIBLE DELIVERY REMOTE ON-PREMISE HYBRID

Managed Services in a Nutshell

Flexible delivery

If you face the challenge of selling staff augmentation to your management or procurement teams, feel that it's impossible to achieve a competitive price point, or your organization does not like to pay indefinitely for this type of service, please reach out. We are sure we can help you.

Option 1—Remote

With the exception of an initial two-to four-week period when members of our Adabas & Natural Managed Services team go on-site to set up and kick off the engagement, all services will be provided completely remotely. Our team will work during your normal business hours; however, a 24/7 option is available to accommodate activities such as operations support.

Option 2—Local

We will assign a local team to work in your office, giving you total control and visibility of what the team is performing.

Option 3—Hybrid

This option offers the comfort and visibility of having services delivered directly on-premises while enabling the scalability and cost savings inherent in a remote managed services delivery model.

GCS Managed Services delivers value to all customers

One of the largest universities in the U.S. is a long-term user of Adabas & Natural products. This university decided that it was time to attack the challenge of attrition, workforce retirement and the battle for new talent. They signed onto our Managed Services program, adopting the hybrid model. Currently they are expanding the usage of this service by adding additional capacity.

One of the largest banks in the Americas chose Software AG Adabas & Natural Managed Services because they want to improve and accelerate the adoption of new Adabas & Natural functionalities useful to their organization. This customer knew that the staff from Software AG was highly trained and qualified in the products.

We also have long-term state and local government customers in the U.S. and provinces in Canada who have worked with Software AG for decades. The fact that these customers rely on Software AG to operate and maintain their Adabas & Natural environments is a testament to our superior quality and knowledge.



Supported products and operational systems

We support the all active mainframe and UNIX/Linux versions of all Software AG products.

Take the next step

We're here to help you overcome all of your Adabas & Natural staffing issues and business continuity challenges.

To get started, contact Software AG Global Consulting Services via email at consulting-sales@softwareag.com or talk to your local Software AG representative. Let us focus on your technical challenges for you, giving you more time to create business value.

ABOUT SOFTWARE AG

Software AG offers the world's first Digital Business Platform. Recognized as a leader by the industry's top analyst firms, Software AG helps you combine existing systems on premises and in the cloud into a single platform to optimize your business and delight your customers. With Software AG, you can rapidly build and deploy digital business applications to exploit real-time market opportunities. Get maximum value from big data, make better decisions with streaming analytics, achieve more with the Internet of Things, and respond faster to shifting regulations and threats with intelligent governance, risk and compliance. The world's top brands trust Software AG to help them rapidly innovate, differentiate and win in the digital world. Learn more at www.SoftwareAG.com.

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