Managed Services

Software AG
Professional Services

Transition, operate and transform your business with our experts

Streamline your operations, optimize productivity and enhance customer experience with THE experts in Software AG products—Software AG Professional Services. Count on us to execute a seamless transition to managing your IT services so your internal team has more time to focus on strategic digital projects. Our Managed Services experts transform your business when and wherever you need them—from strategy design, service implementation and upgrades, as well as moving to public and private cloud services.

What Managed Services can do for you

Our team works with you to clarify your business challenges and desired strategic outcomes. We'll design the proper solution stack for optimal continuity and security. Count on us to:

Assure business continuity
Keep your valuable technology investments secure and available. Our experienced Managed Services team keeps you up and running so your business stays on track.

Elevate your IT staff
Our team manages the day-to-day maintenance, while your in-house talent is freed up to focus on business innovation, strategic initiatives and customer satisfaction.

Plan smarter
Our focus on innovation and automation results in predictable spending and operational efficiencies.
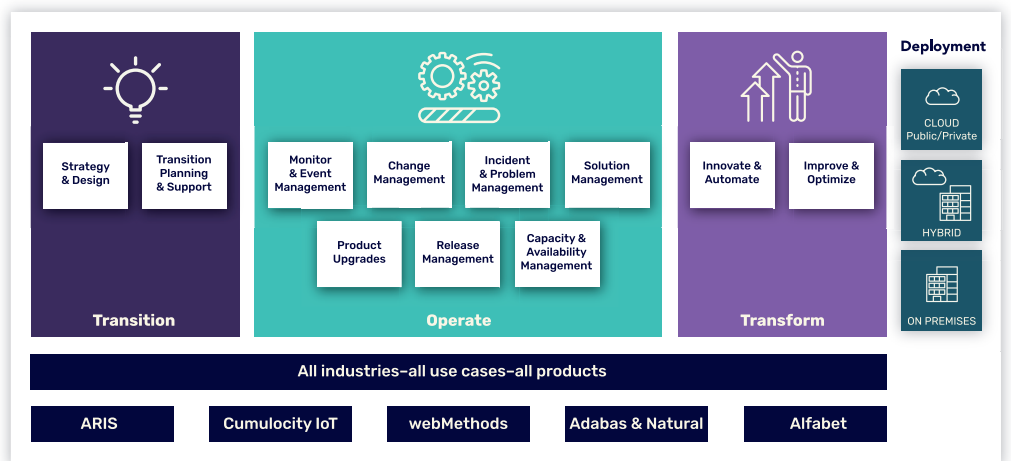
Accelerate results
Our experts have a proactive, predictive and preventive approach to monitoring your system and applying upgrades in a timely fashion.

Top 3 reasons for Software AG Managed Services

1. We know the market-leading Software AG products better than anyone. We collaborate directly with our R&D experts to maximize functionality and synergy throughout the spectrum of our products.
2. We've earned our trusted advisor status over more than a decade's experience providing Adabas & Natural installations and have evolved our services to Cumulocity IoT, ARIS, Alfabet and webMethods through varied industries and geographies.
3. Innovation and automation in service delivery is our motto. Our team brings proven tools, accelerators—the expertise to efficiently manage your day-to-day technical support and guide you to and through your next phases of growth.

Software AG Managed Services Offerings

Choose from a wide range of services to meet your specific project requirements.

Put our team to the test

For a large telco in the U.K.
Our experts deployed ARIS and Alfabet in the cloud to replace an essential app discontinued by a competitor. Our hosting, cloud operations, platform and application support freed up the customer to focus on its business innovations with the assurance of consistent upgrades and product releases.

For a large German retail pharmaceutical company
In a common team effort with the customer, more than 20 servers with critical Adabas & Natural applications were replaced. Proactive event monitoring and incident management guaranteed application availability throughout the roll out with minimal outages.

For an Internet company based in the U.S.
We provided a cloud-based, fully managed webMethods B2B platform for a partner onboarding solution at one of the world's foremost internet services and products company. The company now onboards business partners in less than a week for faster time-to-market to drive new sales of devices and services.

For a global medical devices company
A North American healthcare giant leverages their legacy applications using our powerful suite of 20+ business apps on the webMethods platform. Our team provides business application and Managed Services using modern DevOps concepts to streamline product releases, speed access to product details and aid in regulatory compliance, helping the customer to lower the total cost of ownership and achieve a faster ROI.

Tools for success

Built on decades of experience and supported by industry best practices, our comprehensive Managed Services portfolio ensures you have the tools to succeed with our software.

Accelerate your results and assure business continuity in the hands of Software AG product experts. Our portfolio is purposefully structured to seamlessly transition you to Managed Services. We continuously optimize your solution to transform your technology and free up valuable resources giving you space to become a next-gen IT trailblazer.

Options include:

• Service desk

• Infrastructure management

• Access management

• Full solution upgrade

• Custom service reporting

• Critical incident management

• Testing services—security

How we work with you

We provide you Managed Services anywhere—on-premises, in the cloud or as a hybrid deployment—all around the world. We're equipped with the protocols that help us work best with your team and locations. Ask about customized services for public and private cloud environments.

We specialize in balancing the need for local-service touch with delivery and shared service centers in all time zones to ensure uninterrupted support.

Take the next step

How can we help your business be its best? Let's talk. Email us at professional.services@SoftwareAG.com.

ABOUT SOFTWARE AG

Software AG began its journey in 1969, the year that technology helped put a man on the moon and the software industry was born. Today our infrastructure software makes a world of living connections possible. Every day, millions of lives around the world are connected by our technologies. A fluid flow of data fuels hybrid integration and the Industrial Internet of Things. By connecting applications on the ground and in cloud, businesses, governments and humanity can instantly see opportunities, make decisions and act immediately. Software AG connects the world to keep it living and thriving. For more information, visit www.softwareag.com.

2020_06_FS_Managed-Services-EN

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