software AG

Transition, operate and transform your integration

Fact Sheet

Software AG
Professional Services

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

What Managed Services for webMethods can do for you

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

Assure business continuity
Keep your critical technology integrations 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 and upgrades, while your in-house talent is freed up to focus on business innovation, strategic initiatives and customer satisfaction.

Plan smarter
Our industry-leading webMethods products and services prioritize innovation and automation to consistently deliver predictable spending and operational efficiencies.
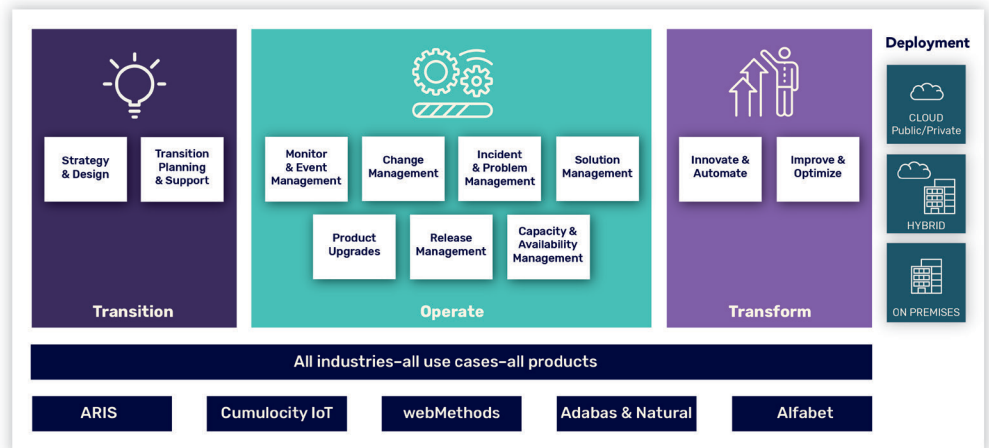
Accelerate results
Our webMethods experts have a proactive, predictive and preventive approach to monitoring your system and applying upgrades in a timely fashion.

Why depend on Software AG Managed Services

1. We know webMethods better than anyone. Our large pool of certified webMethods consultants are co-located with our R&D experts so we can provide rapid response while maximizing functionality and synergy.

2. We've earned our trusted advisor status over more than a decade's experience providing Managed Services for webMethods on-premises and in the cloud - through varied industries and geographies.

3. Software AG assures your webMethods platforms are always up to date. You know your platform is functioning optimally and harnessing the advanced features offered in each release.

4. Innovation and automation in service delivery is our motto. Our team brings proven tools and accelerators 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
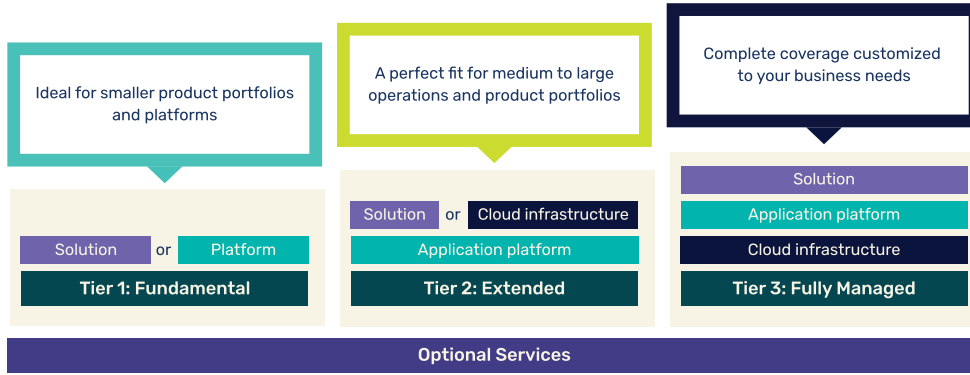

Success through automation

Our webMethods service portfolio is purposefully structured to seamlessly transition you to the level of Managed Services that best suits your needs. We continuously optimize your integration solution to transform your technology and free up valuable resources - giving you space to become a next-gen IT trailblazer. Our experts use automation to:

• Provide proactive product monitoring using standard and secured monitoring framework

• Manage upgrades with reusable components

• Develop scripts for platform / environment deployment

• Effect platform scaling with zero downtime

• Deploy platforms on virtual machines and containerized solutions (Docker & Kubernetes)

Choose your level of coverage

Managed Services pricing tiers
Scalable pricing for end-to-end application management

Ideal for smaller product portfolios and platforms	A perfect fit for medium to large operations and product portfolios	Complete coverage customized to your business needs
		Solution
	Solution or Cloud infrastructure	Application platform
Solution or Platform	Application platform	Cloud infrastructure
Tier 1: Fundamental	**Tier 2: Extended**	**Tier 3: Fully Managed**

Optional Services

Coverage for each tier is tailored to fit your level of engagement.

Fundamental	Extended	Fully Managed
8X5 coverage; 24x7 crisis	16X5 coverage; 24x7 crisis, inclusive of upgrade	24X5 coverage; 24x7 crisis, inclusive of upgrade with additional benefits

Choose from our **optional services** to enhance your experience.

- Platform / Product Setup - e.g., installation and configuration to new VM on similar OS
- Product upgrades per environment / server
- Technical Management (dedicated TAM)
- Customized SLA
- Expert consulting - e.g. architecture, assessment, cloud migration strategy
- Scheduled maintenance on non-working days
- Disaster recovery support travel to customer site
- Cloud hosting and operations
- Security management
- Testing services - e.g. security penetration testing or specific testing scope
- Local assigned support resource

Put our Team to the test

For a U.S. based manufacturer operating worldwide
Through acquisition, the customer's goal is rapid growth. Our Managed Services team ensures their webMethods platform is efficiently running their end-to-end business processes to support rapid continued business growth.

For the largest public pan-Asian life insurance group
Our teams manage our proven API Management solution to collect health assessment data quickly and effectively. We've stabilized the customer's environment through proactive, innovative solutions. The result is a high-performance platform that allows them to quickly scale to meet new member needs – including handling peak loads of up to 1 million daily transactions.

At one of the world's foremost internet services and products company
We provided a cloud-based, fully managed webMethods B2B platform for a partner onboarding solution. The US-based 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 financial services group in South Africa
Our team uses webMethods to optimize their customer programs with leading-edge digital processes, insights and analytics. The solution runs on the Software AG AWS cloud. Our Managed Services team provides infrastructure and platform support and consistently maintains the platform with an SLA of 99.95% availability.

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.

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