

ENGAGE WITH SOFTWARE AG QUICK START GUIDE



We're here for you.

Thank you for choosing Software AG! Our goal is to help you as our valued customer, to be successful—faster—with our products. As every customer and every solution is unique, our dedicated team is standing by to help you get going quickly, manage your unique challenges and achieve tangible results that exceed your expectations. So let's get started.

Your personal Software AG Account Executive is your primary contact, responsible for the customer relationship, to act as your strategic advisor and help ensure your satisfaction. In addition to your Account Executive, we have a skilled team and many resources that are available when you need them. This guide provides an overview when and how each team and resource plays a role, according to your need.

"I'd like to..."



Get started



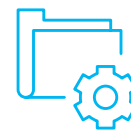
Review our support services



Solve a problem



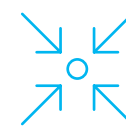
Find product information



Request a feature



Learn from, share and network with others



Accelerate time-to-value



Provide feedback

“I’d like to get started”

Some important things to know.

- When you license Software AG solutions, our logistics team will send your product license keys, download information and installation instructions via email. If our logistics team has received the complete order information before 2 p.m., then this email will normally be sent the same business day.
- In order to download your products, you’ll need to access [Empower](#), Software AG’s self-service extranet and 24/7 Customer Support Portal. If you don’t have access yet, you can request it via: Empower@softwareag.com. With an active Maintenance and Support plan, you can also use Empower to:
 - Contact [Global Support](#) and [find a local support number](#)
 - Download [products and updates](#), fixes and [documentation](#)
 - Request additional [Empower IDs](#)
 - Research in our [Knowledge Center](#)
 - Browse [Early Warnings and Critical Alerts](#)
 - Use [eService](#) to open and update support incidents
 - Subscribe to [alerts and notifications](#)
 - Connect with our [communities](#), [discussion forums](#) and [user groups](#)
 - Add a [product feature request](#)
 - Find out about [new product releases](#)
- If you haven’t already, you should designate one staff member, a Support Authorizer, to approve and manage your company’s Authorized Technical Contacts (ATCs) list for Empower.
- If you have questions, encounter installation issues or require any other assistance, please check our [Support FAQs](#) or contact [Global Support](#). For the Digital Business Product Line, you can also check the [Advanced Troubleshooting Guide](#).
- If you don’t already have a Maintenance and Support plan, we recommend you review our comprehensive and flexible support service offerings, which are designed to help you maximize and speed your return on investment. These offerings are summarized in the topic: [“I’d like to review our support services.”](#)



“I’d like to review our support services”

Let’s face your challenges together.

Your success is our #1 priority—from Day One of using our software. Maximize your value with Software AG [Enterprise Active Support](#), which provides fast, agile and proactive customer support for your Digital Business Platform and mission-critical Adabas & Natural applications.

With Enterprise Active Support you can rely on 24/7 support, including telephone support, technical support for crisis incidents and access to [Empower](#), Software AG’s self-service extranet and Customer Support Portal, as well as new product versions, patches and fixes. As an Enterprise Active Support customer, you get industry-leading service and faster time-to-resolution. Any number of people on your team can work with Global Support in any time zone.

In addition, Software AG Enterprise Premium Support offers comprehensive and flexible add-on services that you can combine and adjust as business priorities change. Some of these services that can complement your Enterprise Active Support are:

Maintenance & Support Services

Standard	Enterprise Active Support	Enterprise Premium Support Services
<ul style="list-style-type: none"> • New versions / significant enhancements / major functional improvements / product fixes • 24/7 access to Software AG’s Support Portal • 9x5 telephone support for critical & standard incidents • 24/7 support service for crisis incidents • 7 Authorized Technical Contacts (ATCs) 	<p>All the features of Standard, plus:</p> <ul style="list-style-type: none"> • Report critical and standard inquiries 24/7. Global Support will meet reaction timeframes & begin working on the solution • Two-times faster reaction times • Resolution plan within first four hours after receipt of Crisis incident • Prioritized queuing of incidents • Defined process to notify Software AG management of the status of crisis and critical incidents • One-on-one, Web-based consulting • Unlimited number of ATCs 	<p>Available à la carte:</p> <ul style="list-style-type: none"> • Customer Success Manager • Designated Engineer • Multi-Region Support • After-Business-Hours Support • End-of-Maintenance Extension • Jumpstart Support • Installation Support • Go-Live Support • Upgrade Support • Health Check

- **Operational Readiness Check**—helps new customers accelerate their successful use of Software AG products
- **Customer Success Manager**—serves as your single point of contact for your entire Software AG technical relationship
- **Designated Engineer**—provides proactive technical expertise, tailored to complement your environment and the needs of your staff
- **After-Business-Hours Support**—gain access to a designated Technical Engineer on weekends, holidays or business days between 5 p.m. and 8 a.m. on the next business day

To learn more about these services, read our [fact sheet](#), contact your Software AG representative or email EnterprisePremiumSupport@softwareag.com.



“I’d like to solve a problem”

We’re here to ensure your success.

When you encounter a problem, Global Support can assist you with a range of actions to facilitate resolution, such as fault diagnosis and analysis, evaluation of diagnostic information and advice on reproducing or narrowing down a problem. This [fact sheet](#) provides an overview of the services Global Support offers. Alternatively, you can also look directly in our [Knowledge Center](#) to see if this is a known issue and the resolution.

Your gateway to both Global Support and our Knowledge Center is [Empower](#), Software AG’s self-service extranet and 24/7 support portal. To use Empower, simply [request access](#); your Empower ID will also work for our [communities](#) and [discussion forums](#).

When you have a problem, your time to resolution is critical, so here is the important information you’ll need to know:

To resolve a problem:

- [Empower](#) provides you many self-service support resources 24/7. Here you can:
 - Download [product documentation](#), [updates](#) and fixes
 - Browse [Early Warnings/Critical Alerts](#)
 - Find tips and answers to your [technical questions](#)
 - Research incidents and view resolution abstracts in our [Knowledge Center](#)
 - Subscribe to [alerts and notifications](#)
- We highly recommend joining our [communities](#), [discussion forums](#) and [user groups](#). Here you can connect with experts, ask questions, get how-to advice, learn about user solutions and workarounds, and much more.



To report an incident:

- If you have a “crisis severity” (i.e., severe production business impact) incident, please call [Global Support](#) for 24/7 service; this applies for all active Maintenance & Support customers. Note: Please report all “crisis severity” incidents via telephone.
- Enterprise Active Support customers also have 24/7 access to Global Support for all incidents, regardless of severity. If you have a non-crisis severity incident, you can either phone [Global Support](#) or use [eService](#) on [Empower](#) to report incidents 24/7.
- Standard Support customers with critical or standard severity level incidents have phone support during regular business hours, excluding holidays, and can use [eService](#) on [Empower](#) to report incidents 24/7.

When opening a new support incident, be ready to tell us:

- Your name, organization that needs assistance, email and phone number.
Make sure you are entitled to create a support incident for your organization.
You'll need to be an Authorized Technical Contact in order to open an incident.
- Software AG products and version numbers
- Installed service packs and fixes
- Third-party products and version numbers
- Hardware platform and operating system
- JVM® version, where applicable
- Severity of incident:
 - Crisis—severe production business impact, unable to use software
 - Critical—significant production business impact, operations restricted
 - Standard—some business impact, minor concern
- Description of incident
- Any related support incidents number(s)



In order to respond to an open support incident, either you can update the incident via [Empower](#), or you can simply respond to emails you will receive from the support engineer in charge (technically you will respond to support@softwareag.com). Please ensure you do not make modifications to the subject line of this email.

To update or close a reported incident:

You can see the status and update incidents using [eService](#) on [Empower](#). Once an incident is closed with your consent, you may receive a survey to provide feedback about our services. Please take a few minutes of your time to give us your opinion about that particular incident.

When escalation is required:

At your request, a Strategic Support Manager will coordinate across Software AG to ensure satisfactory resolution to any complex incident. You can find more information [here](#). You can also escalate directly via email to: ssm.services@softwareag.com. To initiate the escalation process, please provide us a brief description of your business case and your relevant support incident number.

For other support assistance or questions:

Please contact us at [Empower](#).



“I’d like to find product information (documentation, demos, trial software...)”

Find the right information, when you need it.

The primary sources of Software AG product information include our [Knowledge Center](#) on [Empower](#) and the many Software AG [communities](#), [discussion forums](#) and [user groups](#).

Software AG’s Knowledge Center:

With an active Maintenance and Support plan, you also have access to [Empower](#), Software AG’s 24/7 Customer Support Portal and Knowledge Center. Here you can find Software AG product information, including, but not limited to:

- All Software AG [product documentation](#), includes current releases and older
- [Technical information](#) (e.g., installation, configuration and migration how-tos)
- [Knowledge Base](#) articles, incidents and resolutions
- [Product alerts and notifications](#), [updates](#) and more
- [Version availability](#), releases and notes, status, lifecycles and maintenance

Note: you’ll need to [request access](#) to use Empower; your Empower ID will also work for our communities and discussion forums.

Communities, forums and user groups:

Our [communities](#) and [forums](#) are a vibrant and dynamic source of product information and related resources. Here you’ll find demos, free trial software, code samples, best practices and expert insights. Joining a [user group](#) is another valuable information resource for Software AG customers, providing a broad product knowledge base and platform where you can learn about upcoming Software AG product developments. For a brief overview of each, see topic: [“I’d like to learn from, share and network with others.”](#)



“I’d like to request a feature”

We want to hear your voice.

New product features, providing visibility into our roadmaps and co-innovation are three ways we can help you differentiate your business better.

New product features:

If you’d like to request a new product feature, you can do this on [Brainstorm](#), Software AG’s feature request platform accessible via [Empower](#). Here you can see your feature requests and monitor the implementation status, comment on and support other customers’ feature requests, view recent and popular requests and subscribe to requests by product and your user groups. To register, send an email to: brainstormadmins@softwareag.com.

Product roadmaps and visibility:

You can explore the product roadmaps at any time in our [communities](#) and also find product details and plans on [Empower](#). In addition, product changes and enhancements are reviewed in the [International User Groups \(IUG\)](#), where you can help prioritize feature releases and guide our product roadmaps.

Co-innovation initiative:

In the fast-paced digital world, we need better ways of working and solutions that resolve real-world challenges. Our Customer Co-Innovation Initiative deploys modern Design Thinking principles in development to deliver the most useful, valuable and relevant customer solutions as quickly as possible. Besides increasing your innovation capacity and speed, this initiative provides you access to new technology and breakthrough innovations ahead of your competition. For more information about co-innovation, contact your Account Executive.



“I’d like to learn from, share and network with others”

Be inspired. Be inspiring.

There are multiple channels where you can connect with Software AG experts and users to learn and share, as well as valuable opportunities to showcase your achievements, innovations and leadership.

Communities and forums:

Our [communities](#) and [forums](#) enable all users to collaborate with one another, share best practices and insights. Organized by product platforms, the content and contributions are from both Software AG experts and customers. Here you can connect with 57,000 members from more than 100 countries, ask questions, get how-to advice, learn about user solutions and workarounds, collaborate on wikis, and much more. You can find the latest product documentation, product news and release announcements, as well as periodic and regular community magazines and newsletters. While most content is publicly available, selected content and participation activities require registration as a member. Everyone can [join](#) and participate immediately simply by providing their email address, and your Empower ID works on these channels as well.

User groups:

Participating in our [user groups](#) is another valuable platform where members can share ideas and experiences, discuss technology issues and also connect directly with Software AG experts. We support both [international and local user groups](#) which have established themselves as independent panels of customers. By participating in a user group, you can:

- Hear about upcoming Software AG product developments—often before the information is publicly available
- Connect with your peers from around the globe
- Discuss and vote on product changes and enhancements
- Talk directly with Software AG experts

At the annual International User Groups (IUG) conference, customers and IUG members can hear the latest news from Software AG, listen to success stories from global enterprises and have the opportunity to network with peers, discuss technology issues and share experiences.



Customer Honors Program:

The [Customer Honors Program](#) is our exclusive program for Software AG customers to share successes and best practices with industry peers and others. It provides tangible benefits and opportunities to showcase you and your company as an innovative technology leader and share your experiences with a broad audience. The program can also be leveraged to gain media attention, network with industry experts and provide additional recognition for your vision, hard work and accomplishments. Join today by contacting your Software AG representative, or complete the [customer reference agreement](#) and email it to customer.reference@softwareag.com.

Social channels:

There are a number of additional opportunities to stay connected with Software AG, including blogs, social media (Twitter®, LinkedIn®, Facebook, YouTube®, SlideShare, Flickr®) and more. Find your desired channel on our [overview](#) or in our [Social Media Center](#).

Speaking opportunities:

Another way to showcase the great things you've done, demonstrate your leadership, innovation, market position and increase visibility for you and your company: be a featured speaker at a leading industry event, such as industry analyst events or Innovation Days. For more information about both local and international speaking opportunities, please contact your Account Executive.



“I’d like to accelerate our time-to-value”

Helping you innovate a little faster.

Leverage key resources to speed your Digital Transformation journey, realize your business vision quicker, improve flexibility, increase quality and lower risk. Resources include our Digital Marketplace, consulting and education services, partners and more.

Digital Marketplace:

Software AG’s Digital Marketplace, a complement to the Digital Business Platform, is your hub for inspiration and co-innovation with solution accelerators and industry-tailored use cases that dramatically accelerate your time-to-value and help you differentiate and win in today’s digital world. Marketplace is rich with solutions and development essentials—an extensive catalogue provided by Software AG, our partners and customers that is accessible to all. Need inspiration for your digital journey? Explore Digital Marketplace [here](#).

Global Consulting Services:

Software AG’s Global Consulting Services provides high-value business consulting as well as industry business process expertise wherever you need it. Leading expert knowledge, accelerating assets and proven methodologies help you create even greater business value for your organization. Benefit from our years of experience delivering high-quality, successful and sustainable solutions that require less future investments. Find out more about Software AG consulting [here](#).

Global Education Services:

Enhance the knowledge of your staff and build education directly into the project chain. Software AG’s Global Education Services helps you decrease the learning curve, improve performance, increase productivity and reduce costs—all while achieving greater satisfaction with project deliverables. Contact Global Education Services [here](#).

Additional resources:

Complementing the above, there are many other valuable resources you can leverage, including:

- Offshore services provided by Software AG’s strategic outsourcing arm, Global Consulting Services India—the high-tech outsourcing destination of choice for companies worldwide
- Software AG [partners](#) provide valuable expertise, innovative solutions and local connections
- Our [communities](#), [forums](#) and [user groups](#) provide collaborative platforms to share best practices and learn directly from other users. For a brief overview of each, see topic: [“I’d like to learn from, share and network with others.”](#)



“I’d like to provide feedback”

We’re listening.

We look forward to your input and the opportunity to serve your needs better. Here are some additional ways that you can connect with us:

- Customer satisfaction: In addition to participating in our annual Customer Satisfaction Survey, you can email us at any time customersatisfaction@surveys.softwareag.com.
- Feedback: When an incident is closed with your consent, you conclude a Global Consulting Services engagement or you complete a Global Education Services Course, you may receive a survey to provide feedback about our services.
- General: Feel free to contact us on any topic using the [contact](#) form on our website.

“Need something else?”

We look forward to helping you!

Please contact us at: customer-success@softwareag.com.

