

# GLOBAL SUPPORT SERVICES

Software AG Global Support

# AGENDA

General Information

Maintenance and other services

Empower Portal

Support Delivery

- Support Process
- Fix categories
- Escalation Management

Last but not least ...

# General Information

# GLOBAL SUPPORT

## ISO CERTIFICATIONS

### ISO 9001:2015 CERTIFIED QUALITY MANAGEMENT



### ISO 27001 CERTIFIED CLOUD INFORMATION



### ISO 22301 CERTIFIED BUSINESS CONTINUITY



- Assures compliance with laws and regulations on quality, safety and performance
- Safeguards our ability to support our customers
- Clearly defines transparent processes
- Enables a continuous stream of innovation in an agile development environment
- Builds in feedback to assure we supply quality software that creates a competitive advantage for our customers

# GLOBAL SUPPORT

GLOBAL EXPERTISE

Experienced technical staff

Focused on your success

Available to you from day 1

Phone, web and self-service

Collaboration with R&D and Professional Services

# A&N GS Organization – the faces ...



**Head of A&N Global Support**  
**Ralf Stohldreier**



**GS Adabas-Natural**  
**Sylvia Schmid**



**GS A&N EMEA**  
**Jose Vicente Sanchez**



**GS A&N AME**  
**Kurt Hansen**

# Maintenance and other services

# STANDARD PRODUCT SUPPORT

Standard Support Services are available to customers who subscribe to the standard maintenance package.

With this level of support you get:

- Phone/Web support during regular business hours for your company's support hub
- Product updates and Fixes
- Access to Empower, the Software Download Center, and TECH Community.
- Seven (7) Authorized Technical Contacts (ATCs)

**Service Expectations**

- Software AG Global Support will respond to your incident (call-back electronic reply) based on defined service expectations outlined in your contract.
- An Escalation Path, should you need to discuss issues that may not be product related, or request additional priority or resources be allocated to your Support Incident(s).



## Self-Service Knowledge Center, Forums

### Web & Telephone Support

New Versions/Upgrades

Fixes/Error Corrections

Escalation Management

24×7 Crisis Support\*

Support Consultation with R&D

Remote Access Tools

\* In certain cases, a special contract is required for 24×7 services



# ENTERPRISE ACTIVE SUPPORT

TO MEET THE NEEDS OF 'ALWAYS ON' ENVIRONMENTS



## Help when you need it

- 24/7 phone support for ALL severities



## Help as soon as you need it

- 30 minutes for Crisis / Production Down Incidents
- 2 hours for Critical Incidents
- A resolution plan within first four hours for Crisis Incidents



## Help for everyone that needs it

- Unlimited Authorized Technical Contacts
- One-to-One Sessions



## Multi-regional help where you need it

- Access to engineers in your local support hub

# COMPARISON ENTERPRISE ACTIVE SUPPORT AND STANDARD SUPPORT

	Enterprise Active Support	Standard Support
<b>Access to Global Support Engineer</b> <ul style="list-style-type: none"><li>Crisis</li><li>Critical</li><li>Standard</li></ul>	Anytime * Anytime * Anytime * <ul style="list-style-type: none"><li>Customer contacts must always call the support hotline outside their "business" hours</li></ul>	Anytime Contact's business hours Contact's business hours <small>* Business hours are 8am – 5pm local times (Monday through Friday)</small>
<b>Software AG reaction times</b> <ul style="list-style-type: none"><li>Crisis</li><li>Critical</li><li>Standard</li></ul>	30 minutes <sup>1</sup> 2 hours <sup>2</sup> 1 day	1 hour 4 hours 1 business day
<b>Authorized Technical Contacts</b>	Unlimited	7

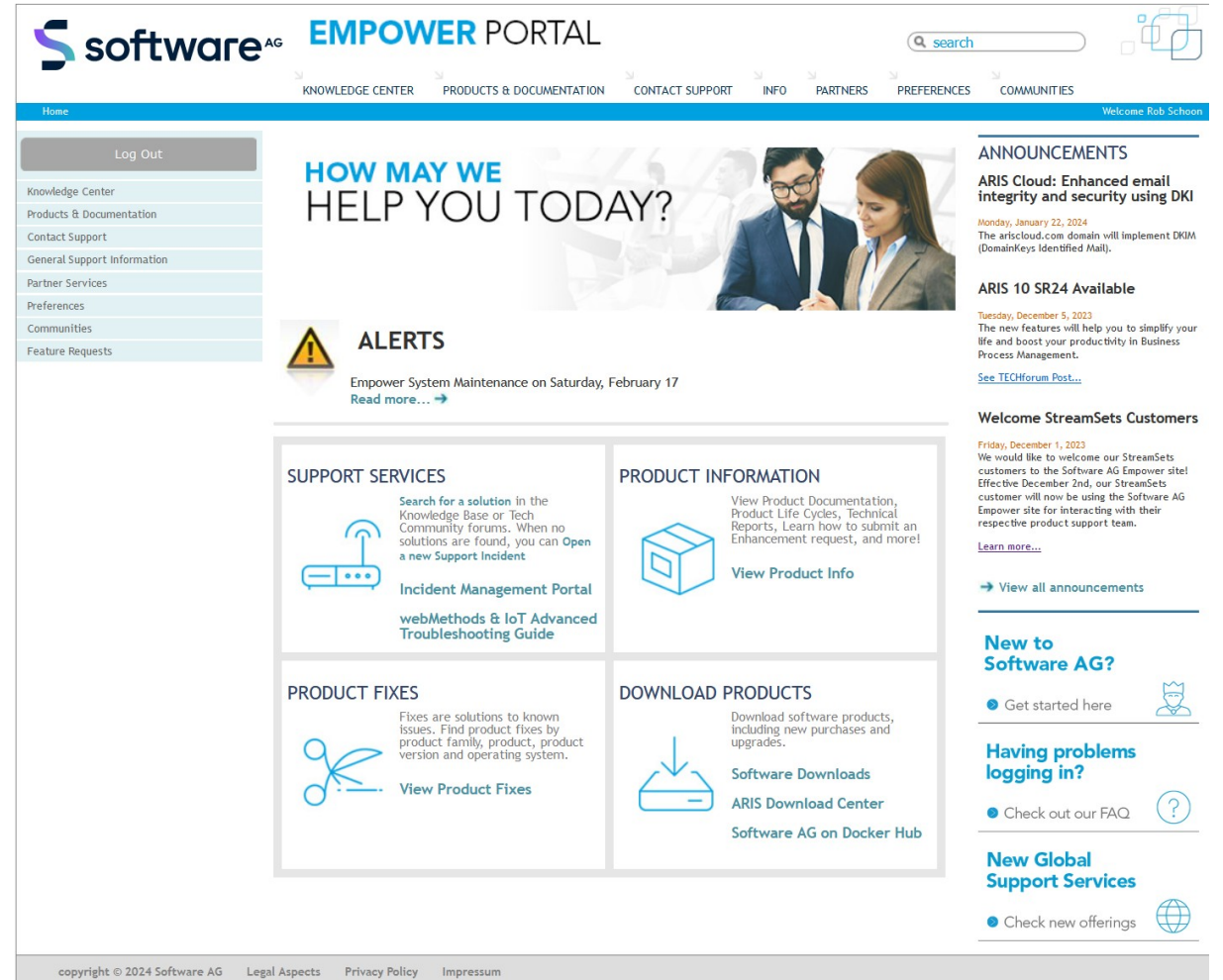
<sup>1</sup> Software AG will begin progressing incident within defined time regardless of when it is logged and continue on a 24 × 7 basis

<sup>2</sup> Software AG will begin progressing incident within defined time regardless of when they are logged

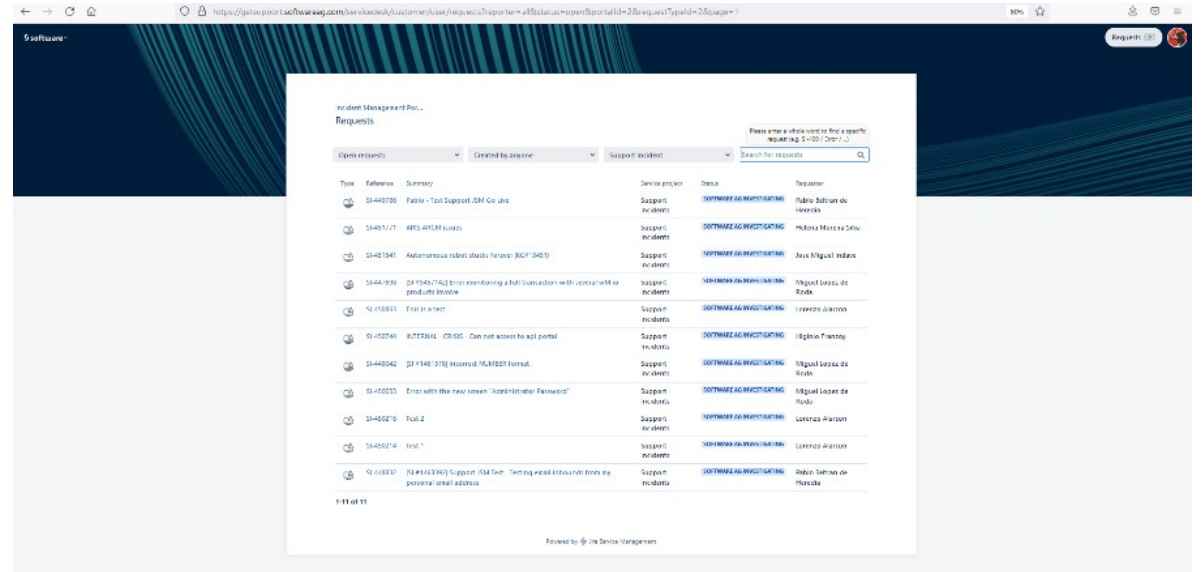
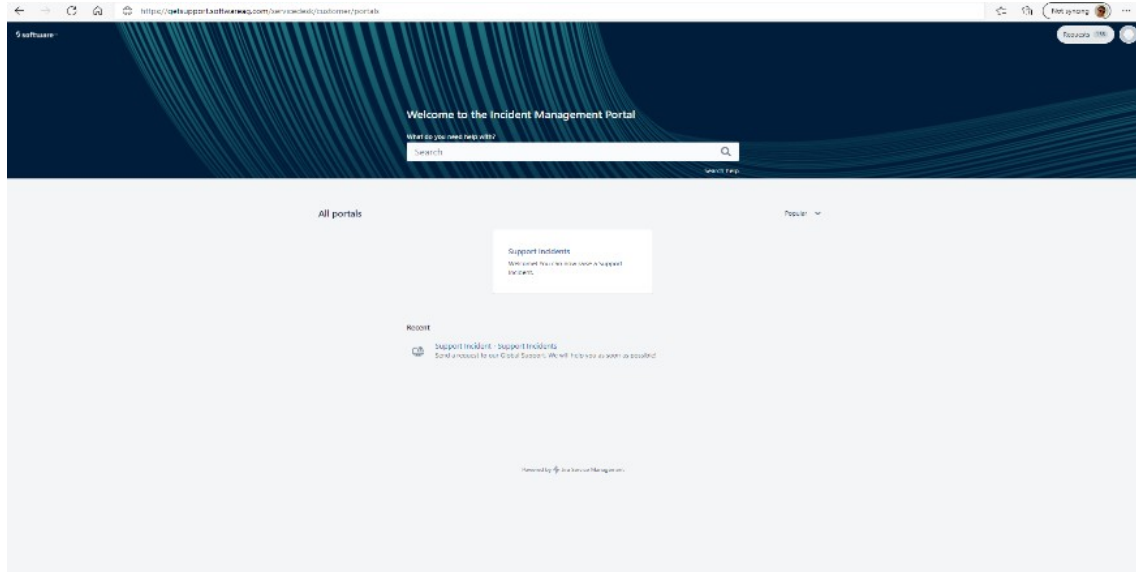
# Empower Portal

# Empower Portal is your single go-to place for contacting us

- **Global Support**
  - Knowledge Center for Self-Service and fix download
  - Incident Management Portal
  - Contact Management Portal
  - Telephone support
- **Customer Community**
  - Tech Community
- **Product Delivery**
  - Software Download Center
- **Feature Requests in the AHA! Portal**



# From Incident Management Portal, ability to query Incidents



External training material available via Tech Community: <https://tech.forums.softwareag.com/tag/new-product-support-portal>

# Incident Management Portal

- Incident Management Portal

- <https://empower.softwareag.com/ContactSupport/JSM/default.aspx>

- Reporting Support Incidents
- Viewing reported support incidents

- Phone: toll free numbers available

- [https://empower.softwareag.com/public\\_Directory.aspx](https://empower.softwareag.com/public_Directory.aspx)

Company (optional)

Please select the Customer you want to create the Incident for.

Product

Product Version

Please select your Product Version so that we can better support you.

Operating System

Please select your Operating System so that we can better support you.

Summary

Description

Aa ▾ B I ... ☰ ▾ 🔗 @ + ▾

Please provide a **callback number** so that we can better support you.

Severity (optional)

Crisis

⊗ ▾

Please select **CRISIS** **only** if there is a severe business impact e.g. **Production down** or when you are **unable to use the software, resulting in a major impact on your operations and work cannot reasonably continue**. A Global Support consultant will contact you but we recommend you also call your local Support Center to obtain best possible service for Crisis situations. This applies for weekdays as well as for weekends.

Tenant Name (optional)

If your product is running in the Cloud, please provide the Tenant Name

Tenant URL (optional)

If your product is running in the Cloud, please provide the Tenant URL

Security-related (optional)

☐ Yes

Attachment (optional)

Drag and drop files, paste screenshots, or browse

Please **upload Sensitive & Large files** to the Secure Attachment Store after the Incident is created.

Customer Ticket Reference (optional)

You can paste here the ticket reference to your own support system.

Share with Software AG Netherlands B.V. (3105000) ▾

Create

Cancel

# Contact Management Portal

The screenshot shows the 'Incident Management Portal' for 'software AG'. The header features the company logo and a 'Requests 31' badge. The main content area has a dark blue background with a wavy pattern. It includes a welcome message and a search bar. Below this, there are two cards: 'Support Incidents' and 'Contact Management'. The 'Contact Management' card is highlighted with a red border. The footer contains the page number '15' and the copyright notice '© 2024 Software GmbH. All rights reserved.'

software AG

Requests 31

## Welcome to the Incident Management Portal

What do you need help with?

All portals Popular ▾

### Support Incidents

Welcome! You can now raise a Support Incident.

### Contact Management

Welcome! You can raise a Contact Management request from the options provided.

15 © 2024 Software GmbH. All rights reserved.

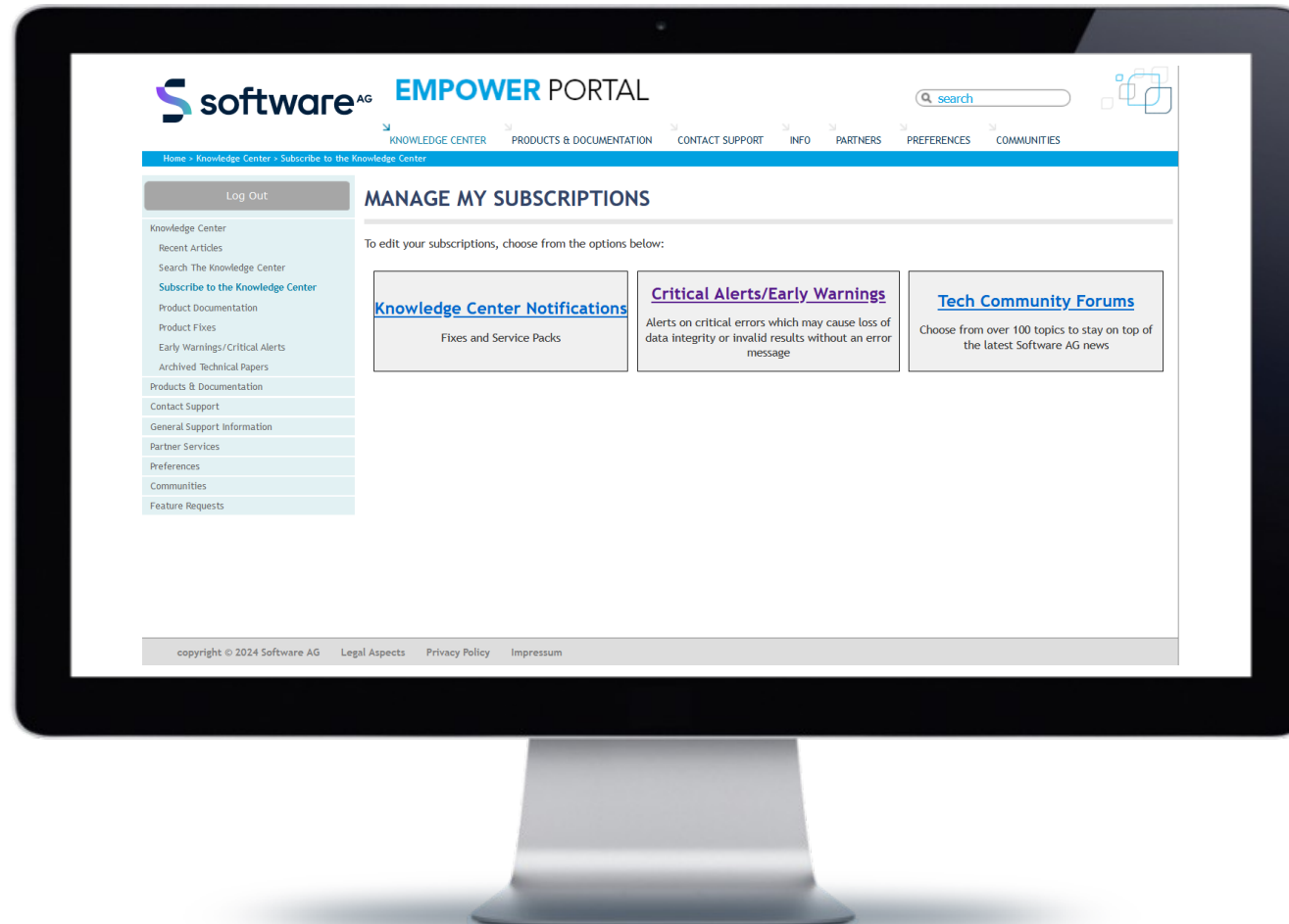
# Contact Management Portal

- Support Authorizers can request a current list of their Empower contacts by emailing [empower@softwareag.com](mailto:empower@softwareag.com)
- Newly added Basic User, Authorized Technical Contact, or Support Authorizers ,and External contractors will gain access to Empower and receive an email with their credentials
- Group/shared email aliases, generic emails, and public email domains (e.g. @gmail.com) are **not permitted**
- External contractors must accept your request to add them to your site before the process to add them completes and they receive a Welcome email
- Please maintain your contact list and actively deactivate any contacts no longer with your organization or who no longer require access
- Individuals requesting Empower access will be referred to their company's Support Authorizer
- If you are unable to add ATCs or Support Authorizers for your organization due to the ATC limit (ATCs + Support Authorizers), you must demote a contact to "Basic Access", "None", or "Deactivated" to free up room (does not apply to Enterprise Active Customers)



# EARLY WARNINGS

- Contacts are automatically subscribed to Early Warnings upon Empower account creation.
- Subscribe and unsubscribe here: <https://empower.softwareag.com/KnowledgeCenter/Subscribe/default.asp>



# INCIDENT ACCESS AND COMMUNICATION

- **Creation of and Access to Incidents**

- Available only to defined Authorized Support Contacts
  - Search the Empower knowledgebase
  - Use Incident Management Portal to report and update Support Incidents

- **Communication**

- Communication for existing incidents
  - Respond to emails from [getsupport@softwareag.com](mailto:getsupport@softwareag.com)
    - Leave the subject line as is ... (contains: subject "SI-nnnnnn")
  - Ensure [getsupport@softwareag.com](mailto:getsupport@softwareag.com) is a safe sender!
  - Via Incident Management Portal
  - Phone

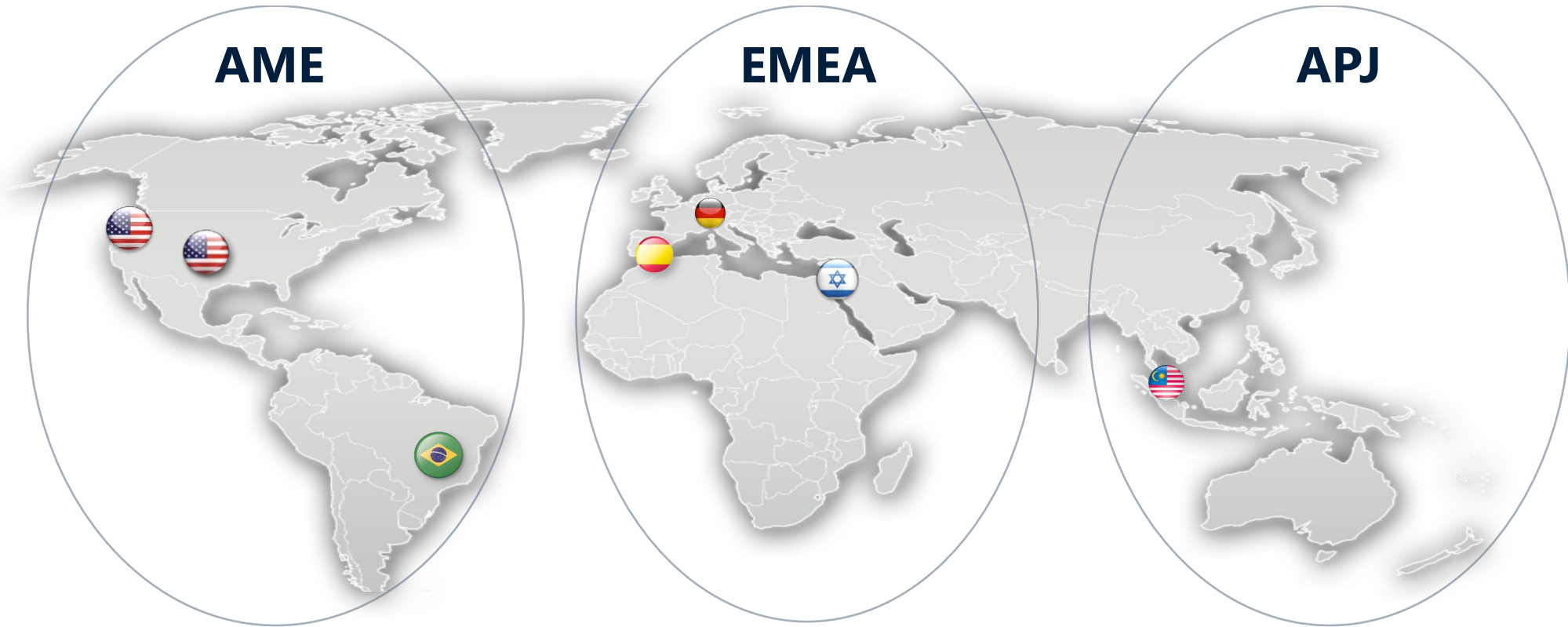


Note that opening new Support Incidents cannot be done via email!

# Support Process

# A&N GLOBAL SUPPORT RESOURCES

Around the Clock, Around the World 24/7 availability



# BUSINESS IMPACT – INCIDENT SEVERITY LEVELS

## **CRISIS (severity 1)** – severe business impact (production down)

- Please call Global Support to ensure optimum service
- Initial effort focused on system availability and stability
- Root cause analysis will continue when system is stable

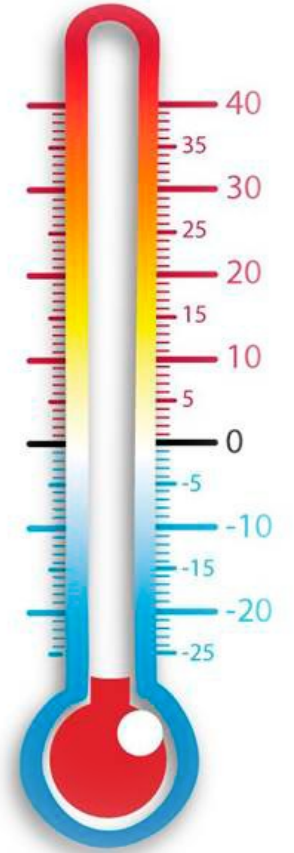


## **CRITICAL (severity 2)** – significant business impact

- Time critical, with wide impact
- Report via Incident Management Portal or phone
- Effort focused on analysis, and workaround or fix

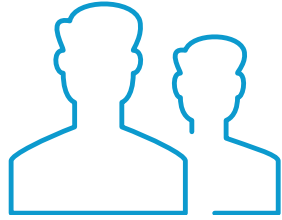
## **STANDARD (severity 3)** – error or condition returning unexpected results

- Not currently time critical
- Report via Incident Management Portal
- Supply existing fix or workaround, or schedule for future release

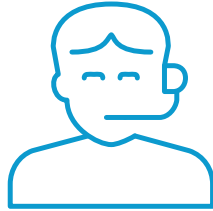


# OUR PROBLEM-SOLVING PROCESS

Customer



Support



R&D



ESCALATIONS

- Contact Global Support
- (Phone, Incident Management Portal)
- Always provide a good problem description
  - (What, Where, When)
- Information about affected environment
- Reproducible Case?
- Track *SUPPORT INCIDENT (Unique Number)*
- Prioritize: Standard (3), Critical (2), Crisis (1)
- Touch and Hold model
- Troubleshoot, research, reproduce
- Work with R&D for assistance or defects
- Interact with customer until resolution
- Deliver solution, and publish to Empower
- Consult Support
- Analyze issue and provide solution
- Creates Fix if it is a product defect
- Document

# MINIMIZING INCIDENT RESOLUTION TIME

- **Check Knowledgebase and Advanced Troubleshooting Guide**
- **Check suggested potential resolutions during Incident Creation process**
- **When you create a Support Incident, please always provide: (\*)**
  - Business impact (choose correct severity)
  - Information about your environment: O/S, Platform, Product Versions, JVM, fix levels etc.
  - Any recent changes in your environment and/or failing system
  - Steps to replicate the issue, if possible; If we can replicate it, we will be able to get to the **root cause** faster
  - Send diagnostic dump/log files, screenshots etc.
    - *Tip: (\*) you can attach e.g. a PDF file every time when you open a new incident with all this information*
- **Software AG uses Dracoon for large data- and file transfers**
  - If you cannot use Dracoon, we will request you to provide us access to your common tool.
    - Be aware of this in critical situations.
- **Leverage use of remote session to demonstrate problem**
  - We can use a diversity of tools to remotely access your system (\*\*\*)
    - *(\*\*\*) Software AG uses Microsoft TEAMS by default and we can always host sessions via that tool. If you cannot use this tool, we may request you to initiate the session-sharing with your default tool.*

# Escalation Process



# ESCALATION PROCESS

More information:

<https://empower.softwareag.com/GeneralSupportInfo/EscalationMgmt/default.aspx>

## WHEN

to escalate?

- **Serious impact to live business processes**
- **Go-live schedule at risk**
- **Financial Impact due to problem in production**

## HOW

to escalate?

- **You can formally escalate your Support Incident via Global Support Managers:**
  - `ssm.services@softwareag.com` + Incident Number + business case + timeline

## WHAT

to expect?

- **Evaluate impact & prioritize issue**
- **Establish single point of contact for escalation**
- **Provide overall management of issue**
- **Deliver regular stakeholder updates – internal and external**
- **Stay engaged until successful resolution**

# Last but not least ...

# CUSTOMER SATISFACTION SURVEY

- **Event-based survey – 2 questions!**
- **Your opportunity to provide feedback**
  - About the support incident itself
  - Overall Software AG Experience
    - Net Promotor Score
- **Promotes improvement**
  - Goals for engineers and managers
  - Feedback drives improvement

### 1. The Support Incident

Please rate your satisfaction with the effectiveness of Software AG's Customer Support in handling your incident.

Incident Number: SI-1234  
Software AG Customer Support Contact: John Doe  
Incident Description: Product Problem

Extremely Dissatisfied

Somewhat Dissatisfied

Neither Satisfied nor Dissatisfied

Somewhat Satisfied

Extremely Satisfied

1

2

3

4

5

### 2. Overall Software AG Experience

How likely are you to recommend Software AG to a friend or colleague?

0 - Not at all Likely

10 - Extremely Likely

