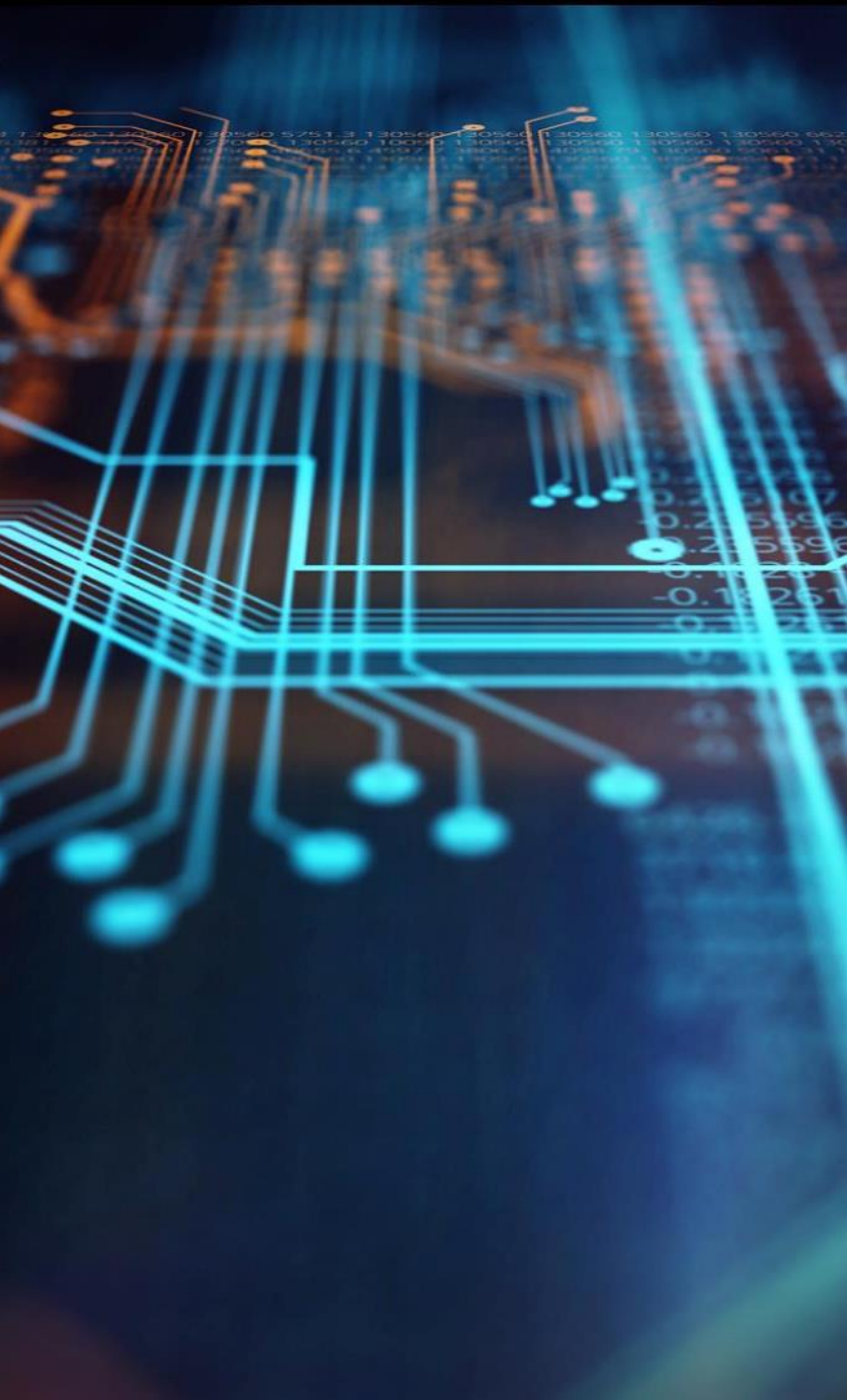

Global Support Services: Overview

Software AG Global Support



Agenda

General Information

Maintenance and other services

Empower Portal

Support Delivery

- Support Process
- Fix categories
- Escalation Management

General Information

Global support with ISO Certifications

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



ISO 9001: 2025 Certified
Quality Management



ISO 27001: Certified
Cloud Information



ISO 22301: Certified
Business Continuity



Global support and expertise

Our objective is to help you be successful with Software AG technology

Experienced technical staff

Focused on your success

Available to you from Day One

Phone, web and self-service

Collaboration with R&D and Professional Services

A&N Global Support organization



Maintenance and Other Services

Software AG offers two levels of Product Support...



**Standard
Product
Support**



**Enterprise
Active
Support**

Standard Product Support

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



- Phone/Web support during regular business hours for your company's support hub
- New Versions/Upgrades + Product updates and Fixes
- Access to Empower, the Software Download Center, and TECH Community.
- Seven (7) Authorized Technical Contacts (ATCs)
- Self-Service Knowledge Center, Forums
- Fixes/Error Corrections
- Escalation Management
- 24 × 7 Crisis Support*
- Support Consultation with R&D
- Remote Access Tools

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
- Multi-regional help where you need it
 - Access to engineers in your local support hub



What is the right level of support for you?

	Standard Support	Enterprise Active Support
Access to Global Support Engineer		
Crisis	Anytime	Anytime*
Critical	Contact's business hours	Anytime*
Standard	Contact's business hours Business hours are 8am – 5pm local times (Monday through Friday)	Anytime* Customer contacts must always call the support hotline outside their "business" hours
Software AG Reaction Times		
Crisis	1 hour	30 minutes ¹
Critical	4 hours	2 hours ²
Standard	1 business day	1 day
Authorized Technical Contacts		
	7	Unlimited

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

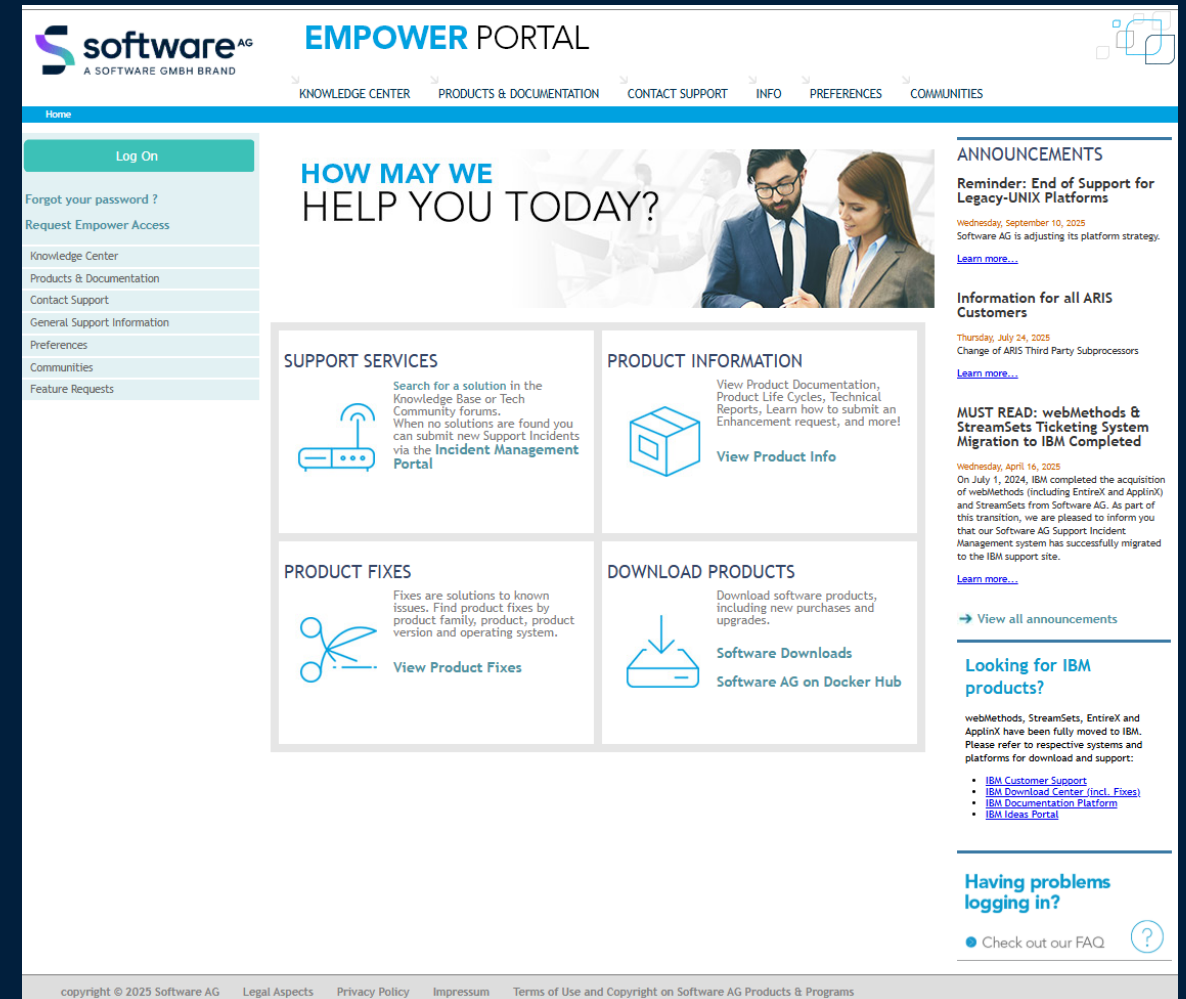
² Software AG will begin progressing incident within defined time regardless of when they are logged

Empower Portal

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

empower.softwareag.com

- Global Support
 - Knowledge Center for Self-Service and fix download
 - Incident Management Portal
 - Contact Management Portal
 - Telephone support
 - Phone: Toll-free numbers available
 - Global Support Contact Directory at https://empower.softwareag.com/public_Directory.aspx
- Customer Community
 - Tech Community
- Product Delivery
 - Software Download Center
- Feature Requests in the AHA! Portal



Incident Management Portal

empower.softwareag.com/ContactSupport/

- Reporting Support Incidents
- Viewing reported support incidents
- Query the KB articles
- Contact Management

Company (optional)

Search for an object

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

Product

Search for an object

Product Version

Search for an object

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

Operating System

Search for an object

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.

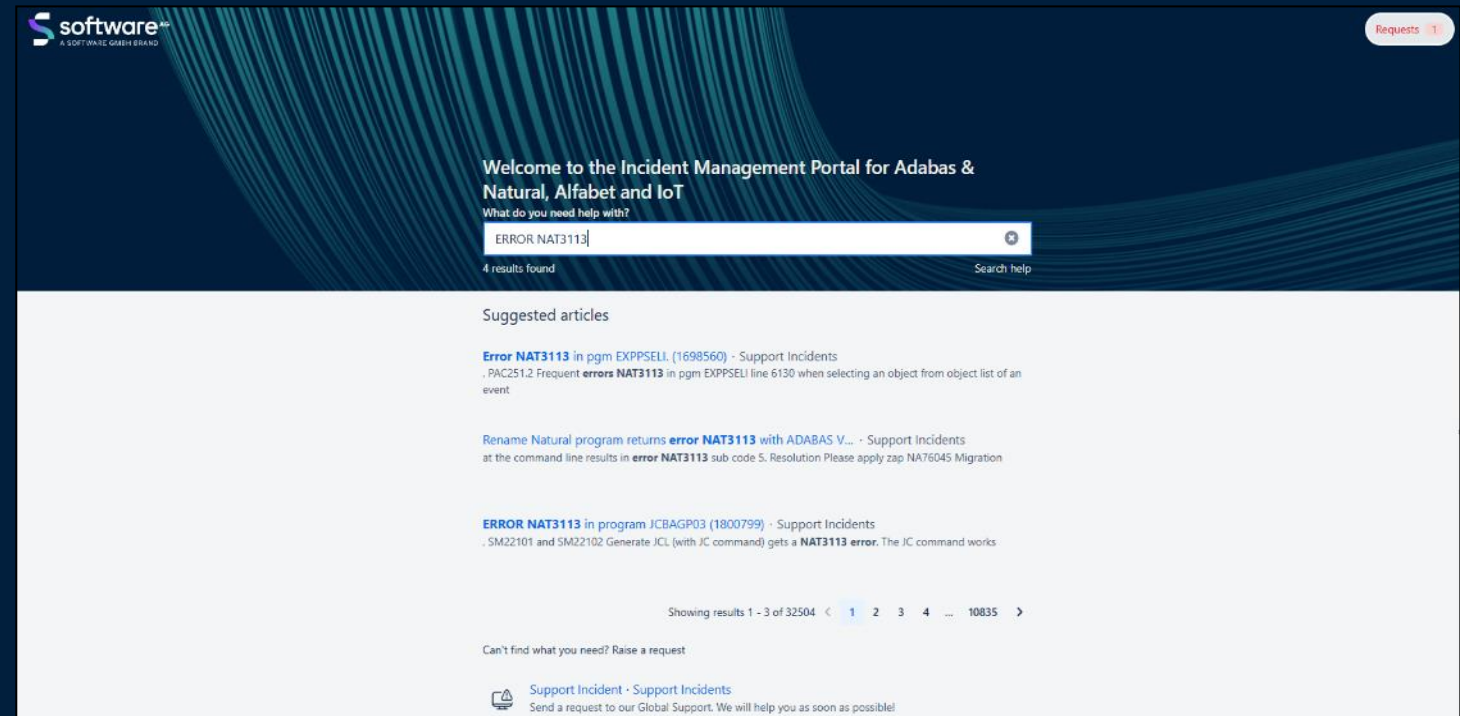
Share with Software AG Netherlands B.V. (3105000)

Create Cancel

Ability to query Knowledge Base articles

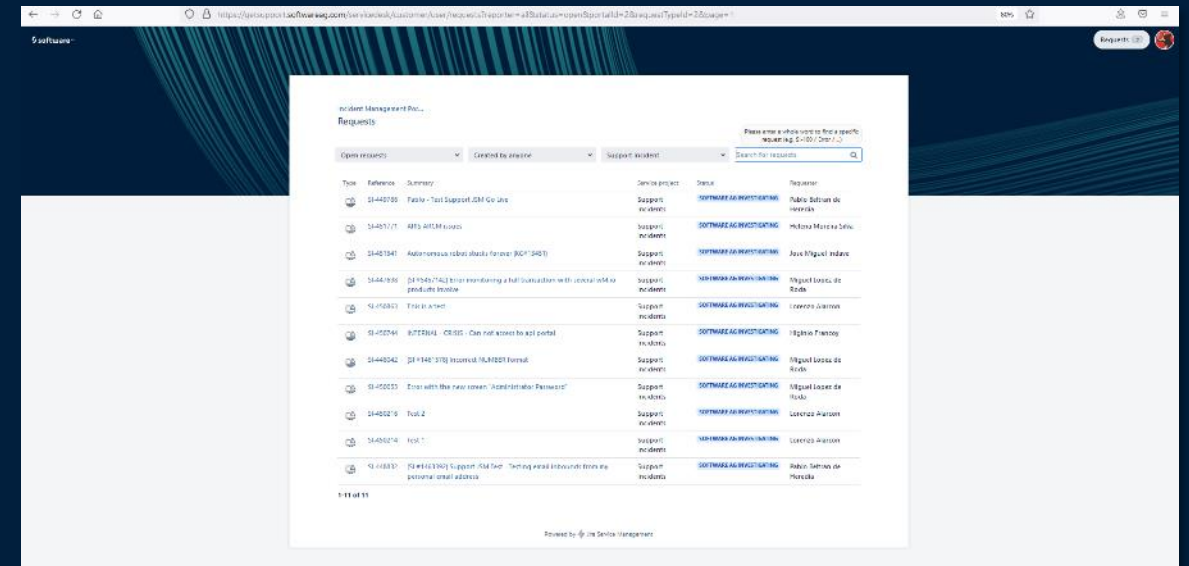
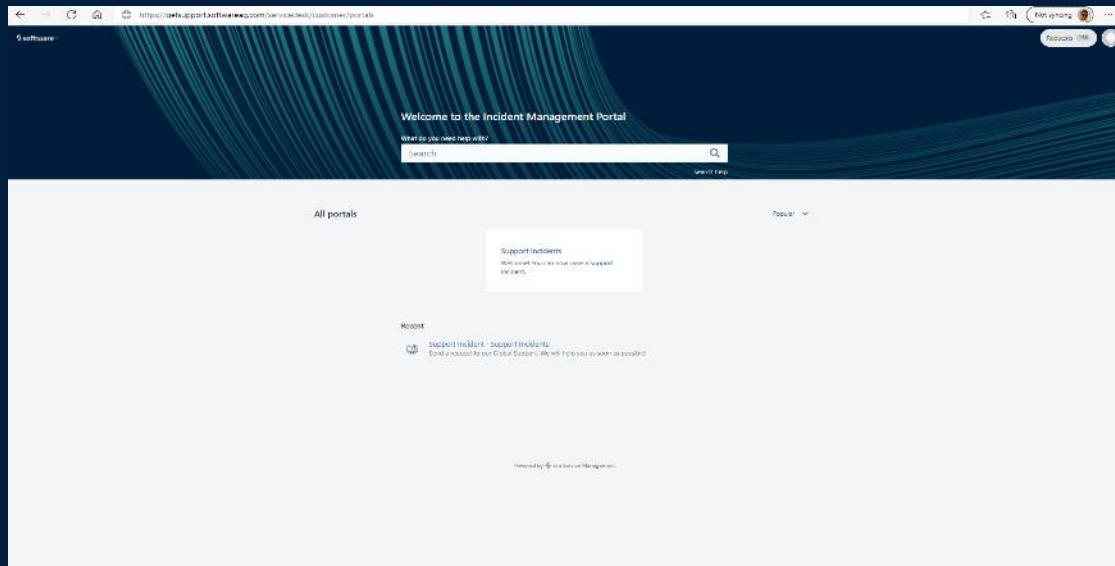
empower.softwareag.com/ContactSupport/

- In the Search Box query for a text, an error code, etc.
- The Portal will show you the most relevant articles from the Knowledge Base related to the text introduced.



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

Contact Management Portal



Requests 31



Welcome to the Incident Management Portal

What do you need help with?



All portals

Popular ▾

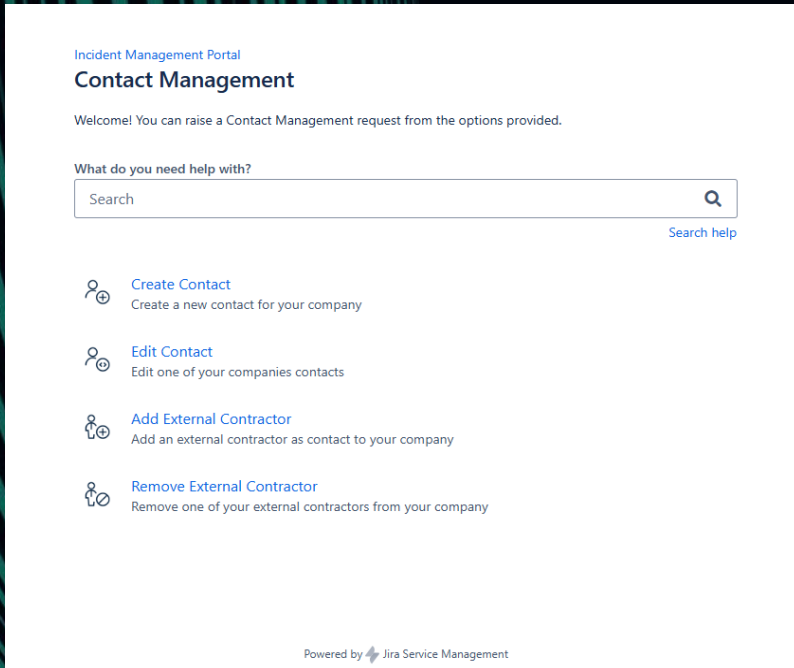
[Support Incidents](#)

Welcome! You can now raise a Support Incident.

[Contact Management](#)

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

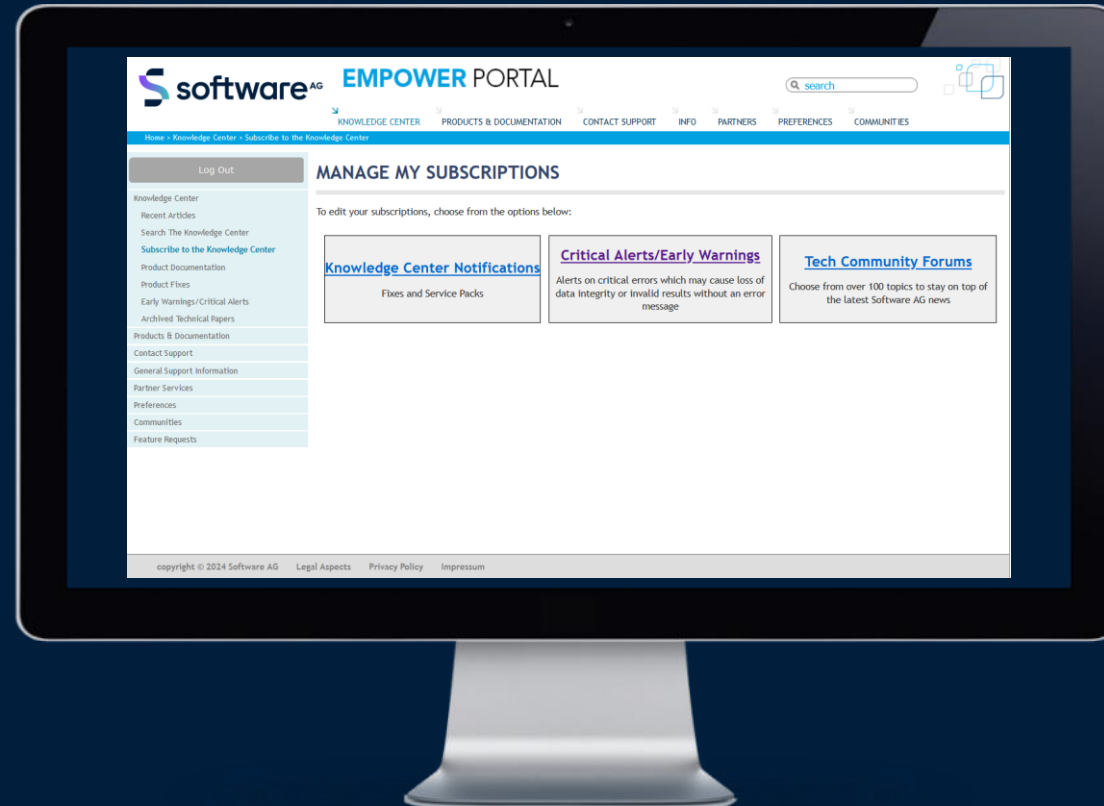
Contact Management Portal



- Support Authorizers can request a current list of their Empower contacts by emailing
- 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 at:

<https://empower.softwareag.com/KnowledgeCenter/Subscribe/default.asp>

Incident access and communication

- Creation + 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
 - Leave the subject line as is ... (contains: subject "SI-nnnnnn")
 - Ensure 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)

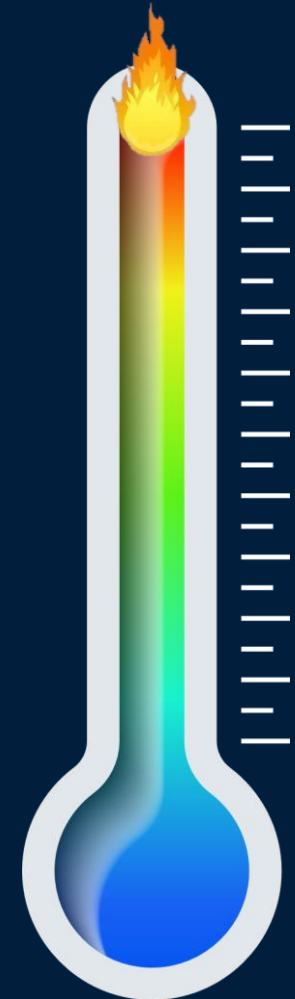
Significant business impact

- 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

Escalating to a Solution

Customer



- Contact Global Support (Phone, Incident Management Portal)
- Always provide a good problem description (What, Where, When)
- Information about affected environment
- Reproducible Case?

Support

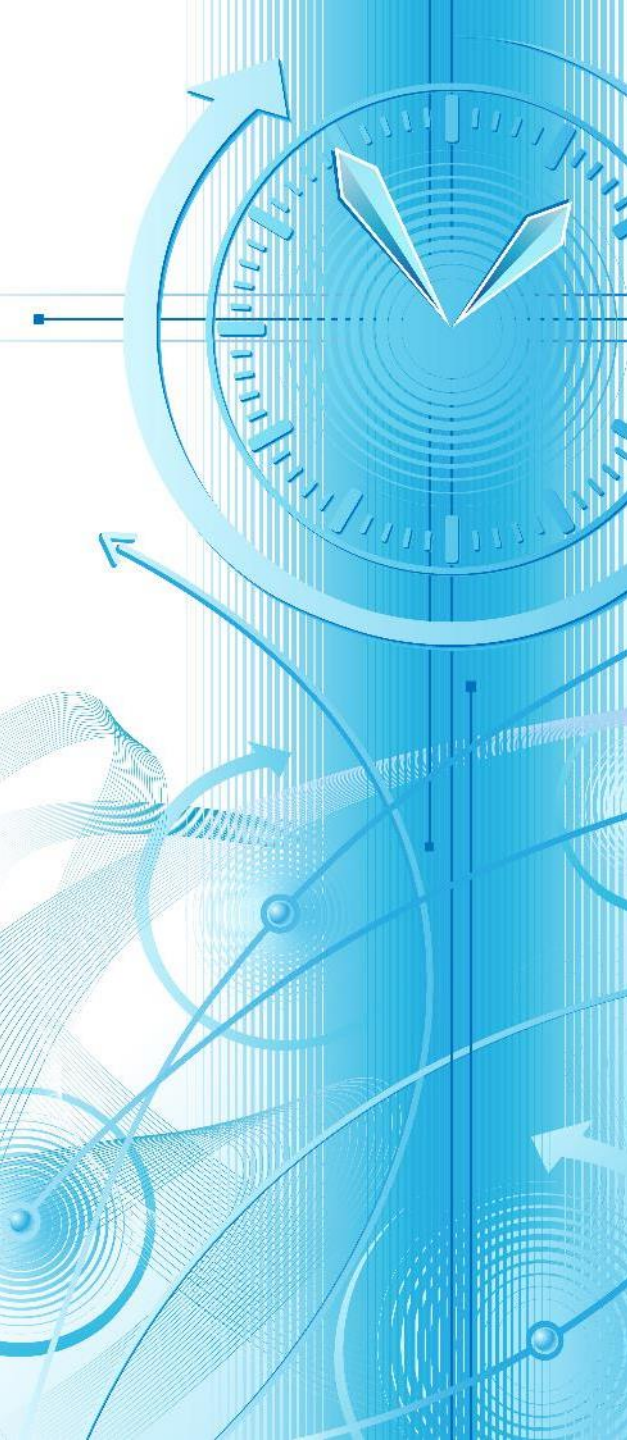


- Track *SUPPORT INCIDENT (Unique Number)*
- Prioritize: Standard (3), Critical (2), Crisis (1)
- Touch and Hold model
- Troubleshoot, research, reproduce
- Work with R&D for assistance or defects
- Interact with customer until resolution
- Deliver solution, and publish to Empower

Research & Development (R&D)



- Consult Support
- Analyze issue and provide solution
- Creates Fix if it is a product defect
- Document



Minimizing incident resolution time

- Check Knowledgebase Base Articles.
- 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

The escalation process

WHEN to escalate?

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

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

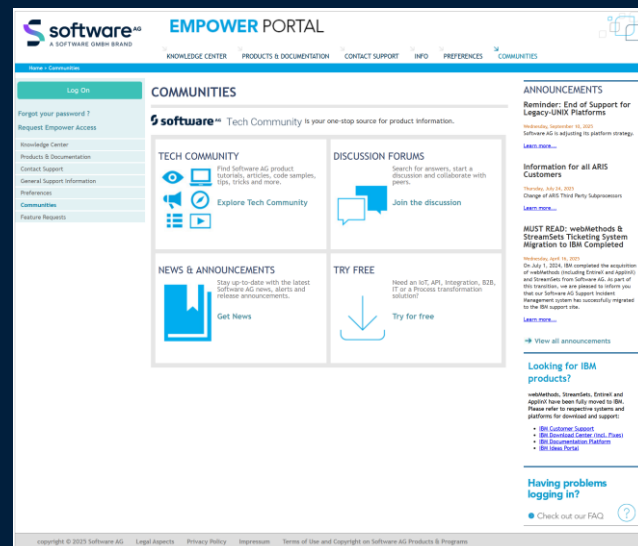
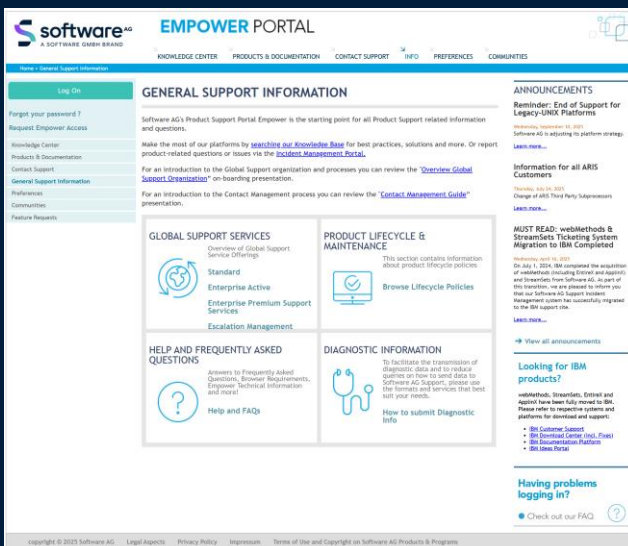
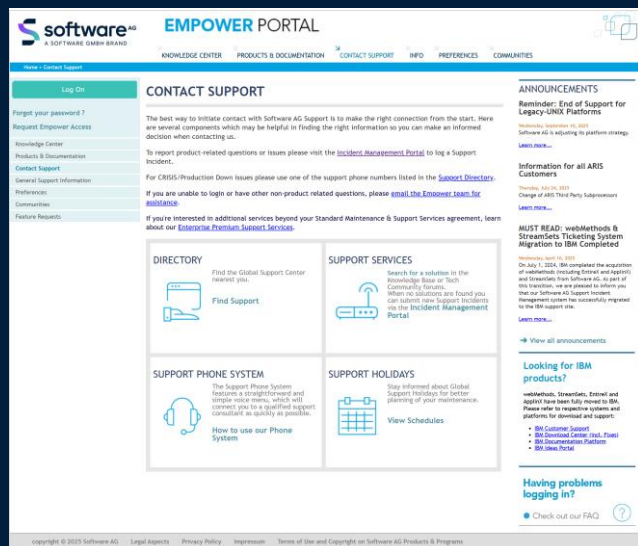
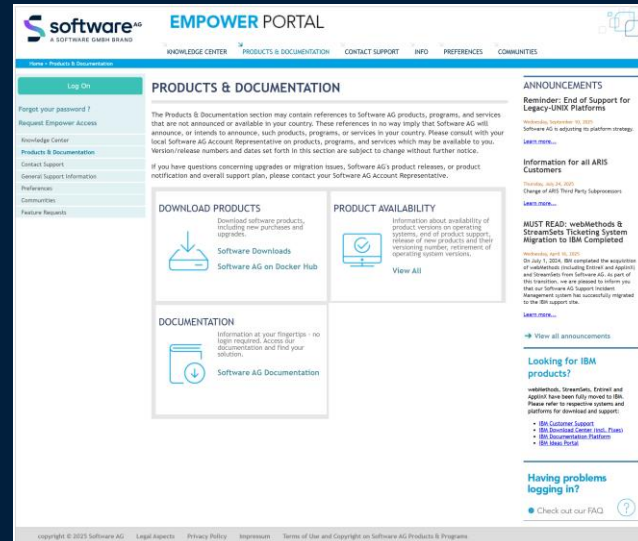
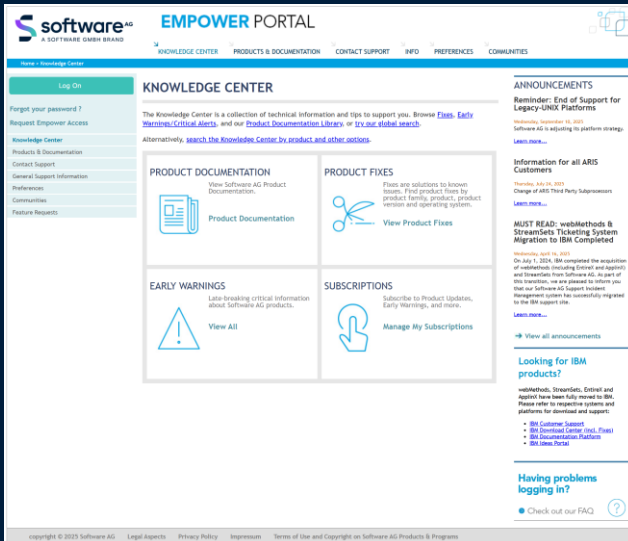
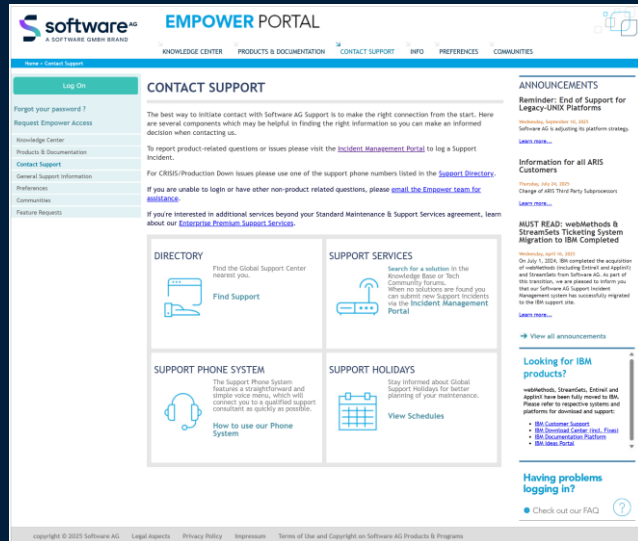


HOW to escalate?

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

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

Empower Portal Screen Shots



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

0 1 2 3 4 5 6 7 8 9 10

