software AG

Evolve your Adabas & Natural business to new efficiencies

Fact sheet

Software AG
Professional Services

In this age of ever-faster change, you need a forward-thinking partner with a vision – someone who can help you take your powerful Adabas & Natural applications to 2050 and beyond. With Software AG's Adabas & Natural Managed Services, we help you make the most of your investment.

Our Managed Services teams can help you modernize your applications to save costs, expand the reach of your core applications and accelerate development in an ultra-modern environment. We keep your Software AG technology up to date and provide expert developer resources for all technologies - Mainframe, Unix/Linux/Windows or Cloud-based.

What Adabas & Natural Managed Services can do for you

Managed Services is the long-term definitive solution to operate your mission critical Adabas & Natural database and applications. Our experts will 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. 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 DBA services that support the daily operations of your database and application landscape. 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.
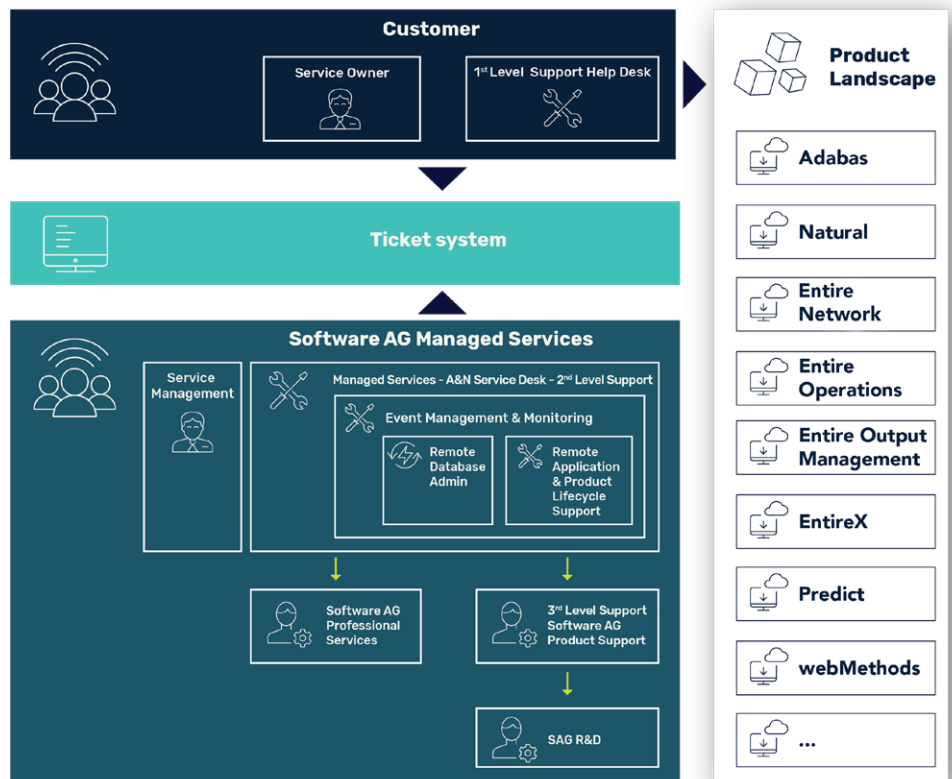
Accelerate results
Our experts have a proactive, predictive and preventive approach to monitoring your system and applying upgrades in a timely fashion.

Top 3 reasons for Software AG Managed Services

1. We know Adabas & Natural 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 providing Adabas & Natural installations on premises through varied industries and geographies. We also have extensive experience in migrating Adabas & Natural to the cloud – and we're here to support you if cloud migration is in your roadmap.

3. Innovation and automation in service delivery is our motto. Our team brings proven tools, accelerators and the expertise to efficiently manage your day-to-day technical support. We will guide you to and through your next phases of growth.

Software AG Managed Services for Adabas & Natural

Our Managed Services portfolio gives you peace of mind from day one. For every Software AG product you already rely on, we'll transition, operate and optimize for your continued success. No matter where you are in your digital journey, we have you covered.
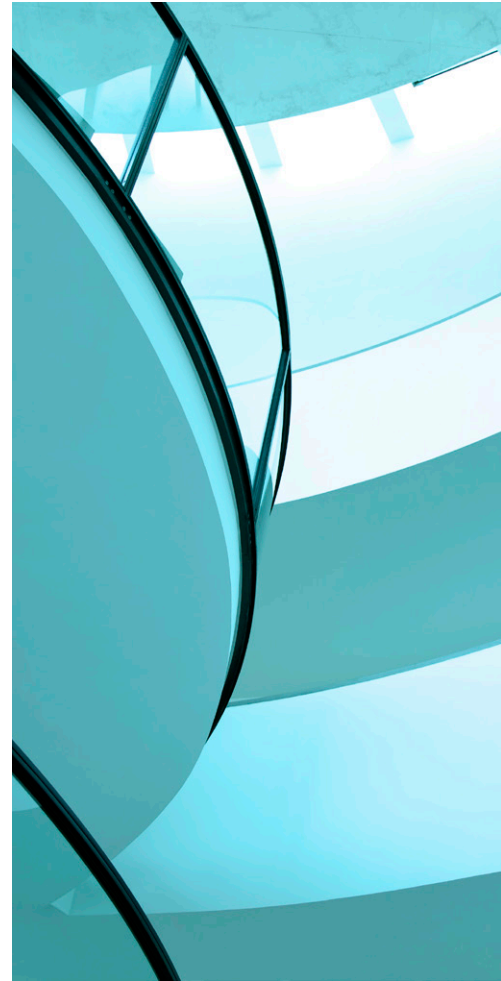
Tools for success

Built on decades of experience and supported by industry best practices, our comprehensive Managed Services processes follow mature industry standard ITIL processes and are ISO9001 quality certified to ensure you have the tools to succeed with our software.

Core Services for our Adabas & Natural customers include:

- Trouble-free operation of your daily business
- Full database administration services
- Database performance tuning
- Application performance management
- Configuration management
- Batch and online optimization
- Platform integration and optimization
- Data replication
- High-availability services, product installation and upgrades
- Service management for the supported infrastructure platform

Additional services include:

- Disaster recovery planning, testing and execution
- Application maintenance
- Infrastructure operations management
- Operations security and encryption support
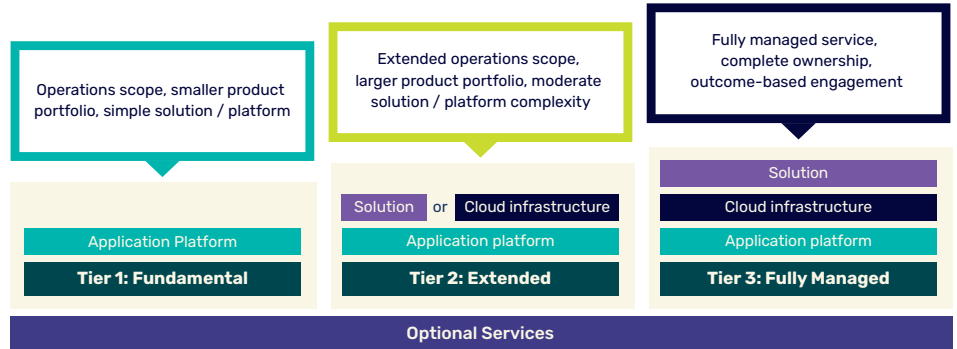- Weekend/evening support for maintenance

Choose your level of coverage

Our straightforward pricing model allows you to choose the services best suited for your business.

Scope of Engagement of A&N Managed Services
Scalable pricing for end-to-end infrastructure management

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

Fundamental	Extended	Fully Managed
8X5 coverage; 24x7 crisis; predefined tickets per year; 6 product upgrades per year	16X5 coverage; 24x7 crisis; predefined tickets per year; 12 product upgrades per year	24X5 coverage; 24x7 crisis; predefined tickets per year and all upgrades

Predefined tickets give you the flexibility to access services, when you need them, apart from the standard DBA tasks.

Enhance your experience with our optional services.

More services available for you to customize your A&N Managed Services installment

- Full product upgrades per environment / server
- Dedicated technical account manager (TAM)
- Security management
- Testing services - e.g. security penetration testing or specific testing scope
- Customized SLA
- Platform/product setup, so it's consistent with above e.g. installation and configuration to new VM or similar OS
- Expert consulting including architecture, assessment and/or cloud migration strategy
- Scheduled maintenance on non-working days
- Disaster recovery support
- Travel to customer site

Put our team to the test

For a large German retail pharmaceutical company

In a common team effort with the customer, we migrated and upgraded more than 20 server environments running critical Adabas & Natural applications. Proactive event monitoring and incident management guaranteed minimal outages and application availability throughout the roll out.

For a premier North American insurance company

Our team performed 15 software releases during a year-long full upgrade to bring this long-time customer technically current. We developed a solution to capture knowledge from the retiring workforce interfacing with Adabas & Natural for the last 40 years and are now providing full Database Managed Services.

For a leading U.S. private research institution

Our team provides application and Adabas & Natural product production support at the institution's two primary campuses in the Northeastern U.S. in addition to programs around the world. Our database Managed Services guarantee 24x7 DBA support at all locations.

For a key government office in South America

Our team has provided Adabas & Natural Managed Services for more than 12 years to support the agency's operations on a 24x7 basis: operating their branches, distribution plants and local centers across the country. Along the way, Software AG modernized the customer's user interface (UI) to drive efficiency throughout the system.

How we work with you

We provide 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 across all time zones to assure uninterrupted support.

- We offer comprehensive support including service desk and second level support during your predefined operating times.
- We monitor your daily business and can provide extended event monitoring outside typical operating hours.
- Optionally, we manage your job networks to provide fast and reliable service and keep your operations running smoothly.

Take the next step

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

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