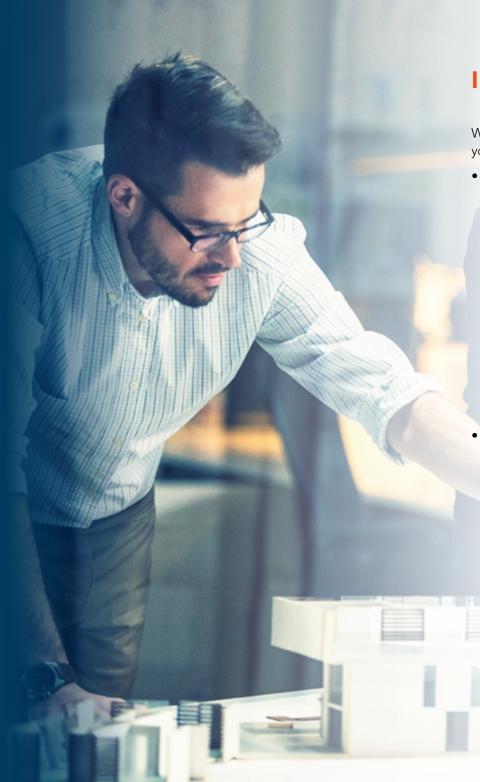**software** AG

Freedom as a Service

Engage with **Software AG**

Quick-start guide

I would like to get started

What you need to know to get started with your new solution:

- 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 receives the complete order information before 2 p.m., the email is 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 by email via: **empower@softwareag.com.**

- With an active Maintenance and Support plan, you can use Empower to:

  - Contact Global Support and find a local support number
  - Download products and updates, fixes and documentation
  - Request additional Empower IDs
  - Research using our Knowledge Center
  - Browse Early Warnings and Critical Alerts
  - 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
  - Request Meet the Expert sessions

- 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 Integration, API & IoT Product Line, you can also refer to 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, designed to help you maximize and speed up your return on investment. These offerings are summarized under:
  "I'd like to review our support services."

I would like to review your 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's **Enterprise Active Support** which provides prioritized, fast and agile support for all your Software AG products .

With Enterprise Active Support, you can rely on 24/7 phone support for all Support Incidents, as well as access to Empower (Software AG's Customer Support Portal) where you can find self-service support and download 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 simultaneously.

In addition, Software AG Enterprise Premium Support offers comprehensive and flexible add-on services that you can combine and adjust as business priorities change:

- **Customer Success Manager** – serves as your single point of contact for your entire Software AG technical relationship

- **Designated Engineer** – provides technical expertise, tailored to complement your environment and the needs of your staff

- **After-Business-Hours Support** – gain access to a designated Support Engineer on weekends, holidays or business days between 5 p.m. and 8 a.m. on the following business day

To learn more about these services, **read our factsheets**, contact your Software AG representative or email: **EnterprisePremiumSupport@softwareag.com.**

	Secure Your Success	Accelerate Your Success	Guide Your Success	Optimize Your Success

Enterprise Active Support	• 24/7 phone support for ALL Incidents
	• 24/7 access to Empower
	• Unlimited Authorized Technical Contacts
		• Priority queuing of Support Incidents
		• A resolution plan within first four hours for Crisis Incidents
		• Multi-regional support
			• Technical documents and guides	• One-to-one: Meet the Experts sessions, such as
				  • Performance tuning
				  • Load balancing/high availability
				  • Environment assessments
				  • Product Roadmap reviews

Enterprise Premium Services	• After Business-Hours Support	• Customer Success Manager • Designated Engineer		

Engage with Software AG

I would 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, as well as advising on reproducing or narrowing - down a problem. This **factsheet** provides an overview of the services Global Support offers. Alternatively, you can look directly in our **Knowledge Center** to see if this is a known issue and find the appropriate solution.

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

When a problem arises, your time to resolution is critical. Here is all the information you need to solve a problem as quickly and effortlessly as possible:

How 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 Support Incidents and view resolution abstracts in our Knowledge Center

  - Subscribe to alerts and notifications

How to report a Support Incident:

- If you have a "severe crisis" situation (i.e., severe production business impact), please call Global Support for 24/7 service. A phone call is the quickest way to get a response to a "crisis" situation from Software AG.

- Enterprise Active Support customers also have 24/7 access to Global Support for all Support Incidents, regardless of severity. If you have a "non-crisis" severity Support Incident, you can either call Global Support or use eService on Empower to report Support Incidents at any time.

I would like to solve a problem

When opening a new Support Incident, please have the following information on hand:

- Your name, the 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 impact:

  - Crisis – severe production business impact, unable to use software

  - Critical – significant production business impact, operations restricted

  - Standard – some business impact, minor concern

- Description of the Support Incident

- Any related Support Incidents number(s)

In order to respond to an open Support Incident, you can either update it via Empower, or you can simply respond to the emails you will receive from the Global Support Engineer in charge (via the email address support@softwareag.com). Please do not make any modifications to the subject line of this email :-)

How to update or close a reported Support Incident:

You can see the status and update Support Incidents using eService on Empower. Once the Incident is closed with your consent, you may receive a survey to provide feedback on our services. Please take a few minutes to give us feedback on the particular Support Incident.

When escalation is required:

At your request, a Strategic Support Manager will coordinate across Software AG to ensure satisfactory resolution to any complex Support Incident. You can find more information here.

You can also escalate directly via email to: **IncidentEscalation@softwareag.com**

To initiate the escalation process, please provide us with a brief description of your business case and the Support Incident number.

For other support assistance or questions:

Please contact us through Empower.

Engage with Software AG

I would like to find product information
(documentation, demos, trial software...)

Finding the right information, when you need it

The primary sources of Software AG product information are 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 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, including current releases and older versions

- Technical information (e.g., installation, configuration and migration how-tos)

- Knowledge Base articles, Support 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. User groups are another valuable source of information for Software AG customers. Joining one will provide you with access to a broad product knowledge base and platform where you can learn about upcoming Software AG product developments. For a brief overview of each initiative, see the upcoming section: **"I'd like to learn from, share and network with others."**

Engage with Software AG

I would like to request a feature

We want to hear your voice

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

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, monitor the implementation status, comment on and support other customers' feature requests, view recent and popular requests, and subscribe to requests by product and user groups. To register, send an email to: **brainstormadmins@softwareag.com**

Product roadmaps and visibility:

You can explore product roadmaps at any time in our communities and you can find product details and plans in Empower. In addition, product changes and enhancements are reviewed in our International User Groups, 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 together and we require solutions that resolve real-world challenges. Our Customer Co-Innovation Initiative deploys modern Design Thinking principles in order 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 with access to new technology and breakthrough innovations ahead of your competition. For more information about co-innovation, contact your Account Executive.

I would like to learn from, share and network with others

Be inspired. Be inspiring.

We have multiple channels that allow you to connect with Software AG experts and users to learn and share information, as well as showcase your own achievements, innovations and leadership triumphs.

Communities and forums:

Our **communities and forums** enable users to collaborate with one another and to share best practices and insights. Organized by product platforms, the content is created and contributions are made by both Software AG experts and customers. 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 community magazines and newsletters. While most of the content is public, selected content and participation activities require a membership. Anyone can join and participate immediately simply by providing their email address. The great thing is that your Empower ID works on these channels as well.

User groups:

Our **user groups** are another valuable platform where members can share ideas and experiences, discuss technology issues, and connect directly with Software AG experts. We support both **international and local user groups**, which have established themselves as independent customer panels. By participating in a user group, you can:

- Learn about upcoming Software AG product developments – often before the information is public

- Connect with peers from around the globe

- Discuss and vote on product changes and enhancements

- Connect directly with Software AG experts

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

Engage with Software AG

I would like to learn from, share and network with others

Customer Ambassador Program:

The **Customer Ambassador Program** offers you, our valued customers, an exclusive chance to promote your game-changing achievements. As an Ambassador you will be invited to VIP networking events with analysts, industry experts and peers, leverage best practices from others in your Ambassador community, and receive global recognition for your innovative use of Software AG technology and the adaptations that make it your unique powerhouse. Join today by contacting your Software AG representative, or **register here**.

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 in our **Social Media Center**.

Speaking opportunities:

Becoming a featured speaker at a leading industry event, such as Innovation Days or at user groups, is another great way to showcase the things you've done. You get the chance to demonstrate your leadership, innovation and market position, while increasing your visibility at the same time. For more information about both local and international speaking opportunities, please contact your Account Executive.

Engage with Software AG

I would like to accelerate our time to value

Helping you innovate faster

You can leverage key resources in order to speed up your digital transformation journey. This can help you to realize your business vision quicker, increase flexibility, improve quality and lower risk. These resources include our consulting and education services, our partners and many more.

Professional Services:

Software AG's Professional 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. You can benefit from years of experience delivering high-quality, successful, and sustainable solutions that require less future investments.
Find out more about Software AG Professional Services **here**.

Global Education Services:

In the digital age, there's no time for guesswork. That's why Global Education Services empowers your team with the knowledge to meet your project goals faster. Choose from a wide range of education and certification options to increase your skills and knowledge across the entire project lifecycle. Train in a public classroom, at your site or online. We can also customize a training plan to meet your specific goals and accelerate your project success. Take a closer look at the services available to you:

General information

www.softwareag.com/education

Contacts

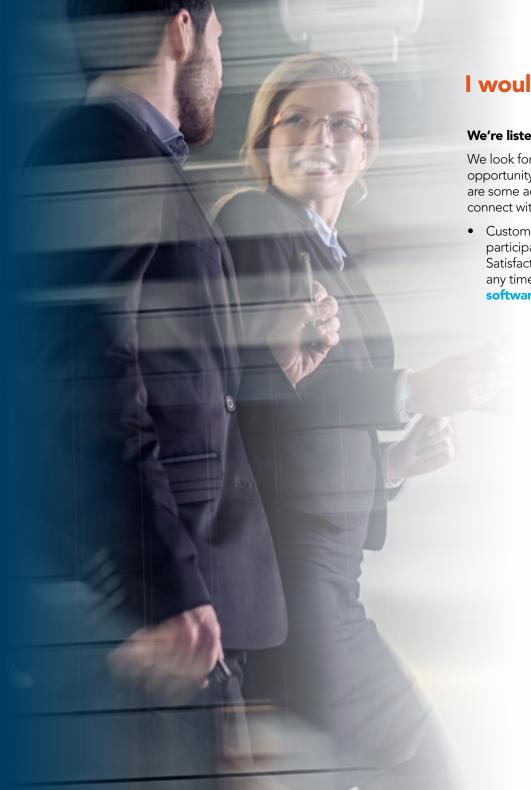**www.softwareag.com/education#contact**

Current course offering:

www.softwareag.com/schedule

Additional resources:

There are many other valuable resources you can leverage, including:

- Offshore services provided by Software AG's strategic outsourcing arm, Professional 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 the section: **"I'd like to learn from, share and network with others."**

Engage with Software AG

I would like to provide feedback

We're listening.

We look forward to your input and the opportunity to better serve your needs. Here are some additional ways in which 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 a Support Incident is closed with your consent, you conclude a Professional 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 regarding any topic using the **contact** form on our website.

Need something else?

We will gladly help you out! Please contact us at: **customer_marketing@softwareag.com**

Engage with Software AG