software AG

The right IoT installation can take you to the next level

Fact Sheet

Software AG
Professional Services

Rely on our experts to streamline your operations, optimize productivity and enhance customer experience. Software AG Professional Services are THE experts in Software AG Cumulocity IoT. Our Managed Services experts transform your IoT business when and wherever you need them—from strategy design, service implementation and upgrades, as well as moving to public and private cloud services.

What Managed Services for IoT can do for you

Our team works with you to clarify your business challenges and desired strategic outcomes. We'll design the proper solution stack for optimal continuity and security. 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.

Free your IT staff
Our team manages day-to-day operations, so 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.
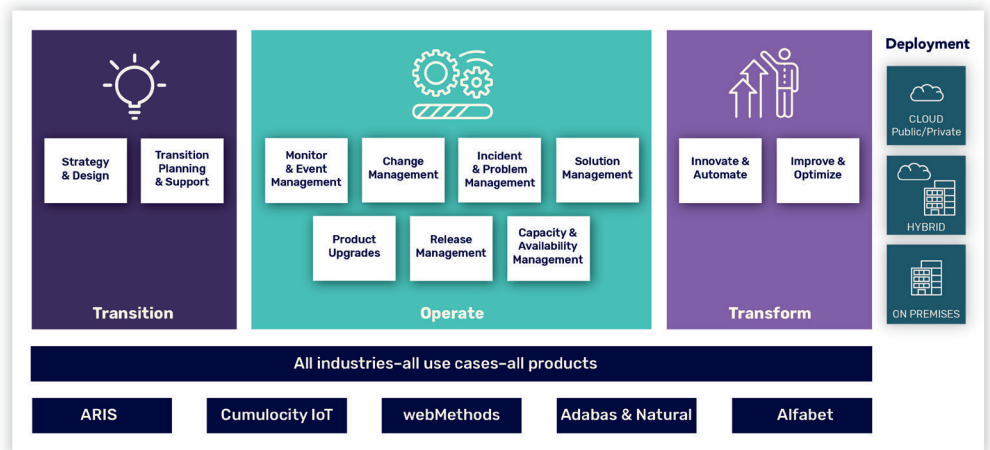
Accelerate results
Our experts have a proactive, predictive and preventive approach to monitoring your system and applying upgrades in a timely fashion.

Top 3 reasons for Software AG Managed Services

1. We know IoT and no one knows Cumulocity better than we do. We collaborate directly with our Product and R&D experts across Software AG's industry-leading product lines to maximize functionality and synergy.

2. We've earned our trusted advisor status through years of work in Cumulocity at enterprise-level engagements. Globally, we are actively managing "smart solutions" in industries including Telecommunications, Healthcare, Manufacturing and Energy.

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

Software AG Managed Services Offerings

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 set you up for 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 follow mature industry standard ITIL processes to ensure you have the tools to succeed with our software.

Accelerate your results and assure business continuity in the hands of Software AG product experts. Our portfolio is purposefully structured to seamlessly transition you to Managed Services. We continuously optimize your IoT solution to transform your technology and free up valuable resources giving you space to become a next-gen IT trailblazer.
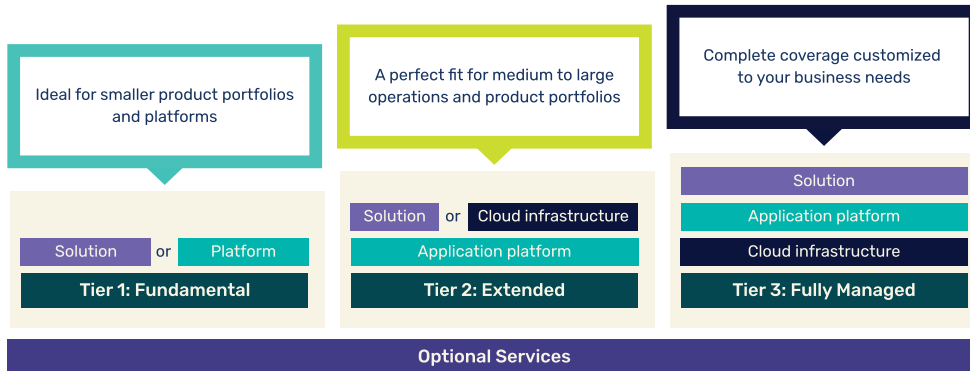
- Infrastructure as code for the Cumulocity platform set-up
- Monitoring and health check automation
- Accelerators for operational efficiency
- Consultancy services
- Platform operations
- Application/solution operations

Choose your level of coverage

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

Managed Services pricing tiers
Scalable pricing for end-to-end application management

Ideal for smaller product portfolios and platforms	A perfect fit for medium to large operations and product portfolios	Complete coverage customized to your business needs

		Solution
	Solution or Cloud infrastructure	Application platform
Solution or Platform	Application platform	Cloud infrastructure
Tier 1: Fundamental	Tier 2: Extended	Tier 3: Fully Managed

Optional Services

Coverage for each tier is tailored to fit the size and scope of your level of engagement.

Fundamental	Extended	Fully Managed
8X5 coverage; incidents up to 10/month; 3 platforms, twice a year upgrade	16X5 coverage; incidents up to 30/month; 4 platforms, twice a year upgrade	24X7 coverage; large platform

Choose from our **optional services** to enhance your experience.

- Cumulocity and/or DataHub installation, configuration and upgrades
- Dedicated Technical Account Management (TAM)
- Local assigned support resource
- Emergency critical incident support
- Testing services
- Tenant and sub-tenant management
- Customized SLA (Service Level Agreements)
- Local language support
- Cloud hosting and operations

How we work with you

We provide you Managed Services anywhere—on-premises, in the cloud or as a hybrid deployment—across all geographies. 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 in all time zones to ensure uninterrupted support. Our 24x7 follow-the-sun model keeps your lights on wherever you are in the world.

Put our Team to the test

For a large Telco in Germany
The Software AG Managed Services team monitors and operates a mission critical Cumulocity platform consisting of 65 servers. Our proactive event monitoring and incident management assured application availability throughout a significant migration with no unplanned outages. Monitoring is integrated with an on-call tool that shortens response times and provides reliable, proactive coverage and reporting.

For a digital transformation leader in APJ
We deliver expert Managed Services to keep this industry leading - Telco innovating the world's leading products in digital transformation. Proactive incident management, timely platform upgrades and testing are synced with their in-house team. We execute performance tuning, monitoring enhancements, upgrade planning and migration of business-critical rules to our Apama technology to provide them a stable and effective platform. Now our customer can innovate faster and scale to meet market demands.

Servicing Telcos in the Middle East
Our Managed Services team provides Cumulocity operations for two major Telcos in the Middle East. We provide platform installation, operations, monitoring and upgrades to keep their platforms highly available, stable and proactively maintained. These platforms allow our customers to connect hundreds of devices, sensors and machines through the Cloud with plug and play convenience.

Take the next step

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

ABOUT SOFTWARE AG

Software AG began its journey in 1969, the year that technology helped put a man on the moon and the software industry was born. Today our infrastructure software makes a world of living connections possible. Every day, millions of lives around the world are connected by our technologies. A fluid flow of data fuels hybrid integration and the Industrial Internet of Things. By connecting applications on the ground and in cloud, businesses, governments and humanity can instantly see opportunities, make decisions and act immediately. Software AG connects the world to keep it living and thriving. For more information, visit www.softwareag.com.

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