

# ARIS Premium Services— level up your operational experience

Fact sheet



## Are you an ARIS SaaS customer looking for expert application-level services?

Software AG now offers ARIS Premium Services to help you get the most from your ARIS solutions and configurations with access to experts for proactive support and guidance. A dedicated support team, closely aligned with your internal ARIS team, establishes on-demand access to experts whenever you need them. Whether it be guiding you through service releases to enable the quick adoption of new features and capabilities or supporting your internal teams with technical and operational services request—we've got you covered.

### What ARIS Premium Services can do for you

Delivered via a dedicated ARIS Value Engineer and support team, ARIS Premium Services gives you the additional expertise you need to drive the adoption and success of your Enterprise BPA program.

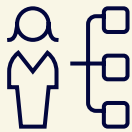
With ARIS Premium Services you get:

- Coaching from a dedicated ARIS Value Engineer
- ARIS configurations fully supported by Software AG experts
- End-to-end release management and guidance of ARIS upgrades
- Operational service requests for ARIS administration and user support
- Dedicated Service Manager and Professional Services support team
- On-demand access to experts to enable rapid adoption of product capabilities
- Single point of contact for everything related to your application



### ARIS Value Engineer

Your dedicated Value Engineer is an ARIS expert who collaborates with your team to strategically plan for your best business outcomes. Their knowledge and expertise assures you get the most from your ARIS SaaS application.



### Service Manager

Your Service Manager is there to make sure your service and operational level agreements are being met. They facilitate day-to-day operations, so you can focus on your strategic business goals.



### Support Team

Your Support Team works behind-the-scenes to make sure your configurations and product environments are running at optimum levels.

## Ensuring your success

IT department resources are increasingly stretched which leads to lower productivity. Our ARIS Premium Services team manages the day-to-day IT tasks and upgrades, while your in-house talent is freed up to focus on business innovation, strategic initiatives and customer satisfaction.

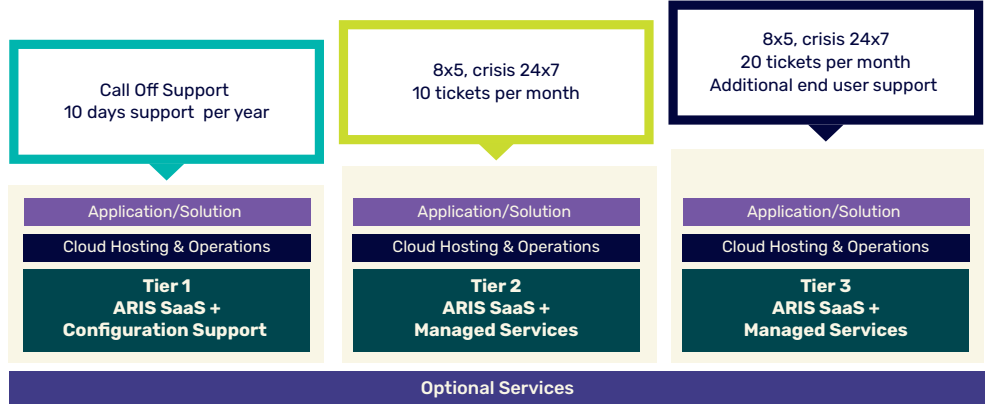
Our ARIS experts will guide you through a smooth transition to a fully integrated operating model. You will have access to an integrated service desk and full support for your ARIS Center of Excellence. Software AG's Professional Services experts are available on demand during agreed service hours to align our resources with your team—giving you a quick turnaround on requests and unlocking rapid development.

Options include:

- A dedicated service desk to handle operational service requests alongside incident and problem management services
- Full support for ARIS configurations such as Connect Portal configurations, APG processes, custom reports and integrations
- Support for minor change requests each month
- A dedicated Value Engineer to help define the strategic development of your platform and provide best practice recommendations

### ARIS Premium Services pricing tiers

Scalable pricing for end-to-end application management



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

“ARIS has become an important tool not only for the BT process community but also for our business teams. BT is pleased to have Software AG’s expert Premium Services Team manage our day to day operations so we can focus on our business objectives. We have a dedicated Software AG ARIS Value Engineer who knows BT and ensures our ARIS products are optimized to our specific business functions. In the end, we’ve found that working closely as a team makes all the difference in achieving greater successes!”

- Jean-Antoine Cannard | Principal Process Architect, BT | [www.bt.com](http://www.bt.com)



## Put our team to the test

### For a large telco in the UK

Our experts migrated ARIS and Alfabet to the cloud freeing up customer resources so the customer could focus on their important business innovations. Our technical experts provided support for hosting, cloud operations, platform and application support. As a result, the customer team could more rapidly achieve business outcomes and deliver increased savings and value in the course of one year.

### For a European energy company

Our experts deployed ARIS in the cloud which involved migrating multiple legacy QMS systems. The company gained expert and rapid technical 24x7 support, proactive upgrades, as well as on-demand help for small change requests.

### For the largest multinational energy company in Denmark

Our team provided application support for ARIS Cloud SaaS. The services were specifically designed in order to meet the customer's needs for managing and governing critical business operations applications.

## How we work

We provide Managed Services anywhere—on premises, in the cloud or as a hybrid deployment—all around the world. We operate globally with 24x7 uninterrupted support. Our expert services are tailored to compliment your teams' skills and business requirements.

When you work with us, you are getting access to genuine experts familiar with your solutions and environments. We rapidly address your concerns because we know how to help.

- 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
- We keep you running at the speed of business by leveraging the latest security communication protocols—count on us to be reliably fast and responsive.



**Take the next step**

How can we help your business be its best? Let's talk. Email us at [professional.services@softwareag.com](mailto: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](http://www.softwareag.com).

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