

G-Cloud Service Description

**Enterprise BPM,
Master Data Management
& Integration**

Platform as a Service

May 17

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Software AG Suite
Powering the Digital Enterprise.

Get There Faster.™

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EXECUTIVE SUMMARY

Enabling sustainable government services presents some significant technical challenges that are addressed by the platform:

- The user journeys and business processes required to underpin the delivery of digital government are often not documented in a form that leads to their straightforward systematisation and automation. Having the capabilities to align user journeys, business capabilities and the supporting IT required to deliver services is important on an ongoing basis, as continuous improvement is essential to success. Software AG's platform delivers the capabilities to make breakthrough improvements in service delivery and to sustain them through the application of continuous improvement techniques, including lean and Six Sigma.
- The view of reference or master data (for example, personal and organisational identifiers, addresses, equipment and service descriptions) within individual systems of record may be inconsistent and in some cases, contradictory. The Software AG platform provides a data quality and master data management capability to ensure that the quality of information used to deliver your services may be continuously assessed and improved.
- The information on which effective government service delivery depends is often split across a range of disparate systems and application delivery technologies. The Software AG platform allows on-premises or cloud-based applications and data to be blended with ease to support the provision of better, lower delivery cost services.

It is often the case that not all of the information required to improve the delivery of government services is captured by existing systems or databases. For example, data on how the delivery of a specific service meets the organisation's objectives and business plans may not be held in any operational system, but could be a vital piece of information required to accurately forecast future budgets and other human, equipment or capital resource requirements. The Software AG platform enables information to be securely enriched from multiple sources, on either a transient (in-flight) or permanent basis, depending on your requirements.

EXAMPLE USE CASES

The Software AG platform consists of six, pre-integrated capabilities, which operate together to support the delivery of numerous use cases, including, but not limited to:

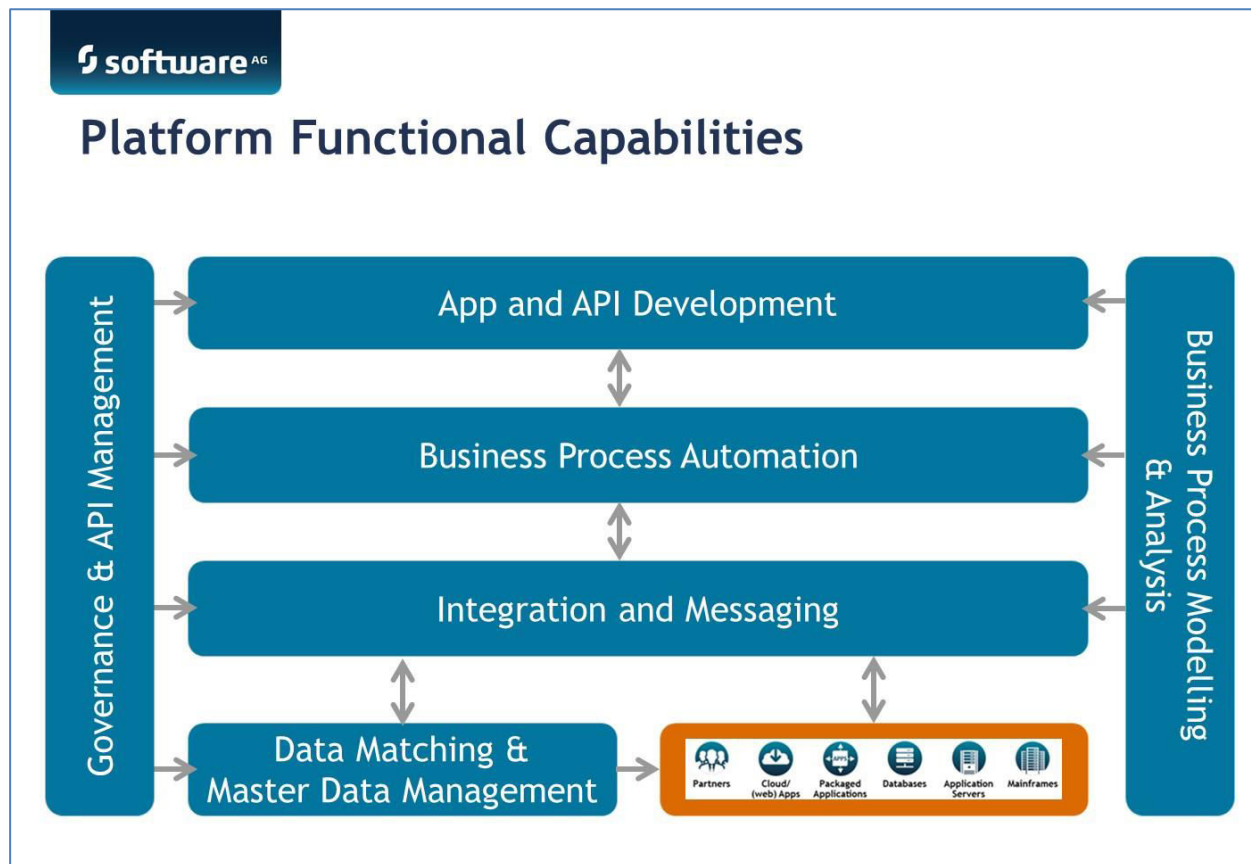
- Complex supply chain, activity planning, logistics and budgeting scenarios.
- Local data matching services, in support of the delivery of public sector services to entitled citizens and businesses, for example, in conjunction with the gov.uk Identity Assurance (IDA) standards and capability providers.
- The end to end processing of applications for government services where integration between systems, people and processes across multiple service providers is essential.
- The end to end design, implementation and delivery of any digital government service to citizens and businesses, by individual government departments, public service providers and local authorities.
- The design, implementation and delivery of user centric government services to citizens and businesses, through standardised business processes, enabling shared service delivery by co-operating public, private and third-sector organisations.
- The implementation and delivery of cost effective shared services, for streamlining internal administrative processes including HR, procurement and licensing.

FUNCTIONAL DESCRIPTION

Software AG's PaaS provides six, pre-integrated capabilities to support the delivery of government services that require the underpinning of a reliable and scalable business process management, master data management and integration platform.

The platform's capabilities enable people, processes and data provided by existing on-premises applications, databases, cloud platforms, open source components and service delivery partners to be easily combined to ensure the best possible user experience and lowest possible cost of digital service delivery.

Figure 1 - The six key functional capabilities of Software AG's Platform



Business Process Modelling and Analysis

The business process modelling and analysis capabilities in Software AG's PaaS are provided by the enterprise edition of our ARIS Cloud platform. ARIS is positioned in the leaders section of Gartner's magic quadrant for business process analysis tools.

Figure 2 - Business Process Modelling & Analysis Capabilities



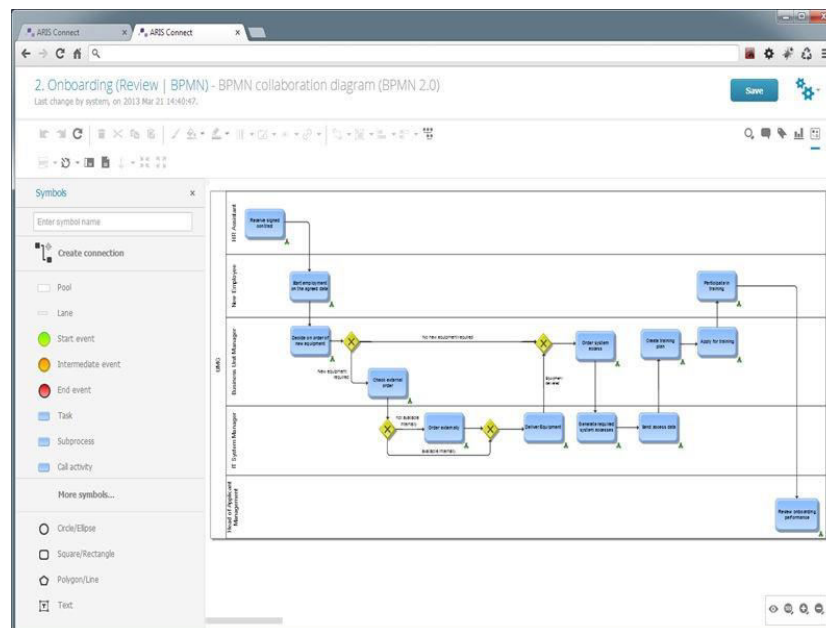
Few organisations perform to their highest potential, so there is always room to improve the way your organisation's processes operate or to establish entirely new ways of working. Implementing this capability will enable you to:

- Ensure processes continue to deliver your business aims and objectives
- Respond to changing user requirements and the public sector environment
- Rapidly deliver new digital services
- Adapt to organisational change
- Ensure the effective use of resources
- Establish the business processes necessary for seamless process automation

ARIS provides capabilities to support the transformation of your business processes by re-using and optimising your business infrastructure, which incorporates your people and technologies, enabling them to be properly managed. Because “processes are the business”, managing your business effectively is only possible if you are able to manage your processes in harmony with the people and technology your products and services rely on when you deliver them to your users.

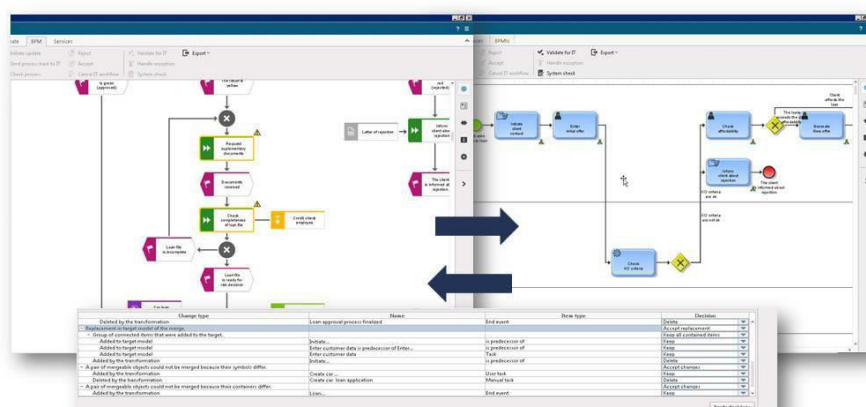
ARIS supports the creation of process models using a range of different standard notations, including BPEL, BPMN 1.x, BPMN 2.0 and EPC. All of these formats can be exported to other systems or modules and the representation used can be changed on demand - for example, from the business user friendly EPC (Event-driven Process Chain) format to the automation friendly BPMN 2.0 format and back again.

Figure 3 - A process model represented in BPMN (Business Process Modelling Notation)



Organisations that adopt ARIS find the EPC notation to be particularly suitable for communicating business processes to a non-technical audience due to its superior readability, while the seamless interchange available between EPC and BPMN ensures that 3rd party tools can be integrated with ease.

Figure 4 - The same business process represented in EPC and BPMN 2.0 notation



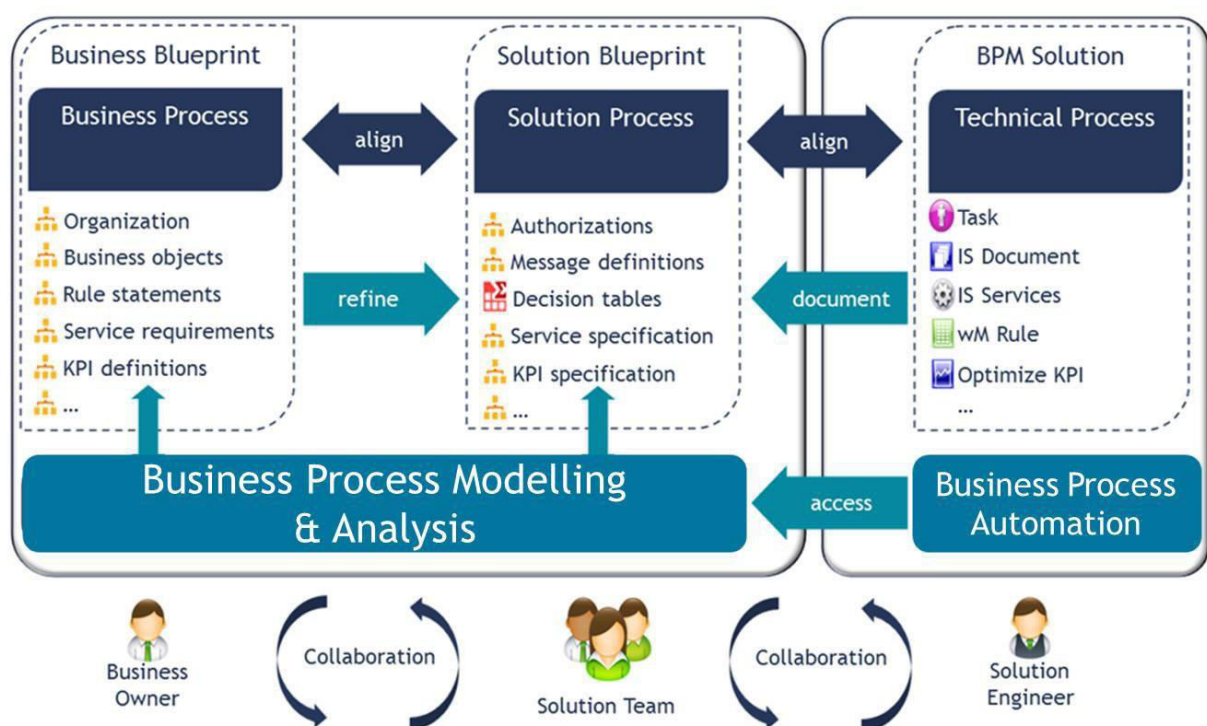
ARIS is not, of course, limited to solely modelling business processes. Standard diagrams for representing business models, organisational hierarchies, data warehouse models, KPIs, SAP ALE messages and flows, TOGAF, UML 1.4 and UML 2 classes and use cases as well as XML models are all provided - around 200 different types in total.

Business Process Automation

Gartner places the webMethods BPMS platform providing this capability in the leader's quadrant for Business Process Management Suites.

As shown in Figure 1, the business process automation capabilities of the platform are fully integrated with the other five components, including the ARIS business process modelling functionality. This integration provides the unique business process excellence lifecycle ("Model to Execute") capabilities of the platform and will enable service excellence to be delivered, by supporting collaborative working between users, business stakeholders and IT.

Figure 5 - "Model to Execute" - the relationship between business process modelling, analysis and business process automation



This capability of the platform ensures that the automated processes used by human and system actors are aligned with the process solutions architected and designed in ARIS. The integration of these capabilities within the platform ensures that this alignment remains as continuous improvement activities are undertaken - whether these originate within your solution team, are driven by user requests, required by business stakeholders or instigated within IT as a consequence of updates to your underlying applications and databases.

In turn, the business process automation capabilities of the platform work seamlessly with the other four functional components to deliver the best possible user experience for your digital service.

Key features of the business process automation functionality in the platform include:

Process enrichment: Simple to use Eclipse-based tooling will enable you to take the processes developed in ARIS and enrich them (for example, with the connectors required for the executing process to access your strategic applications) for execution.

Process execution: Run perfectly orchestrated processes, to enable a transparent, efficient and adaptive service.

Rules management: Stakeholders can define and change rules that drive processes in a governed and controlled manner without the need for coding.

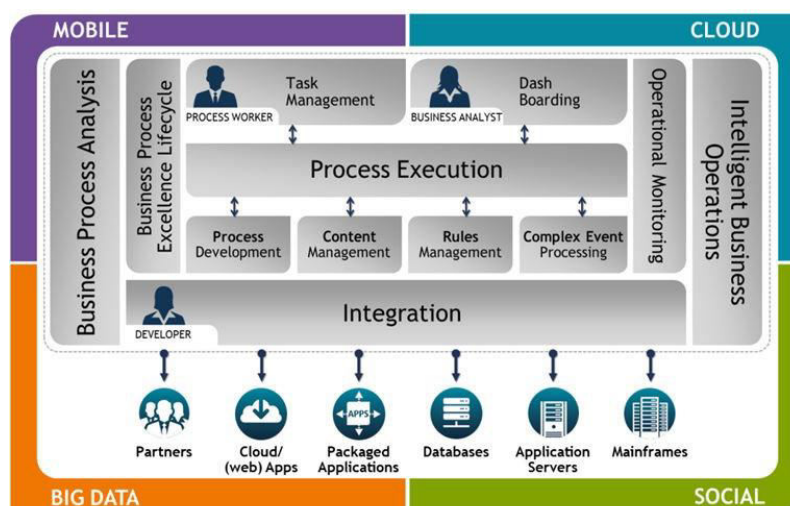
Content interaction management: The documents, forms and other process artefacts that are aligned with your business processes in ARIS can be re-used when you automate them.

Human interaction management: The platform solves the challenge of how people interact with your processes via task management and collaboration capabilities. These can be deployed to a standard web browser, portal or mobile device and made available as APIs for incorporating directly into other applications.

Dashboarding: The platform enables the creation of strategic, situation-based and interactive management dashboards to monitor and analyse relevant KPIs at a glance.

Operational insight: The platform enables you to monitor executing processes and gain business insight. An overview of all of your executing business processes is made available in real-time, providing an up to date picture of overall process performance.

Figure 6 - webMethods BPMS (centre portion of graphic), supported by the business process analysis, governance (intelligent business operations) and integration capabilities described elsewhere in this document

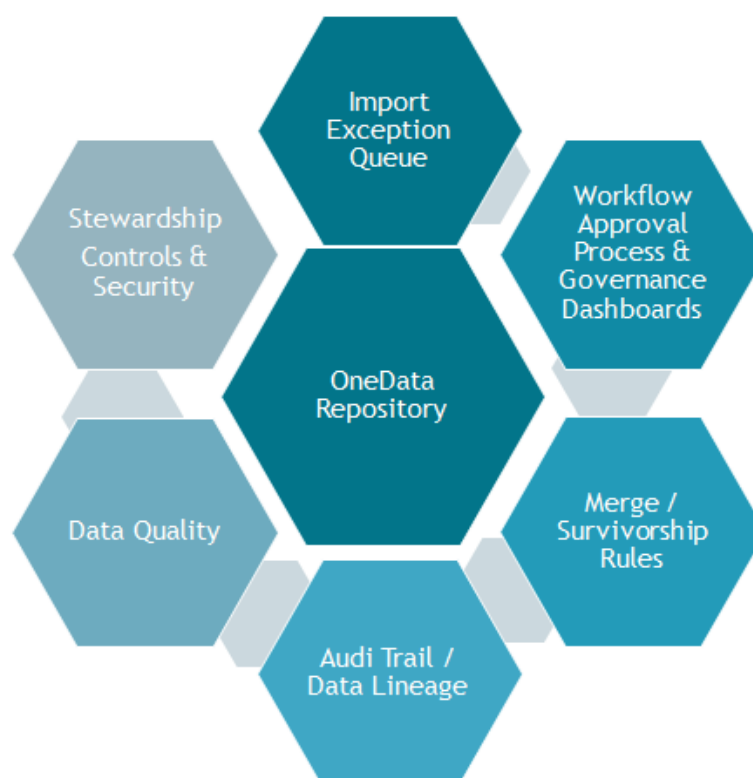


Data Matching and Master Data Management

The data matching, data quality and master data management capabilities in Software AG's PaaS are provided by Software AG's webMethods OneData. This is a highly configurable, multi-domain solution, meaning that it is equally capable of managing customer, product, equipment or any other type of reference and master data.

One example use of the data quality engine provided in support of digital public services is its ability to support the implementation of a local matching service for use with identity assertions. Combined with the integration and process automation capabilities of the platform, a highly efficient and effective way of mapping identity to service entitlement can be easily deployed

Figure 7 - Master Data Management Capabilities



Multi-domain MDM

The capability provides an open, pluggable architecture, allowing the user experience to be driven and configured by any subject data model. While it is fully integrated with the ARIS functionality described earlier in this document, the platform's "drop-in" modelling strategy enables third-party data modelling tools and subject domain expertise to be re-used as required. Multiple MDM implementation styles are supported, allowing organisations to choose the most effective deployment pattern based on the data domain requirements.

Master Data Management

Any master data model can be used, depending on requirements. For example, product/material-master, customer/counter-party, vendor/supplier, account and employee are all supported. Multi-system master data consolidation through a Master Data Interchange process flow is catered for.

Reference Data Management

The capability allows internal and external code sets to be maintained and managed, for example, enterprise hierarchies, code tables and dimensions or technical and business metadata (terms and definitions), enabling mapping between these sets to be implemented. Code sets can be created and enriched using third-party validation sources, such as Dun & Bradstreet® and ACORD®.

Hierarchy Management

The hierarchy management capability allows the management of critical data relationships, supported by the data governance framework. This includes granular stewardship controls, change management, versioning and workflow.

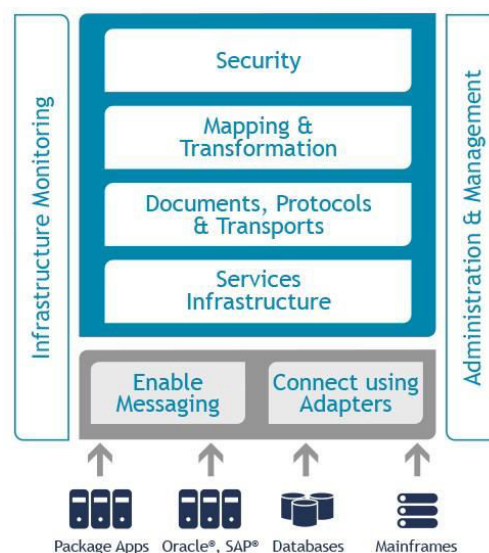
Metadata Registry (MDR ISO11179)

Data dictionaries and glossaries can be maintained for standardised business metadata terms and definitions, based on the ISO11179 standard.

Integration and Messaging

The integration capabilities of the platform are delivered through Software AG's webMethods suite, positioned as a leader in Gartner's integration magic quadrant on thirteen separate occasions since 2000. webMethods allows the rapid connection all of your applications and databases, regardless of location, to your executing processes and deliver their content through applications and APIs. The webMethods Integration Server and universal messaging used to deliver this capability supports application, business to business and cloud integration through a comprehensive range of technology and application adapters and cloud connectors. These capabilities ensure that whatever the nature of the enterprise application you wish to integrate with your business processes, webMethods will enable you to access and re-use the business logic and data held within them in a secure and governed manner.

Figure 8 - An overview of the webMethods Integration Server

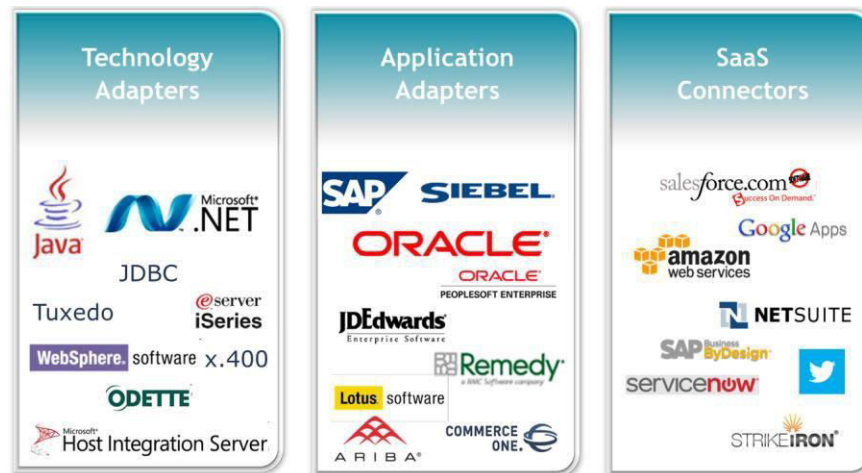


Key features of the integration capabilities provided include:

Protocol Support: a wide range of protocols for bi-directional connection of service consumers and service providers. Out of the box support is provided for http/s, ftp/s, smtp, flat file streaming, Java and web services (SOAP and REST).

Application Integration: service enablement of business applications. Pre-built adapters are available for the creation and execution of integration services for different technologies, ERP solutions and EDI message frameworks.

Figure 9 - Some of the webMethods technology, application and cloud adapters

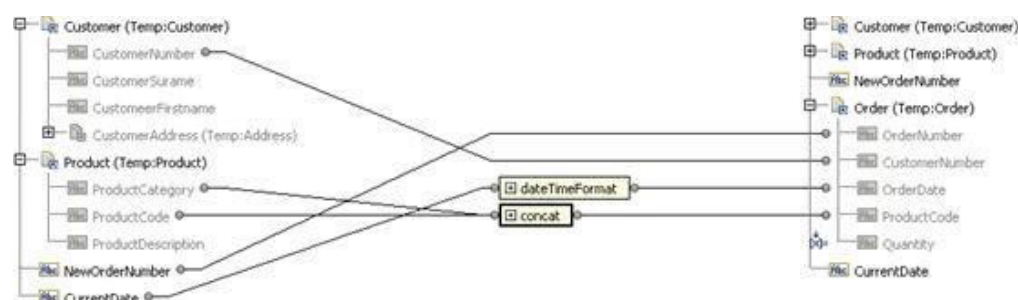


Service Orchestration: call fine-grained services in the correct sequence, including the handling of error situations such as when a service is unavailable.

Routing: determine which services to call based on message content.

Transformation: to account for semantic and structural differences between applications.

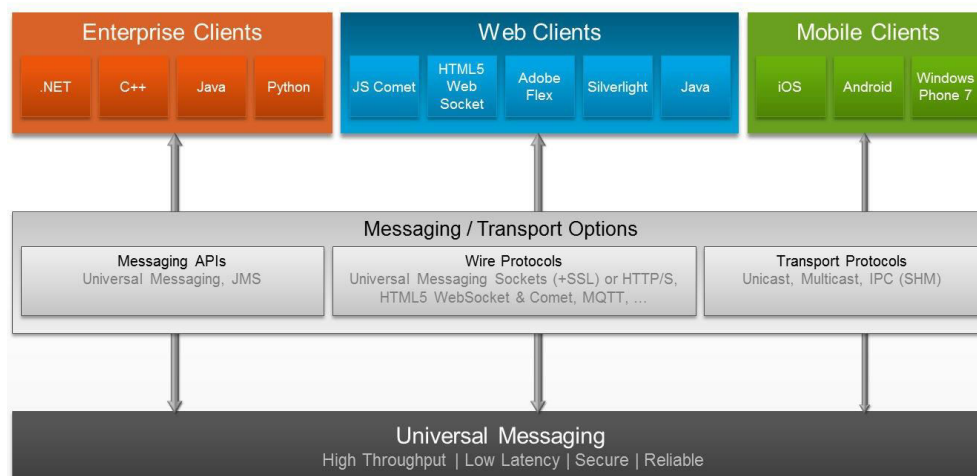
Figure 10 - Graphical data transformation capabilities



Aggregation: of results from different services.

Error Handling: deal with error situations in a controlled way.

Figure 11 - An overview of the webMethods universal messaging capabilities



Within the Software AG platform, the universal messaging capability provides a coherent solution for high-performance, low-latency messaging across a wide array of delivery channels, including all mainstream enterprise, Web and mobile platforms.

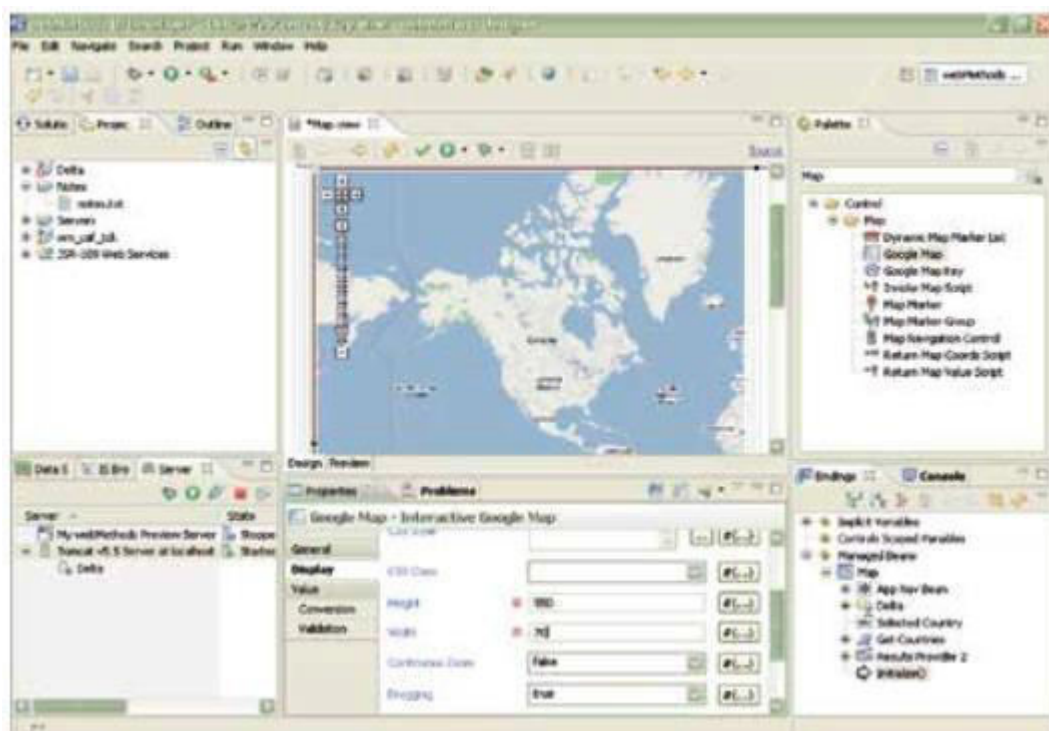
App and API Development

APIs can be simply composed using the integration and business process automation components of the platform and be exposed as any API or service type over any protocol using the eclipse based Software AG Designer. The GDS preferred RESTful API standard is therefore supported.

Of course, apps may be developed using any application development tool that can consume these services, but the Software AG platform provides a highly tuned environments for creating web and mobile applications.

webMethods CAF is a highly productive development environment that works seamlessly with our platform, enabling the creation of rich applications that can combine a wide range of information sources and services onto a single screen. Providing more than 200 user interface controls as standard, it provides:

Figure 12 - A webMethods CAF google map control being used in Eclipse to create a new composite application from processes and services provided from the Software AG platform



A unified design environment

User interfaces are created visually through an open source Eclipse environment by dragging and dropping controls onto a user interface design canvas. This minimises the proprietary skills needed to use the tool and accelerates time-to-delivery.

Automatic page layouts and styling

There is no requirement to start from scratch when creating user interfaces. Dragging and dropping a web service or any other data definition onto the UI design canvas will automatically generate a page layout for editing. In the same way, an existing CSS definition for automatic styling of your application can be imported.

Composite controls & re-use

Ready-to-use controls can be combined to create custom, composite controls, stored as snippets. Snippets can be re-used in other applications and shared with other team members. In addition, third-party libraries can be imported to replace or complement native webMethods CAF controls.

Context awareness

Software AG's platform understands what is being worked on and automatically surfaces information that is useful. For example, if the process being automated contains a task to deal with the approval of an order, the development environment will display all of the relevant information that corresponds with that task.

SOA Governance and API Management

APIs are now connecting common, everyday objects to the Internet, contributing to the expansion of the Internet of Things (IoT). Everything from programmable home thermostats to vehicles are being connected through the internet and controlled by mobile apps.

APIs allow public sector organisations to unlock their data, providing new service delivery channels. This is done by exposing these corporate assets through APIs, sometimes to 3rd party developers who use the APIs for new applications and new devices.

The Governance and API Management capability of our platform is designed to provide the tools required to design, create, govern, publish, virtualise, host, mediate and provide secure access to APIs. Forrester Research positions our SOA Governance and API Management capability platform as a leader for Integrated SOA Governance and SOA Service Lifecycle Management.

The Software AG SOA Governance and API Management capability of our platform enables:

- The API lifecycle to be managed from initiation to retirement, as well as the lifecycles of all assets created or used by the platform (for example, SOAP or RESTful services, business processes, business rules etc.)
- APIs, services and business processes to be protected and virtualised
- Developers and B2B partners to be engaged using a fully-featured API Portal
- APIs, services and business processes to be monitored holistically

The SOA Governance and API Management capability uses market leading components from Software AG's suite, including:

webMethods API Portal - This component allows developers to discover APIs, understand what they do and how to properly use them, and sign up for access. It includes analytics and graphics to better understand your site visitors and portal usage. There are capabilities for developer collaboration, API testing, and custom branding.

webMethods Mediator - This component monitors API traffic to provide analytical data for dashboards, billing and invoicing. It provides traffic management, policy enforcement, runtime virtualisation of APIs, protocol switching between service consumers and providers, and message transformation as necessary. It also produces alerts and event notification for downstream processing. The same component provides these capabilities for all services and executing business processes exposed from the webMethods BPMS and Integration Server platform

CentraSite - This component is the API design and lifecycle management tool, providing the ability to design, develop, deploy, version and retire APIs. It is also the main asset catalogue for the platform, storing and managing all your executing business processes services, APIs and all related assets.

webMethods Enterprise Gateway - This component provides authentication and the ability to secure the traffic between API, service and business process consumers and providers.

webMethods Insight - This component monitors SLAs and general performance from the gateway to the back-end services and back.

DATA ONBOARDING AND OFFBOARDING

Data can be imported to the process modelling and analysis capabilities using:

BPMN 2.0

Microsoft Excel (.xls)

Microsoft Visio (.vso, .vsdx, .vdx)

XML, XMI and AML

ARIS Express (.adf)

Data can be exported from the process modelling and analysis capabilities using:

BPMN 2.0

Microsoft Excel (.xls, .xlsx)

Microsoft Word (.doc, .docx)

Portable Document Format (.pdf)

Plain text (.txt, .csv)

OpenOffice text (.odt)

Rich text format (.rtf)

HTML

Microsoft Visio (.vso, .vsdx, .vdx)

XML, XMI and AML

XSD

Data can be imported to the Business Process Automation capabilities using:

BPMN 1.0, BPMN 2.0 and BPEL

Data can be imported to the Governance and API management capabilities using:

WSDL, XSD, XPD, BPEL

Data can be exported from the Governance and API management capabilities using:

WSDL, XSD, XPD, BPEL

SERVICE ROADMAP

The Software AG Digital Government cloud platform is currently updated twice yearly, in line with our standard release cycles for ARIS and webMethods.

Service Management and Support

Standard support for this service is provided by Software AG's global support team. The team is available by telephone 0900 – 1700 Monday – Friday, excluding public holidays and through Software AG's online empower service.

Optional (separately chargeable) upgrades to the standard service, including worldwide 24x7 coverage, are also available.

Please Reference Software AG's other G Cloud entries under Lot 4 within the digital Market Place for service deployment of the above platform.

KPI & Process Discovery Workshop

Digital Enterprise Assessment

Software AG Training Services

Software AG Technology Platform Services

Cloud off-boarding Support

Alfabet IT Planning & Portfolio Management in readiness for Cloud

Business & IT synchronization in Preparation for Digitisation

Software AG's Process-Driven Management for SAP Solutions

Cloud Platform Set-up

Governance Risk & Compliance of Cloud Processes

Governance of Business Processes using ARIS

Enterprise Architecture Management for Cloud Deployments

Return service to drafts

Process Transformation for Digital Transformation using webMethods

Software AG's Alfabet IT Architecture & Portfolio management Assessment & Deployment

Integration Accelerators for Cloud Deployments

Integrate cloud and on-premise applications using webMethods

Single view of Salesforce customer data

Software AG B2B Integration using webMethods

Software AG API Management

Service Management for Software AG Cloud Platforms

STORAGE AND BACK-UP SERVICES

Each customer is allocated one or more data store(s) on Tier 2 storage arrays. The Service will actively manage the performance of the storage arrays with a target performance benchmark of 250 IOPS per TB of storage. A separate data store is provided for each VDC. Data stores do not span multiple VDCs.

Tier 1 storage to support specific high performance application requirements may be available upon request along with tier 3 storage for more cost effective data storage such as ANPR.

VIRTUAL MACHINE AND MANAGED PHYSICAL HOST STORAGE

All shared platform virtual machines and Managed Physical Hosts include 80GB of storage as a single drive. Further storage can be ordered and will be provisioned to one or more of your virtual machines or Managed Physical Hosts to facilitate additional drive partitions. Storage consumed by your shared platform virtual machines and Managed Physical Hosts within each data store will be charged per GB on a monthly basis. All Virtual Machines types and Managed Physical Hosts are unable to share virtual disks.

Storage Snapshots

The Service will take scheduled storage snapshots to facilitate primary site recovery to a point in time, down to a maximum Recovery Point Objective (RPO) of one hour.

To support the One Hour RPO The Service's standard recommended Snapshot intervals are as follows:

- one hour snapshots are maintained for no longer than 3 days
- daily snapshots will be maintained for a further 28 days

The snapshot parameters will be set during the design phase taking into account the number of machines to be snapped and the retention and frequencies to match your requirements per VDC data store

Restoration of data from a snapshot (the entire VM or file level) is initiated via a Service Request and is a chargeable item.

STORAGE REPLICATION

Secondary site storage replication is available to support recovery of shared platform virtual machines at the secondary site should the primary site go offline.

For Dev and Test (Alpha/Beta) and Standard (Live) virtual machines on the shared platform, you can choose between non-replicated storage and replicated storage. If you choose replicated storage for these virtual machine types, The Service will provide an RPO SLA down to 1 hour at the secondary site. However, The Service will not provide a secondary site Recovery Time Objective (RTO) SLA, we will recover your virtual machines under reasonable endeavours.

Storage replication is included for all High Availability (Live) virtual machines for which The Service will provide a four hour RTO SLA.

Your storage replication policies (frequencies and retention) will be set during the on-boarding process, see table 5.4 below for supported schedules.

Table 5.4 Parameters	All VM Types
Retention	1 day, 7days, 14 days, 21 days and 31 days
Frequency	Down to every hour

AVAILABILITY AND DISASTER RECOVERY

Shared Platform Virtual Machines

Our standard shared platform virtual machines can be deployed in the following ways.

Dev and Test (Alpha/Beta) and Standard (Live) Virtual Machines

- Option 1: Primary Site only no Storage Replication
- Option 2: Primary Site with Secondary Site Storage Replication

For option 2, in the event of the primary site becoming unavailable, The Service does not provide an RTO Service Level Agreement for these virtual machines at the secondary site and the recovery is carried out under reasonable endeavours.

For option 2, in the event of the primary site becoming unavailable, The Service will support an RPO down to a maximum of one hour at the secondary site for Dev and Test (Alpha/Beta) and Standard (Live) Virtual machines.

High Availability (Live) Virtual Machines

High Availability (Live) virtual machines on the shared platform are provisioned with storage replication enabled by default and these virtual machine resources are both uncontended and reserved at the secondary site. The Service offers an RTO of four hours at the secondary site and an RPO down to a maximum of 1 hour for the recovery of High Availability (Live) virtual machines at the secondary site.

MIGRATION SERVICES

The Service also offers a chargeable full migration service. The migration service provides a low risk, benefit optimised transition plan to migrate your services onto the platform. Using proven methodology, tools and experience gained from prior migrations, the service consists of a highly collaborative process that works closely with your IT and business teams.

This approach enables The Service to develop and execute a migration plan based on proven strategies that incorporate validation of workload compatibility, dependencies, rollback plans and testing of candidate services including an evaluation of application performance pre and post migration.

These Services are available under Lot 4 of G-Cloud, [more detail can be found in the G-Cloud Software AG Technology Platform Services](#)

SERVICE DELIVERY

In provision of The Service, The Service will provide to all customers of these services four key capabilities:

1. Service Desk – provided on a 9.00-5.00pm Mon-Fri (excluding English Public holidays) basis, the The Service Desk is the central point of contact for all service-related communications with The Service for all subscribed services who will liaise with the customer authorised personnel to log any issues, requests or enquiries relating to these services. The Service Desk will ensure that calls are passed to the appropriate resolver groups for follow up and resolution. 24/7 availability of support functions is also available. Please contact your sales representatives for further details
2. Service Operations – available on a 9.00-5.00pm Mon-Fri (excluding English Public holidays) basis, the service operations teams will include an on-site presence at the appropriate data centres, providing additional support resources to the technical support teams tasked with ensuring that prescribed SLAs are maintained.
3. Service Management – a team of dedicated Service Management specialists who liaise directly with Service Operations to ensure correct levels of governance and compliance are in place and aligned with ITIL best practice guidelines.
4. Systems Support and Administration

SERVICE LEVEL COMMITMENTS

Service Desk and Support Windows

The Service adheres to the following service desk availability and support windows. 24/7 cover is also available

Server Type	Service Desk	Support Window
Dev and Test (Alpha/Beta) virtual machines on shared platform	9.00-5.00pm Mon-Fri (excluding English Public holidays)	9.00-5.00pm Mon-Fri (excluding English Public holidays)
Standard (Live) and High Availability (Live) virtual machines on shared platform and Managed Physical Hosts	9.00-5.00pm Mon-Fri (excluding English Public holidays)	9.00-5.00pm Mon-Fri (excluding English Public holidays)

Virtual Machines The Service adheres to the following virtual machine availability targets.

Type	Virtual Machine Type	System Availability Target	Definition
SLA	High Availability (Live) shared platform VM	99.99%	Either primary or secondary server is up and OS operational
SLA	Standard (Live) shared platform VM	99.95%	Availability on a per server basis and OS is operational
SLA	Dev and Test (Alpha/Beta) shared platform	99.5%	Availability on a per server basis and OS is operational.

Incident Priority Definitions

The Managed Cloud Services for UK Government use the following criteria for prioritisation of incidents

Priority	Contact Method	Criteria (Meets One or More)	Examples (Not a Definitive List)
P1	By Phone only	Severe unusable. Severe disruption of service or business functions, possibly with revenue loss. Critical Systems Unit failed or severely impaired. No workaround(s) exist. Affects Critical business unit, users or functions.	Multiple server failures affecting key operational areas. Severe performance degradation. Financial systems affected in a close period. Security issue such as malware, virus

P2	By Phone only	Causes major business disruption. VIP user(s) or Business Unit with significant reduction in system performance. No workaround(s) exist. Potential to cause or become a P1.	Slow response of key business application for one or more users. Security incident.
P3	By phone, email or customer portal	Impacts system availability or operation of services. Affects users within a single function. Workarounds may be in place. Business operations impacted but not severely.	Equipment failures which are covered by redundancy/resiliency. Server or infrastructure device identified as not having current patch/pattern files within 5 days of a patch being uploaded to the distribution servers by Service Provider.
P4	By phone, email or customer portal	Minor disruption or usability issues. Affects single user or function. Workaround is available. Does not impact business operations.	Incident queries relating to Data Centre Services.

Incident Response and Resolution Targets

Incidents are responded to, resolved and reported, according to the Key Performance Indicator (KPI) specifications as listed below:

Type	Service Level	Target	Measure
KPI	Priority 1 (Critical)	15 min	From the time the ticket is logged to the time it is electronically accepted by the resolving team.
KPI	Priority 2 (High)	30 min	From the time the ticket is logged to the time it is electronically accepted by the resolving team.
KPI	Priority 3 (Medium)	60 min	From the time the ticket is logged to the time it is electronically accepted by the resolving team.
KPI	Priority 4 (Low)	2 hrs	From the time the ticket is logged to the time it is electronically accepted by the resolving team.
KPI	Priority 1 (Critical)	4 hrs	For each Priority 1 (Critical) Incident, from the time the Ticket is logged in the Ticket Management System, to the time that the Incident is resolved.
KPI	Priority 2 (High)	8 hrs	For each Priority 2 (High) Incident, from the time the Ticket is logged in the Ticket Management System, to the time that the

			Incident is resolved.
KPI	Priority 3 (Medium)	4 business days	For each Priority 3 (Medium) Incident, from the time the Ticket is logged in the Ticket Management System, to the time that the Incident is resolved.
KPI	Priority 4 (Low)	10 business days	For each Priority 4 (Low) Incident, from the time the Ticket is logged in the Ticket Management System, to the time that the Incident is resolved.
KPI	Priority 1 Incident	every hour (24x7)	A service desk incident assignee will contact the customer named contact by phone every hour with an update on incident status
KPI	Priority 2 Incident	every 2 hours (24x7)	A service desk incident assignee will contact the customer named contact by phone every 2 hours with an update on incident status
KPI	Priority 3 and 4	every 24 hours Mon-Fri	A service desk incident assignee will email the customer named contact every 24 hours Monday to Friday with an update on incident status
KPI	Priority 1 and 2	within 4 business days of incident resolution	The Service Manager will formulate an incident report and present it to the customer service owner

Maintenance Windows

Maintenance windows are defined to ensure the Service is able to perform routine and scheduled maintenance of the platform in order to maintain availability and retain certification.

The Service maintains the supporting infrastructure for this platform using the following principles:

- Maintenance windows will not be included in any formulas for calculating availability of the platform.
- Maintenance window times are excluded from the Availability service level calculation i.e. total time available will exclude the maintenance window times
- Organisations who have deployed active-active solutions, should not experience any downtime during maintenance, however degraded performance may be experienced.
- The Service retains the right to close down all systems to perform emergency maintenance if non-performance of this maintenance could result in a security risk for the platform or any organisation using the platform.
- Seven days' notice will be provided for routine and scheduled maintenance.
- Twenty-four hours' notice will be provided for critical and security related patching, unless deemed as an Emergency in order to stop a major outage on the platform.
- Four hours' notice will be provided for emergency patches and critical changes.

ORDERING AND INVOICING

Please use the contact details at the end of this Service Description for initial enquiries and ordering.

Billing for the service will be monthly in arrears; this will represent total usage for a month. Payment can be via the following methods: Purchase Order or Direct Debit.

Service Termination

At the point of termination, all your data, accounts and access will be securely deleted; there will no mechanism to subsequently recover data after this point.

Termination fees may apply for customers who wish to cancel their Managed Physical Host(s) after the 12-month minimum term and before the 24-month contract period ends.

RESPONSIBILITIES

Customer

You will be required to agree and sign the PSN Code of Connection (CoCo) and will require PSN network connectivity in order to access the platform.

You are also responsible for ensuring only appropriate data is stored and processed by applications within the environment and that they comply with the The Service Acceptable Usage Policy and PSN information assurance requirements.

CONTACTS:

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About Software AG

Founded in 1969 in Darmstadt, Germany, Software AG is the global leader in business processes, integration and big data. Our more than 40 years of innovation include the invention of the first high-performance transactional database, Adabas; the first business process analysis platform, ARIS; the first B2B server and SOA-based integration platform, webMethods; and pioneering big data technology with Terracotta's BigMemory.

We offer our customers a variety of end-to-end solutions that deliver low total cost of ownership and high ease of use. Our industry-leading brands, ARIS, webMethods, Adabas, Natural, CentraSite, Terracotta and IDS Scheer Consulting, represent a unique portfolio encompassing: process strategy, design, integration and control; SOA-based integration and data management; efficient management of big data; process-driven SAP implementation; and strategic process consulting and services.

Software AG has more than 5,200 employees in 70 countries and had revenues of €973 million in 2013 (IFRS, unaudited). The company is headquartered in Germany and listed on the Frankfurt Stock Exchange (TecDAX, ISIN DE 0003304002 / SOW).

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