ƒ software AG

Software AG Business Continuity Management System

Fact Sheet

Because digital businesses never stop

Our ISO 22301-certified Business Continuity Management System incorporates an extraordinary degree of digitalization with best-practice governance processes, incident response teams and co-location of critical infrastructure and applications. This assures critical systems are available for our customers so they can meet their compliance requirements. Customers are guaranteed to get the services they need, quickly and effectively, even in a crisis situation. We continually align our Business Continuity Management System to changing requirements, review it regularly and continuously improve its efficiency.

Greater freedom for our customers

Understanding and defining business continuity strategies. Developing and implementing business continuity procedures. Training, communicating and practicing business continuity. Our commitment to Business Continuity Management is integral to our culture at Software AG—all to create greater freedom for our customers.

In detail, here are the steps we take:

Understand (Business Impact Analysis & Risk Analysis)
Getting a detailed process landscape describing exactly our business is key to painting a picture of our company. This picture represents a deep understanding of our organization. It's a living picture.

Prevent (Strategies)
Customer needs define our scope to determine Business Continuity Management strategies for protecting assets in scope. These strategies are defined to prevent disruptive events effectively and efficiently. Thus, knowing processes and having a scope determines appropriate strategies.

Respond (Procedures)
Based on our strategies, business continuity procedures were developed, implemented and established to response to disruptive events. Incident response teams, a response structure and business continuity plans were built.

Keep up-to-date (Training & Communication)

Software AG's business continuity plan is communicated to affected teams. Communication takes place with regular updates combined with at least annual basic and delta trainings of the updates. Processes are in place to train new team members.

Sustain (Exercise)

Testing the continuity plans with regular exercises and documentation of the results leads to learnings—learning what can be improved, what has been missed or changed. In order to support tests, actions and incidents, a comprehensive application has been built. This application combines planning, tracking and documentation of tests, actions and incidents.

Learning leads to understanding. That closes the loop and continuous improvements take place.

ISO 22301 and the journey of freedom
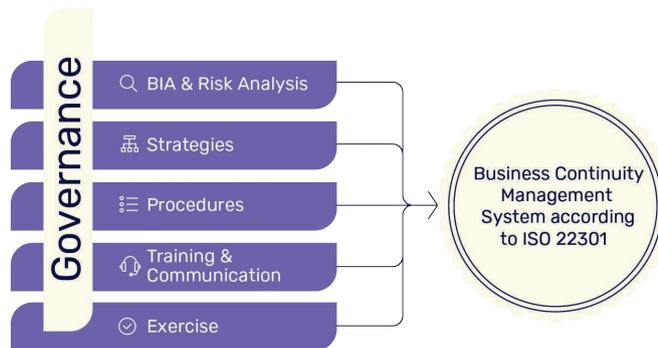
Elements of Software AG's Business Continuity Management System

Quality and Business Continuity Policy for Global Support

In the 24/7 digital world, our customers expect global support services to be available at all times to ensure continuity of their critical business systems. To meet these expectations, Software AG Global Support is committed to quality at every level of the organization.
We achieve this by:

- Empowering our employees
- Constantly improving our skills
- Continuously measuring and monitoring customer satisfaction
- Implementing innovation to improve both the customer experience and our own efficiency

Our business continuity strategy ensures that our customers will receive the required support services at all times.

We continually align our Integrated Management System to changing requirements, review its adequacy on a regular basis and continuously improve its efficiency.

Take the next step

To learn more about our commitment to customer success, see your local Software AG representative or visit www.SoftwareAG.com.

2020_08_FS_BCMS-EN

software AG