software AG

GOVERNMENT SOLUTIONS

White Glove Services for Software AG Government Cloud

The Challenge

SaaS based solutions can be different than their on-prem siblings. Consumers are handed a URL, an admin user, some links to documentation and on-line videos, and told "there you go".
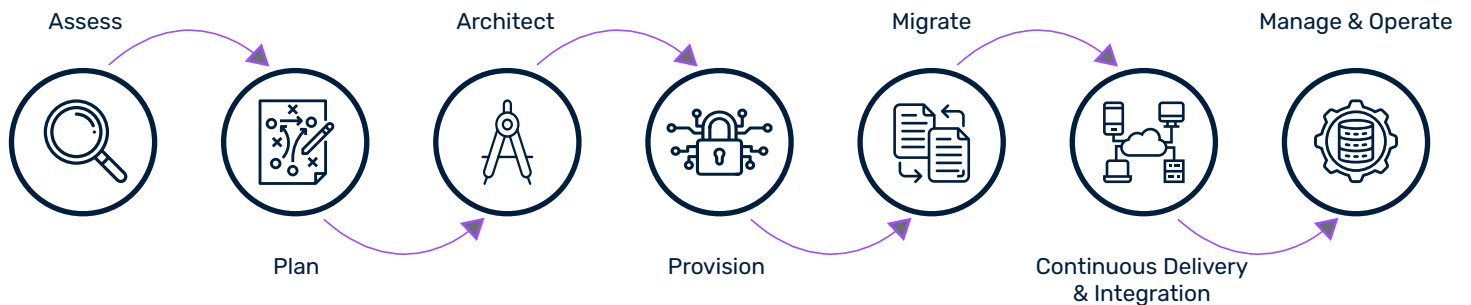
The Solution

At Software AG Government Solutions we decided that this was not enough! We introduced "White Glove Service", included with all of our cloud offerings.

How Software AG Government Solutions Solves the Problem

Every purchase of our cloud services and products, includes not only our world class product support, but specialized cloud support from our White Glove Service. Whether it is setting up Single Sign On, help with a migration, or even basic configuration questions, we have you covered!

White Glove Service provides up to 40 hours a month for:

- Application support and mentoring
- Application management and Admin
- Dashboards and extracts
- New Report analysis and design
- Annual Upgrade Assistance

Assess → Plan → Architect → Provision → Migrate → Continuous Delivery & Integration → Manage & Operate

For more information on Software AG's Government Solutions,
visit: **www.softwareaggov.com** or email us at **info@softwareaggov.com**