Score with Excellent Services

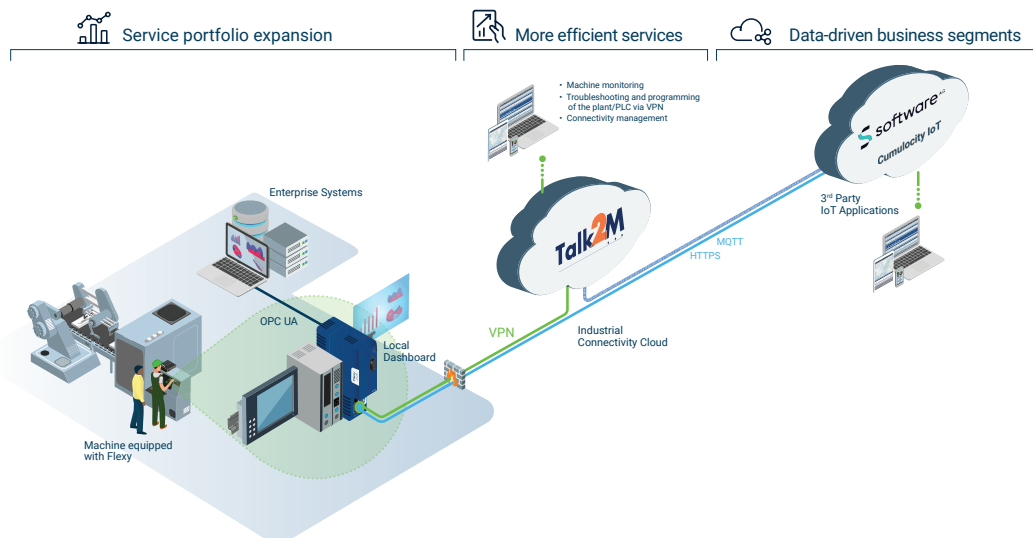## Service Efficiency | Increase in Sales | Product Innovation

Provide excellent services and score with your customers. The joint offering from Software AG and HMS Networks combines everything you need. We connect you with your products and customers across the entire product lifecycle.

Management Summary

With the joint solution from HMS Networks and Software AG, machine manufacturers gain key competitive advantages through a proven, ready-to-use, extensible Internet of Things (IoT) and remote service platform that can easily be integrated with existing systems:

- Best in class: The perfect combination of remote maintenance and IoT
- Time-to-market: Blue-print solution for your service 2.0 project based on standard components with self-service configuration
- Enabling growth by opening up new, data-driven business segments and business models
- Future-proof through extensible, open-standards based system components
- Unlimited opportunities through broad connectivity to existing machines, IT systems and processes
- Secure investment through cooperation with established and reliable partners

Become your customers' preferred supplier!

HMS and Cumulocity IoT by Software AG

Benefits

Expand your service portfolio

- Solve problems immediately by remotely accessing all known information about the system in question

- Achieve faster response times through automation and take action to prevent downtimes at your customer

- Save travel time and travel costs through remote access

Provide more efficient services

- Open up new business segments through proactive, digital, data-driven services increasing customer loyalty even after warranty expires

- Offer service levels tailored your customer needs by directly linking the customer's machine with your services

- Accelerate your spare parts supply

Enter data-driven business segments

- Generate a dynamic machine file covering the entire product life cycle, including traditional parts as well as current data on machine operations

- Use real operating data for product development and your services, and make the relevant data available to your customers

- Open your products for digital enhancements and updates, and implement customizable functions which can be dynamically activated

- Benefit from machine learning (ML) to increase product uptime through automatic analysis of machine data

Software AG and HMS Networks—A Strong Team

HMS Networks is an expert in device communication and remote machine and system maintenance. With over 7 million machines installed worldwide, HMS Networks is present in almost every industrial enterprise. With its Ewon solutions, HMS Networks is the market leader for remote maintenance.

Software AG paves the way to the connected enterprise: Its products for Integration & APIs, IoT & Analytics, and Business & IT Transformation enable a fluid flow of data and smooth collaboration.

The integration of HMS gateway devices with Software AG's Cumulocity IoT platform has been proven in the market for many years. The collaboration was established in 2015, and the joint solution is being used successfully by numerous global customers. The two synchronized systems can be integrated via a plug & play interface, there is no vendor lock-in as the systems offer open interfaces to other platforms and data sources.

The solution can be used wherever IoT and remote maintenance play a role. Existing plants can be integrated into any digitalization strategy without reengineering. Together, Software AG and HMS Networks deliver the best solution to digitally transform and optimize your service operations.

Take the next step

| SoftwareAG | hms-networks |

ABOUT HMS NETWORKS

HMS Networks is one of the leading companies in the field of industrial information and communication technology (ICT). As a technology partner it offers customers future-proof solutions that enable the communication of their devices, machines and plants.

Ewon is HMS Networks' product for remote access and remote maintenance. In addition to traditional remote access, Ewon solutions enable machine builders and their customers to create value from data to increase the productivity and sustainability of machines and plants. More information about HMS Networks at: www.hms-networks.com/de

ABOUT SOFTWARE AG

Software AG is the software pioneer of a truly connected world. Since 1969, it has helped 10,000+ organizations use software to connect people, departments, systems and devices. Software AG empowers truly connected enterprises using integration & APIs, IoT & analytics and business & IT transformation. Software AG's products establish a fluid flow of data that allows everything and everyone to work together. Learn more at www.SoftwareAG.com.