

PRESS RELEASE

## Software AG's Award Winning Partners are Raising Customer Service Levels to New Heights

- Fiserv: Industry Excellence Award – real-time financial alerts delivered with a consistent customer experience through multiple digital devices
- Wipro Limited: Solution Excellence Award – predictive maintenance of customer appliances provides continuous availability

Darmstadt, Germany, November 30, 2015 – Software AG (Frankfurt TecDAX: SOW) today announced its annual Partner Award winners, presented at the company's major customer event Innovation World in Las Vegas that demonstrate how digitization is driving customer services to levels not imaginable five years ago. From [predictive maintenance](#), through real-time financial alerts, to personal customer engagement, Software AG's partners are allowing their clients to fully differentiate their services while at the same time significantly reducing costs. This win-win situation for both service provider and consumer is the most visible benefit of digitization to the global economy.

### Industry Excellence Award

Winner of the Industry Excellence Award, Fiserv is building an event hub that incorporates Software AG's universal messaging capabilities to provide financial institutions and their customers with immediate notification of relevant financial events. Powering that event hub is an enterprise services framework Fiserv has built using the [integration](#) capabilities of Software AG's webMethods. Fiserv is a provider of technology solutions, including mobile and online banking, payments, risk management, data analytics and core account processing, to the financial industry.

"Banking customers want to receive alerts in real-time, when they can make a difference. If a point-of-sale payment will drop an account below a designated minimum balance, an alert is sent so the customer can transfer funds on the spot," said Teri Carstensen, president, Bank Solutions at Fiserv. "That type of digital experience can be a game-changer for the financial services industry."

Thanks to unprecedented connectivity made possible through the [enterprise services framework](#), the event hub will capture thousands of events per second generated by a myriad of banking applications. Customers can count on a consistent experience through multiple devices, whether alerts are delivered via mobile, the Web or email.

### Solution Excellence Award

Solution Excellence Award winner [Wipro Ltd](#) implemented an IoT enabled, location based services solution, that allows the end customers, service partners and account managers to graphically see and manage assets around the world, down to an asset's location on the floor plan of a building. In addition to an elegant user experience to view, filter, and drill down on details, it is integrated with Software AG's

state of the art [Operational Intelligence Platform](#) to provide real-time actionable analytics on about 1.5 million status updates per day.

**Pallab Deb, Vice President & Global Head, Connected Enterprise Services, Wipro Limited** said, “Organizations are increasingly leveraging the power of IoT to increase revenue, derive critical insights and deliver rich customer service. With Wipro’s IoT solution, customers can now integrate, capture, analyze and respond to real-time maintenance data via embedded sensors in remote assets. This enables them to proactively improve service levels, drive down costs and maximize asset uptime, utilization & placement.”

**Alan Atkins, Vice President and Global Head of IoT, Wipro Digital** said, “User experience is at the core of value creation for our customers. Our innovative solutions, enabled by IoT, drive our customers’ digital journey. The [predictive maintenance solution](#) which brings together Wipro’s thought leadership and Software AG’s technology excellence exemplifies our approach to collaborative success.”

#### **Digitization capabilities of Software AG’s Digital Business Platform**

Software AG’s [Digital Business Platform](#) integrates a number of key technologies, critical to transforming to a digital enterprise. ARIS and Alfabet, market-leading business and IT process modeling platforms, enable complex processes to be digitized and optimized. webMethods, a market leading integration and process orchestration platform, enables firms to connect all their different, disparate on-premise, hybrid or Cloud software seamlessly, serves as a conduit to obtain data from virtually anywhere quickly and flexibly. Apama, a market leading continuous [Streaming Analytics](#) engine, serves as the nerve center to detect business patterns and events and to respond intelligently, adjusting processes accordingly.

For more information on Software AG’s Digital Business Platform see:

<http://www.softwareag.com/corporate/products/default.asp>

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#### **About Fiserv**

Fiserv, Inc. (NASDAQ:FISV) enables clients to achieve best-in-class results by driving quality and innovation in payments, processing services, risk and compliance, customer and channel management, and business insights and optimization. For more than 30 years, Fiserv has been a leader in financial services technology, and today is among FORTUNE® magazine’s World’s Most Admired Companies and Forbes magazine’s America’s Best Employers. For more information, visit [www.fiserv.com](http://www.fiserv.com).

#### **About Wipro Ltd.**

Wipro Ltd. (NYSE:WIT) is a leading Information Technology, Consulting and Business Process Services company that delivers solutions to enable its clients do business better. Wipro delivers winning business outcomes through its deep industry experience and a 360 degree view of "Business through Technology" - helping clients create successful and adaptive businesses. A company recognized globally for its comprehensive portfolio of services, a practitioner’s approach to delivering innovation, and an organization wide commitment to sustainability, Wipro has a workforce of over 150,000, serving clients in 175+ cities across 6 continents. For more information, please visit [www.wipro.com](http://www.wipro.com)

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#### About Software AG

Software AG empowers customers to innovate, differentiate and win in the digital world. Its products help companies combine existing systems on-premise and in the cloud into a single platform to optimize and digitize their businesses. The combination of process management, data integration and real-time analytics in one Digital Business Platform enables customers to drive operational efficiency, modernize their systems and optimize processes for smarter decision-making. Building on over 45 years of customer-centric innovation, Software AG is ranked a leader in many innovative IT categories. Software AG has more than 4,400 employees in 70 countries and had total revenues of €858 million in 2014.

Learn more at [www.softwareag.com](http://www.softwareag.com).

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