

PRESS RELEASE

## SATYAM AND SOFTWARE AG EXPAND GLOBAL PARTNERSHIP

- Companies commit to joint development of process frameworks for the webMethods suite
- Vertical solutions target key industries, including insurance, manufacturing and telecommunications
- Implementation by leading European service accelerates time-to-market
- Satyam's Software AG/webMethods practice - their largest EAI practice - grows to over 300 members

**ORLANDO - Integration World 2007 [November 6, 2007]** Software AG, a global leader in business infrastructure software, and Satyam Computer Services Limited (NYSE:SAY), a leading global consulting and IT services company, today announced an expansion of their global partnership. Both companies have committed to the joint development of vertical solutions using the webMethods product suite. These business process frameworks will address the industry-specific requirements of key sectors, including insurance, manufacturing and telecommunications. Furthermore, Satyam will continue to invest in its Software AG/webMethods practice, currently the company's largest EAI practice with over 300 trained consultants

“The emergence of SOA, BPM and other more adaptive technologies means that reuse and composition are now a viable alternative to traditional development. By combining proven IT building blocks with externally-maintained business logic, custom solutions can be more quickly created and more easily maintained as a result,” said Arnold Huffman, Senior Vice President for Strategic Business Solutions (SBS) & Business Development, Software AG. “Through our work with Satyam, we’ve helped many of the world’s most complex organizations solve their most demanding business process challenges. We’re excited by the opportunity to extend this relationship. Our focus on encapsulating our shared best practices as adaptable and cost-effective process frameworks will help us scale our efforts to provide enterprises with more precisely targeted solutions.”

The webMethods suite encompasses top-ranked technologies for business process management (BPM) and performance monitoring, legacy modernization, service-oriented architecture (SOA) governance and a standards-based ESB for integration and interoperability. By bringing these components together with an industry or process-specific framework, vertical solutions addressing unique business requirements can be more readily implemented.

Building upon its long-term experience with the webMethods suite as well as its collective intellectual capital as a global provider of business and IT consulting services, Satyam is developing a series of process frameworks for key industries. These include manufacturing and insurance with process frameworks for the telecommunications sector already in production. These process frameworks encompass all of the artifacts required to create a customized, end-to-end solution, such as service interfaces, process models, business rules and Key Performance Indicators (KPIs) definitions. Use of pre-configured and pre-validated components speeds deployment, improves reliability and simplifies long-term change management and maintenance.

### **New solution for Order Management and Service Fulfillment addresses telecommunications challenges**

The first jointly-developed solution addresses the unique requirements of the telecommunications industry. Based upon the webMethods product suite, this newly-introduced Order Management and Service Fulfillment solution can be used to configure and manage core business processes associated with the provisioning, servicing and billing of customers. Benefits include improved capture rates through faster provisioning, the elimination of lost orders, lower fulfillment costs via automation of the end-to-end process, and greater operational flexibility through standardization of underlying services.

“In today’s hyper-competitive telecom market, the underlying customer support systems are critical to differentiation and profitability. Unfortunately, most providers face significant challenges in provisioning and fulfillment due to the complex and often dynamic nature of their product bundles,” said Joseph Lagioia, Global Head, Consulting & Enterprise Solutions, Satyam Computer Services Limited. “Building upon our experience in the telecommunications sector and the capabilities of the webMethods suite, we’ve developed a highly adaptive business process solution for addressing these requirements. It brings together process automation, service monitoring and order configuration as a comprehensive solution for fulfillment and provisioning. As a framework-based solution, it can also be implemented faster than conventional applications and updated more easily to reflect changing business conditions.”

A leading European telecommunications provider recently tapped Satyam to enable a highly automated customer fulfillment channel that would offer a high degree of customization per order while quickly accommodating subsequent changes in the underlying service offerings. Leveraging a process framework library encompassing more than fifty preconfigured, end-to-end process models and nearly two hundred other related components, a customer-specific solution

for Service Fulfillment and Order Management was rapidly created to support more than 300 distinct processes.

This business process solution was used to streamline the introduction of a new line of products, ensuring that the company could do so with minimal additional investment in infrastructure or customer service resources. Key features of the application included a templated data model that streamlined modification of product bundles, the use of reusable services to enable faster deployment of subsequent processes, and configurable business rules for order validation. This has allowed the company to bring new products to market faster with real-time order monitoring helping to eliminate errors while facilitating continuous process improvement.

### Satyam Expands Software AG Center of Excellence

The Software AG/webMethods practice at Satyam is the company's largest EAI practice. Satyam's internal Center of Excellence (CoE) employs more than 300 trained webMethods professionals. Key competencies include strategy development, implementation planning, system migration, management and maintenance, and the creation and staffing of Integration Competency Centers (ICC).

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Software AG's 4,000 global customers achieve measurable business results by modernizing and automating their IT systems and rapidly building new systems to meet growing business demands. The company's industry-leading product portfolio includes best-in-class solutions for managing data, enabling service oriented architecture, and improving business processes. By combining proven technology with industry expertise and best practices, our customers improve and differentiate their businesses - faster. Software AG has more than 37 years of global IT experience and approx. 3,800 employees serving customers in 70 countries. The company is headquartered in Germany and listed on the Frankfurt Stock Exchange (TecDAX, ISIN DE 0003304002 / SOW). Software AG posted total revenues of €483 million in 2006.

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