

## Securing Success

### Ultimus Upgrade Service

- Recording the existing environments
- Presentation and discussion of new features and benefits
- Upgrade of the reference environment
- Report on results, findings and recommendations
- Planning the upgrade of the production environment

# Ultimus Upgrade Service

## Ensure a Smooth Upgrade with the Ultimus Upgrade Service

Ultimus supports the upgrade of software (deployment) and required hardware in an IT environment. Good resource planning and management are essential to package and distribute a release successfully. The Ultimus Upgrade Service (as part of Ultimus Release Management) takes a holistic view of a change to a BPM environment and ensures that all aspects of an upgrade, both technical and non-technical, are considered together.

Detailed information about new features, enhancements, and specifics for each product version can be found in the release notes on the [Ultimus Customer Portal](#).

## Get Access to the Latest Releases with Ease

### 1. *Recording existing environments*

The first step in this service is working together with you to record the existing and important environments in order to properly prepare for your upgrade and to establish a reference system for further upgrades.

### 2. *Presentation and discussion of new features and benefits*

You will then be given a presentation of new features and changes in the product. Ultimus will also share our future roadmap and product retirement plan to enable strategic planning for future implementations.

### 3. *Upgrade of reference environment as training*

Next, together with you, we will plan and execute the upgrade of the reference environment, e. g. the testing environment. We'll develop testing scenarios and support the installation.

### 4. *Report of results and findings for planning purposes*

From there, Ultimus will provide you with a report on the results and findings of the completed installation, as well as a summary and recommendations for upgrades to further environments.

### 5. *Planning of the upgrade to the production environment*

While you may want to upgrade your production environment yourself, Ultimus is glad to attend project planning meetings to assist you in planning the right approach and to provide you with the most accurate information directly.

Ultimus is also happy to take over the full migration for you. As each system and product version is different, please speak to your Account Manager about pricing options and how we can assist you with your plans.

# Ultimus Worldwide Support



Through eight support centers worldwide, we are able to provide the best service to you. More than 20 people working within Ultimus Support ensure that your support questions are in good hands. With this structure in place, we are able to support you worldwide and wherever you plan to install and use Ultimus.

The mission of Ultimus Customer Support is to provide the best worldwide support in the BPM industry by leveraging our global resources to bring support closer to our customers.

Ultimus delivers on this mission through a worldwide support organization comprised of nine regional support offices around the globe in six different languages

- North America (U.S.) – English
- Latin America (Panama) – Spanish, English
- UK - English
- EMEA (Germany) – Arabic, English, German
- Middle East (Dubai) – Arabic, English
- Asia-Pacific (Pakistan) – English, Urdu
- China – Chinese
- Taiwan – Chinese

Committed to our  
Customers

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