

Publisher Advisory Services



Publisher Advisory Services and Independent Third-Party Software Support

Oracle, SAP, VMware, IBM & HCL

Regain control over your software strategy

Too often, software decisions are driven by what the software publisher wants—not what's best for your business. Think about it:

- When was the last time your business users requested a database upgrade because it would boost profitability or drive new revenue?
- Or have you been forced into costly, resource-heavy upgrades simply because your current version is no longer supported?

If your software roadmap feels dictated by software publisher timelines rather than your business needs, it's time to rethink your approach.

SoftwareOne's Publisher Advisory Services combined with **Independent Third-Party Software Support Services** help you **cut annual software costs** across different applications, middleware, and databases—while **keeping you fully compliant** with your licensing terms. Stay secure, stay supported, and most importantly, **stay in control**.

Regain control of your application, middleware & database estate

Software publishers want you on their cloud solutions

All the major software publishers have introduced cloud-based products as the next stage of their product roadmaps, which effectively increases vendor lock-in. The cloud approach has the additional benefit for the publisher of increasing recurring revenues by 3-5 times over a 10-year period. However, pure cloud isn't a realistic goal for every business – Gartner point out “the ongoing need to support workloads that are located outside public cloud regions means that mixed cloud and non-cloud infrastructure will be needed for the foreseeable future.”¹

Software publisher lock-in challenges

It's becoming increasingly more difficult to escape being locked into a specific software publisher. A combination of rigid contracts, bundled services, and publisher-controlled support policies typically drive organizations to take the easy, but costly path to remain on the publisher's roadmap.

Escalating costs and limited flexibility

Frequent price increases and the move to subscription-based pricing are inflating IT expenses, whilst simultaneously making it harder to pick and choose the combination of products that are optimal for your organization.



1. [Gartner says 50% of critical enterprise applications will reside outside of centralized public cloud locations through 2027, October 2023.](#)

Take control with SoftwareOne's Publisher Advisory Services and Independent Third-Party Software Support Services

We empower organizations to regain control over their software estate, providing enterprise grade software support, operational resilience, improved stability, security and service combined with reduced license compliance risk, with the additional benefit of a significant reduction of annual support costs.

SoftwareOne will:

- Provide insights on your current entitlement and deployment position, giving you options to remediate compliance issues, avoiding unnecessary and unwanted costs today and in the longer term
- Determine your future license or subscription needs, based upon your business requirements and plans, enabling you to understand what options you have that could help reduce your annual support costs
- Determine the actual possibility, plus pros and cons of contracting with a third-party support provider

Independent Third-Party Software Support Services offer:

- Support for all versions of the software you are running, including versions that are EOL with the publisher
- Security for all versions using industry recognized hardening techniques
- No risky, costly or disruptive upgrades or updates required to remain fully supported
- Interoperability support ensuring that all versions continue to work with external systems and technology
- A concierge support service including support for customizations, integrations and performance issues that goes beyond what publisher support typically offers
- Methods and best practices to download all available existing official versions and patches from the publisher that you might need in the future

Real expertise for real results

Our global team of license experts enable end-users to have the necessary insights to avoid and save costs. Our partnerships with independent third-party software support service providers replace the need for publisher support for Oracle, SAP, VMware, IBM and HCL products. All support engineers are seasoned professionals with an average of 20 years of deep expertise in their respective domain, able to address complex issues and provide practical and immediate solutions.

Proven results from recent engagements

- Saved \$10.8m in annual support fees: Helped a global professional services company to optimize Oracle support fees and move to independent third-party support, saving almost \$11m
- Support costs decreased by over \$1m: Supported a global organization in moving to independent third-party support, reducing their Oracle Java support costs from \$2.4m to \$1.175m
- Reduced support costs by €400k: Helped a European insurance company to reduce their IBM annual support costs by almost half and avoid €8.9m of noncompliance-related costs

Get in the driver's seat

Start your journey toward regaining control of your Oracle, SAP, VMware, IBM or HCL estate. Contact SoftwareOne today for a consultation and start driving measurable results for your organization.

CONTACT US TODAY

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