



Purpose and Mission



Purpose

Modernizing IT with
*Empathy, Humanity,
Trust & Love.*

Mission

Championing
innovative
modernization
solutions through
trusted partnerships
and meeting
customers wherever
they are in their
journey.

Benefit to Customers

Modernization.
Without Disruption.™



Purpose

Modernizing IT with
*Empathy, Humanity,
Trust & Love.*

In the ever-evolving landscape of technology, our purpose & mission extends beyond mere modernization.

We aim to humanize IT, to infuse every digital stride we make with a heartbeat.

Our ethos is built upon our four core values: Empathy, Humanity, Trust, and Love.



Empathy

Empathy is our first step in every journey. We, the Rocketeers, have pledged to understand deeply, to listen actively, and to connect personally. We stand in each other's shoes, embracing every challenge and triumph together.

This allows us to serve our customers not just with solutions, but with support that understands the nuances of their needs and the context of their challenges, wants, and sometimes mandates!





Humanity

We infuse Humanity into our work by recognizing that behind every device, program, and line of code are people—people with dreams, challenges, and the pursuit of efficiency and ease.

The diversity we celebrate in our backgrounds, aspirations, and talents is the palette with which we paint our company's future.

It encourages us to stay curious, to keep learning, and to approach every interaction as humans not machines.

Trust

Trust is the foundation upon which we build our solutions, products, and relationships.

It is not an assumption; it is a treasure we earn through keeping our promises, forging bonds that withstand the test of time. It is as much a part of our deliverables as the software, solutions, and services we provide.





Love

And then there's **Love, the most unexpected yet vital of our values.**

Love is the passion we pour into our work, the gratitude we express to each other, and the unwavering support we provide to each other, our customers, and our partners.

It represents our passion and care for what we do, for the people we work with, and for the world we serve.

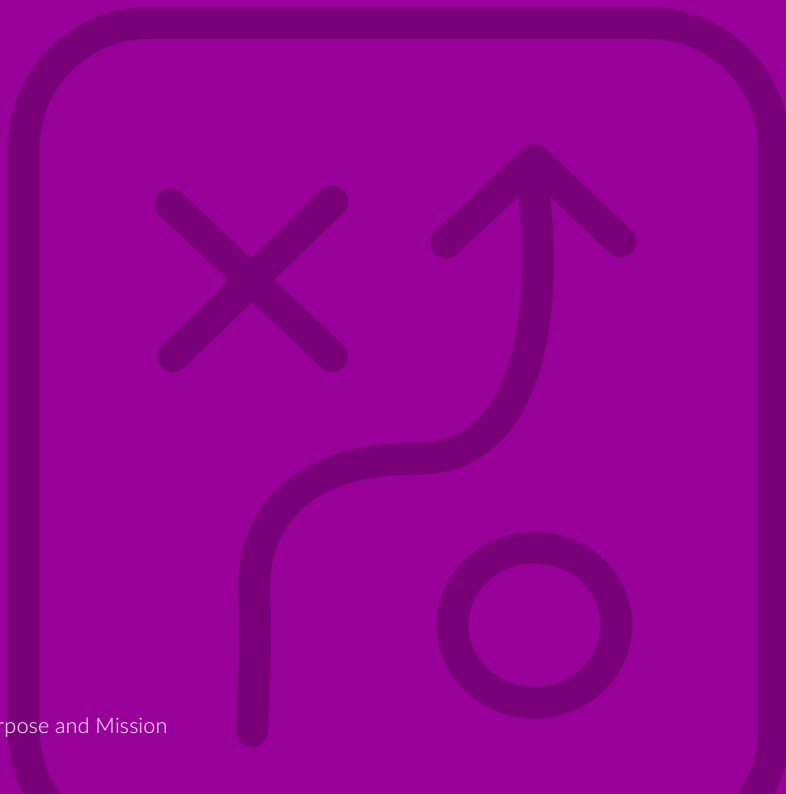
This purpose propels us forward, driving improvement and fostering a culture where excellence is not just a goal, but a journey we undertake with smiles, lots of them!

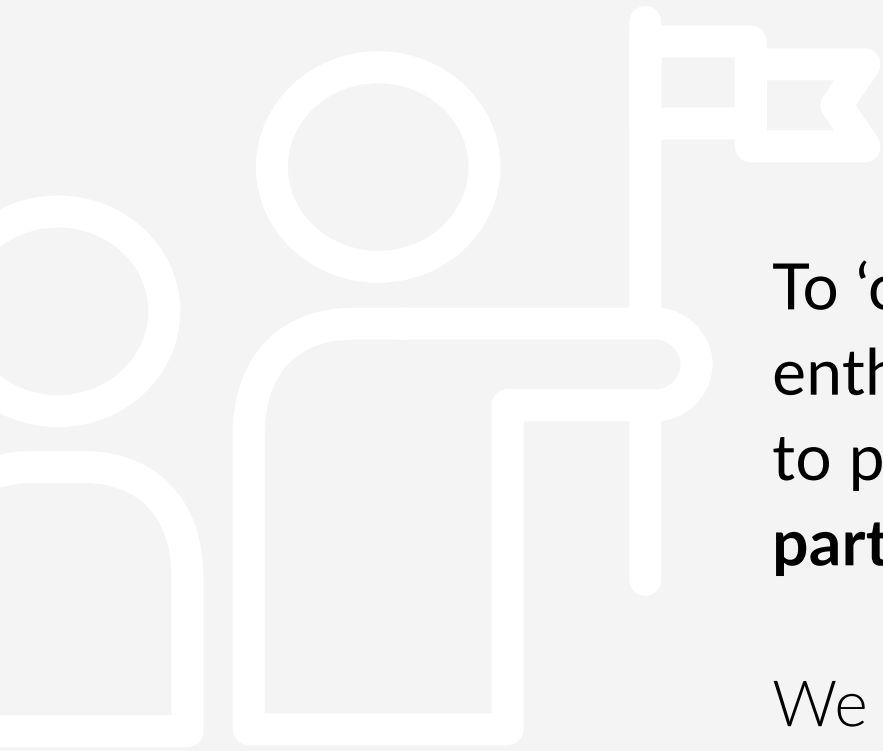
With this purpose in mind, our mission becomes clear:

Mission

To champion innovative modernization solutions through trusted partnerships and by meeting customers wherever they are in their journey.

Our mission to champion innovative modernization solutions is more than a commitment to technological advancement—it's a promise to forge a new path in IT, one that is grounded in the strength of trusted partnerships and personalized journeys.





To ‘champion’ is to lead with commitment, enthusiasm, and an unwavering dedication to positive change. **It means we don’t just participate in the market; we shape it.**

We carry the banner for progress, not just within the four walls of our organization but across the entire landscape of IT. Our role as champions commits us to a standard of excellence, driving the industry forward with leadership that is both bold and responsible.

When we speak of ‘innovative IT solutions,’ we refer to solutions that truly matter—those that address real-world challenges and push the boundaries of what’s possible.

Our investment in innovation is strategic and thoughtful, targeting areas unexplored by our competitors. **We are not content with the status quo;** we are the leaders of the future, building solutions that are both transformative and relevant.





‘Trusted partnerships’ are the lifeblood of our mission. These are not mere transactions, but relationships enriched by the unique value the Rocket Software difference brings.

This difference is characterized by our unparalleled expertise, our ability to anticipate needs, and our commitment to deliver not just what our customers expect, but what they never imagined possible. It’s about going beyond the call of duty to empower and elevate every customer we serve.



And we meet our customers **‘wherever they are’** in their journey. This is a recognition that every client’s path is unique, from those operating on mission-critical systems to those harnessing the power of the cloud. We honour past investments and marry them with innovative technologies, ensuring that **value is not just preserved but enhanced.**

Our mission, therefore, is a tapestry of these principles. We stand ready to guide our customers through the complexities of modernization, ensuring that each step they take with us is one towards greater efficiency, stability, and innovation.

We are here not just to respond to change, but to lead it, to be the trusted partner that our customers rely on as they navigate the evolving digital landscape.

Modernization. Without Disruption.™

At the heart of our 'Modernization. Without Disruption.™' ethos lies a commitment to leading customer service, a fact borne out by our 94% customer satisfaction score.

Our approach is anchored in making the complex simple, transforming intricate IT challenges into streamlined, user-friendly solutions.

Our proven track record speaks to the reliability and effectiveness of our methods, modernizing with minimal impact on daily operations.

We pride ourselves on being a partner, not just a vendor, walking alongside our customers at every step of their modernization journey.

It is our world-class expertise that enables this partnership,

allowing us to craft modernization strategies that align perfectly with the unique needs of each business.

This blend of exceptional service, simplification of technology, reliable performance, partnership over provider mentality, and unrivalled expertise is how we deliver on the promise of **'Modernization. Without Disruption.'**



Purpose

Modernizing IT with
*Empathy, Humanity,
Trust & Love.*

Mission

Championing
innovative
modernization
solutions through
trusted partnerships
and meeting
customers wherever
they are in their
journey.

Benefit to Customers

Modernization.
Without Disruption.™



About Rocket Software

Rocket Software partners with the largest Fortune 1000 organizations to solve their most complex IT challenges across Applications, Data, and Infrastructure.

Rocket Software brings customers from where they are in their modernization journey to where they want to be, by architecting innovative solutions that deliver next-generation experiences. Over 10 million global IT and business professionals trust Rocket Software to deliver solutions that improve responsiveness to change and optimize workloads. Rocket Software enables organizations to modernize in place with a hybrid cloud strategy that protects investment, decreases risk, and reduces time to value.

Rocket Software is a privately held U.S. corporation headquartered in the Boston area, with centers of excellence strategically located throughout North America, Europe, Asia, and Australia. It is a portfolio company of Bain Capital Private Equity. Follow Rocket Software on [LinkedIn](#) and [X](#) (formerly Twitter).

Modernization. Without Disruption.™

Visit RocketSoftware.com >



© Rocket Software, Inc. or its affiliates 2024. All rights reserved. Rocket and the Rocket Software logos are registered trademarks of Rocket Software, Inc. Other product and service names might be trademarks of Rocket Software or its affiliates.
MAR-11784_Rocket-Purpose-and-Mission_V3

