



## Your full-service provider

### Cross-industry services in the field of information and communication technology.

Our range of services covers the full spectrum of information and communications technology (ICT). Thanks to our custom solutions for small and medium-sized enterprises (SMEs), we are the ideal IT partner for our customers.

With our wide spectrum of future-oriented ICT solutions and a global team of 300 employees, we support our SME customers across their entire value-added chain. If necessary, we provide these customers with round-the-clock assistance 365 days a year. Our services are always tailored, reliable and quality-assured.

Whether our customers need short-term consulting services and workshops, assistance with

complex projects or outsourcing services, our dedicated team of highly skilled professionals ensures that we reach our shared goals and keep our commitment to quality. Instead of off-the-shelf concepts, we offer tailored services that ensure outstanding security, flexibility and resource availability. In this way, our customers can focus on the essentials: their business, customers and processes. Tailor-made quality and expertise are the foundation of our services.

Our cross-industry service portfolio encompasses

- management consulting (including strategy, process and organizational consulting) as well as IT strategy consulting.
- consulting, development and operation services for the industry-standard software solutions SAP ERP, Microsoft Dynamics AX and SAP Business One, including interface implementation.

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#### Your advantages:

- ITIL-compliant support structures
- Quality-assured services
- Access to the latest expertise
- International orientation
- Many years of experience in the market
- Highly customer-oriented services

#### Our services::

- Management and strategy consulting
- SAP<sup>®</sup> ERP, Microsoft Dynamics AX, IBM ECM
- Archiving and DMS
- Development
- Technology consulting and concept design
- IT outsourcing
- Telecommunications
- E-Commerce
- Voice and data networks

#### Your contact:



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■ Consulting, development and implementation of technology projects:

1. Audit-compliant, long-term archiving of data and documents as well as document management and workflow solutions based on IBM Enterprise Content Management (ECM)
2. Server and storage systems with normal and high availability

- Operating systems: Windows and Linux
- Storage: local, SAN, iSCSI, NAS
- Backup with EMC Networker and Symantec Backup Exec
- Server virtualization with VMware
- File and print services in Windows
- Email with MS Exchange
- Terminal services: MS Windows and Citrix
- Proxy solutions with Bluecoat
- Unified Messaging with Cynos
- Supports MS SQL server, MAX DB and Oracle databases

3. Voice and data communication with the following services:

- WAN/LAN
- IP-based telephony
- Security
- Cellular lines and landlines including SAP billing
- WAN Acceleration (Cisco WAAS)
- Intelligent call distribution including detailed statistics (Contact Center)
- Video telephony (Tandberg/Cisco) including integration services

- Tailored IT outsourcing concepts, including operation in our data centers or remote operation from our customers' locations for the services described above, supervised uptimes of up to 24/7/365 support and total availabilities of up to 99.7%.

■ We develop the following:

1. Online stores based on SAP E-Commerce, including integration with SAP ERP, and custom enhancements
2. Interfaces between SAP ERP and other SAP ERP or third-party systems based on SAP NetWeaver Process Integration (PI)
3. Portal solutions based on SAP NetWeaver Portal
4. Content management systems (OpenCms, RedDot and IBM ECM)

**Our partners and certifications:**

