

Solutions for medium-sized businesses

it.service for service providers

Your performance **with** our service!

**it**elligence

it.service delivers performance.

## You can only offer perfect service to others if you're optimally organised yourself!

»With it.service, we offer service providers in the areas of management consulting, software consulting and development, engineering and construction services and development service providers an SAP ERP-based end-to-end solution which is long-established on the market and constantly adjusted to current requirements. it.service supports companies with their internal processes and enables a flexible and tailored response to customer requirements.«

itelligence AG, Bielefeld

The services industry is characterised by dynamic change. Innovative business models are opening new opportunities for service providers in all sectors. However, new opportunities also bring new challenges. The highest expectations are placed on employees and the realisation of projects. It is no longer sufficient to be an excellent consultant, engineer or technician if projects are not delivered within the predefined budget limits.

A service provider who wants to ensure a high level of customer satisfaction over the long term must be supported by a software solution that enables the employees involved in the project to gather necessary commercial information on site. At the same time, the information supply must also be justified by a corresponding information gain.

As the management departments in service providers are traditionally equipped with few human resources, it must also be possible in these areas to perform financial accounting, controlling, human resources and especially billing tasks in a standardised and automated manner.

### **Tailored for you: our it.service industry solution**

With it.service, itelligence AG has developed a fully integrated solution especially for service providers. Based on the SAP solution, we have created a preconfigured industry solution which enables you to perfectly manage all core processes, from expense and fixed-price orders to billing and controlling.

itelligence has many years of extensive experience in the services industry. We have used this industry expertise to your advantage: processes and functions are preconfigured by us on the basis of the SAP ERP system to the requirements of your sector.

### **What advantages does the pre-configuration give you as a customer?**

#### **With it.service**

- You choose the rapid and secure implementation of an industry solution for service providers. So your savings are twofold: money as well as time!
- We deliver a sophisticated and market-tested industry solution to you
- You can access fully integrated transactions in all areas
- You benefit from a preconfigured solution with an implementation method tailored to SMEs



Service quality at the touch of a button? Yes, through perfect organisation!

With it.service, we deliver extensive presets and additional functions to you to meet your expectations of an optimised and rapid SAP implementation.

**These include:**

- Clear methods: comprehensible and extensive
- Business scenarios that can be used immediately as active processes
- Detailed project and user documentation
- Extensive sample reports for sector-specific controlling
- User roles for the key workplace descriptions
- Datasheets and tested proposals for data transfer
- Proposals for the most prevalent forms

The intelligence implementation method includes a clear milestone schedule. After achieving predefined milestones, the project progress is documented – providing in-built continuous quality assurance.

**it.service supports you with all your company's relevant processes**

Whether you quote your projects as a fixed-price quotation or an expense-based project with maximum limits or work with down payments and milestones, all billing forms are preset in the it.service industry solution.

Calculations can be accessed when preparing the quotation that can be consulted later in the course of the project as reference values. Quotation follow-up via extensive sales management, as well as consulting the quotation values for employee capacity previews, are important functions in the precontract phase.

»With it.service, the time between service provision and billing is significantly reduced.«

The first step in the course of the project once the agreement has been signed is staff allocation for the project won and the schedule. These are supported by the system via project management tools and graphic project deadline views. The key success factor for timely project management is employee time recording. it.service supports this with various offline and internet tools. The project manager can monitor all important information and activities via a graphic and interactive project cockpit.

The time between service provision and billing is significantly reduced by it.service, as the data is already available in the system at the time of billing. The experience of our customers shows that the implementation of it.service reduces the time between service provision and billing by 50 to 80%. This facilitates a big step towards improving liquidity.

**Examples of important service-specific analyses are:**

- Budget overview of projects
- Contribution margin views according to various criteria (customer, project types, regions, ...)
- Billing status of projects
- Capacity and productivity views of employees

Our experience shows that every industry has its own specific IT requirements, owing to their different processes. This is why at itelligence, IT and industry specialists work in close collaboration to produce your solution.



itelligence SAP Business All-in-One industry solutions are preconfigured for the typical business processes of a specific industry, thus enabling costs and implementation times, in particular, to be radically reduced. Other benefits include almost unlimited scalability and a high level of flexibility, as well as increased productivity and cost control.

**SAP-certified industry solutions:**

- it.automotive
- it.chemicals
- it.hightronics
- it.metal
- it.trade
- it.cast
- it.consumer
- it.manufacturing
- it.service
- it.wood

**SAP competence for medium-sized businesses**

itelligence AG is a leading international IT full-service provider in the SAP environment, employing more than 1,450 highly qualified employees in 17 countries. Founded in 1989, the company offers a range of services that include SAP consulting, SAP licensing, outsourcing & services, and self-developed SAP industry solutions.

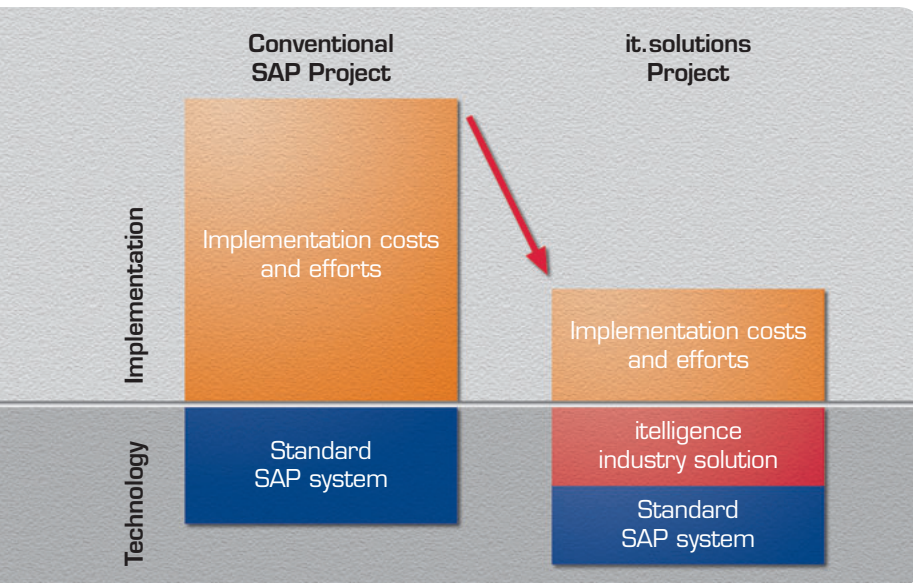
**Medium-sized businesses in the spotlight**

itelligence has developed and successfully implemented most of the SAP AG certified SAP Business All-in-One industry solutions worldwide. To enable us to provide consulting and solutions that create added value and are oriented toward the future, we have invested in professional industry knowledge. You'll only be able to implement technological developments to sustain your competitive advantage in the long term if we can speak your language.

**Top-level IT outsourcing**

itelligence operates for you data centres in Germany, Malaysia, Poland, Switzerland and the US. As a certified SAP Global Partner Hosting, SAP AG tests our data centres regularly to check the security and quality of our organization and processes.

You can find more information and an extensive list of references at [www.itelligence.info](http://www.itelligence.info)



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