

Outsourcing Solutions

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SAP Outsourcing

Security and efficiency
for your SAP landscape!

itelligence

Successful right from the start with SAP Outsourcing.

Concentrate on your core business with SAP Outsourcing from itelligence – worldwide.

»Your SAP systems must be available, reliable, wherever and whenever you need them. You can realize these fundamental requirements, with SAP Outsourcing from itelligence AG, quickly and easily and thus be free to concentrate on your core business. SAP is our core business!«

itelligence AG, Bielefeld



The itelligence-data center in Poznan, Poland.

The demands on your SAP systems are high. You can only achieve guaranteed availability, high flexibility and protection from intruders by building up and maintaining a corresponding infrastructure and with a great deal of know-how. This continually ties up personnel and material resources, which are then no longer available to take care of your company's actual business processes. Why are you still operating your SAP landscape yourself?

Worldwide Service

itelligence AG operates modern data centers in Germany, Malaysia, Poland, Switzerland and in the USA, and looks after all SAP solutions and releases at these locations. As an international midmarket player and certified SAP Global Hosting Partner, we operate SAP and IT landscapes, worldwide, for midmarket and group affiliated companies.

State-of-the-Art Infrastructure

Our employees are experienced administrators as well as network, database and operating system specialists, who are versed in the latest technologies and all SAP products. In our data centers we host all SAP applications (such as ECC, SCM, Portals, etc.) and are Special Expertise Partner of SAP AG in all essential fields of technology and solutions (such as SAP CRM, SAP ERP HCM, SAP NetWeaver Process Integration, etc.).

Within the scope of SAP Outsourcing, we offer the following services so that you can rely on the availability of your SAP landscape at all times. We also offer many of these services in the form of remote services, if desired:

- Understanding clearly the agreed service and support concepts
 - High availability scenarios
 - 3-shift operation for a 24 x 7 service
 - Disaster protection
- Professional and continual maintenance/updates, monitoring and further development of your SAP or IT landscape
- Realization of the agreed data backup and archiving concepts
- Provision of selected, future-proof hardware and software components
- Use of our modern and safe infrastructure in the itelligence data centers providing, among other things:
 - 24 x 7 security guards
 - Emergency power supplies
 - Fire alarm systems
 - Multi-level safety zones
 - Air conditioning
- Proactive monitoring for all hardware and software components
- Supplementary services such as archiving, PI, fax connection, etc.



Our customers make use of the advantages of SAP Outsourcing from itelligence:

■ **Service**

Take advantage of our large support and service organization. Take advantage, for example, of 24 x 7 support. Concentrate on your core business, for SAP is our core business.

■ **Expert know-how**

You profit from our employees' special know-how in all SAP products and versions. In addition, you no longer need to acquire and keep this knowledge yourself.

■ **Flexibility**

Through growth, restructuring or company acquisitions, for example, new demands on your SAP system arise constantly. Together with you, we will realize these demands quickly and flexibly.

■ **Security**

You benefit from the most up-to-date security technologies in our data centers and have the highest possible level of data security.

■ **Cost reduction and transparency**

You minimize the fixed costs incurred for the operation of your SAP landscape and pay, only for the services that you use (transparent billing). In addition, you avoid investment costs for hardware and software and for the security infrastructure.

We provide hardware, software, administration and support at an attractive monthly fixed price. Make use of our modern, safe infrastructure together with our experience of many years, in SAP Outsourcing.

Guaranteed Security

As well as many SAS 70 Type II audits, carried out by individual customers, the SAP AG has also audited the safety and quality of our organization and processes as an SAP Global Partner Hosting.

In addition to classical SAP Outsourcing, itelligence also offers further services:

■ **SAP Implementation Hosting**

When the project outruns the infrastructure!

■ **IT-Outsourcing**

SAP doesn't run on all systems!

■ **Web and eCommerce Services**

Your customers need you 24 hours a day!

■ **Remote Services**

The helping hand for your IT operation!

■ **WAN-Services**

Long lines are in good hands with us!

■ **EDI-Services with it.x-change**

EDI on a platform that you already have!

■ **Archive Services**

Data center security for long-term storage as well!

Just talk to us!

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.



SAP® Certified
in Run SAP methodology

Top-level IT Outsourcing

itelligence offers its customers own data centers in Germany, Malaysia, Poland, Switzerland and the United States where we host more than 1,300 systems with over 50,000 users. As a certified SAP Global Partner Hosting, SAP AG, tests the itelligence data centers to check the security and quality of their organization and processes.

SAP competence for medium-sized businesses

itelligence AG is a leading international IT full-service provider in the SAP environment, employing more than 1,400 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 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.

SAP industry solutions for the Midmarket

itelligence SAP 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.

You can find more information and an extensive list of references at www.itelligence.info

Analysis & Development

We analyze your systems and processes and evaluate your optimization potential.

Concept Development

We define objectives and develop with you a solution that fits your needs best.

Prototyping

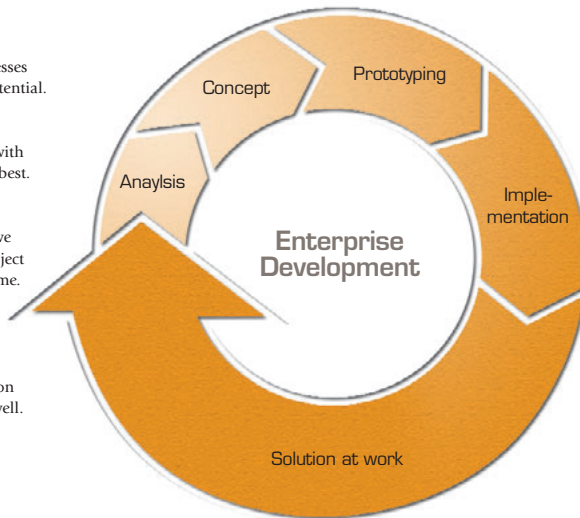
Based on our industry experience we create prototypes to make your project transparent and verifiable at any time.

Solution Implementation

We implement the solution and make final adjustments. If it is required we will roll out the solution at your international locations as well.

Solution at work

While your solution contributes to your business success we take care of maintenance and support.



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