

SolveDirect Service Management Platform for S&T GROUP

**We
love
IT**

- 3000 employees
- About 60 offices in 23 countries (incl. China and USA)
- 460 Mio. Revenue in 2006 (+30% vs. 2005)
- 18 Mio. EBITDA in 2006 (+24% vs. 2005)
- Stock price increased from 38 to 54 in 2007
- Most important partners (HP, IBM, CISCO, EMC)

Geographic Presence



Core Business Divisions

Plan / Design	Build	Operate / Maintain
Business Solutions (BS)	Enterprise Systems (ES)	Managed Services (MS)
<ul style="list-style-type: none">• ERP Enterprise Resource Planning• Mission Critical Applications / Implementation / Integration• Business Intelligence• Software Development• Workflow & Document Management	<ul style="list-style-type: none">• Data Centre / Computing• Information Lifecycle Management• Business Continuity / Disaster Recovery• Security (Information Security, System Security, Consulting & Audits)	<ul style="list-style-type: none">• Hardware / Software Support (24/7)• Application Outsourcing• IT Service Management• System Management• Desktop Managed Services

Case S&T Czech Republic



- Requirements:

- Powerful Reporting tool (SLA, non-SLA Customer, Service Customer)
- Requested is only one tool:
 - ServiceDesk and
 - Smooth integration with SAP (NetWeaver) for logistic requests Realtime or customer data)
- Local language mandatory
- Fast invoicing procedure also for street customers
- Cost effective, scalable solution

- Solution:

- SD² for ca 170 users at 10 locations, for 1000+ EndCustomers
- Incident, Problem, Change, CMDB, SLM
- 44 MD's
- 1700 – calls per month
- 80% phone, 15% mail/Fax, 5% web



Vojtěch Dvořák, Managed Services Director:

, ... implementation of SolveDirect technology and SAP will significantly enhance effectiveness of support department and shorten period between order entry and invoicing procedure .'



GCC (S&T Czech Republic) Project

Service Customer

SLA's

Service Delivery
Example: IBM PCs

Street Customers



Reporting

SD²
Realtime!!

POWERED BY
SAP NetWeaver®



- SD.bridge

Service Providers

GCC



75 Users

- SD.call
- SD.dispatch
- SD.message
- SD.inventory
- SD.logistics
- SD.solutions
- SD.report

GRALL



40 Users

- SD.call
- SD.dispatch
- SD.message
- SD.inventory
- SD.logistics
- SD.solutions
- SD.report

S&T-Services



55 Users

- SD.call
- SD.dispatch
- SD.message
- SD.inventory
- SD.logistics
- SD.solutions
- SD.report

Why SolveDirect: Benefits CZ

- Only one tool for all ServiceDesk users, workflow's
- Flexible workflows can be created for every possible service delivery model
- Realtime reports for customer (SLA, Service Customer, non SLA Customers)
- Realtime spare parts availability check in different stock locations and spare parts consumption (time and material)
- CZ Language capable
- Easy rollout - multi Client capable (no client, browser only)
- No migration for new releases
- Software as a Service – no additional costs (HW/Licenses,...)
- 1,5 FTE saved with SAP integration

2007 Implemented and Planned

Implemented		
Country	Project start	Project end
CZ	Nov.06	Apr.07
SK	Mar.07	Mar.07
HR	Mar.07	Mai.07
Planned		
Country	Project start	Project end
TR, BG, RO	Q2 07	Q4 07
PL	Q1 08	Q2 08
AT	Q4 07	Q1 08
HU	Q3 07	Q4 07