



IT Service for Complex Computing Environments

With scIT Services, we offer comprehensive services for research, development and computing environments. Our customers come from diverse fields of research and belong to industries ranging from the automotive over semiconductor development to life sciences. For over ten years, they have been relying on our experience when it comes to creating concepts for complex computer networks and operating them. They value us for the high degree of customer orientation that we offer. After all, we spare no effort to understand the wishes and needs of our customers. At the same time, we know how to interact with them in their own language.

One Team for each Customer

scIT Services is structured into teams. Each team is firmly assigned to a specific customer. As a result, you are always directly in touch with someone who knows you and your specific environment very well. We consistently rely on highly qualified staff members. Only they can guarantee reliable, prompt solutions for your problems while maintaining a maximum in flexibility for a broad variety of different requirements. Communicate with the members of our service and project teams instantly through our teamline, by e-mail, or personally in your office.

Our Way of Doing the Job

We utilize intelligent operating concepts and suitable tools (e.g. scVENUS) to achieve the optimal degree of automation. As a

result, the operation of your network will be efficient and thus cost effective in the long run. At the same time, our concepts and tools ensure that your hosts are available at all times. In addition, our experience in monitoring and auditing enables us to be informed about the condition and structure of your systems at all times: We are thus able to do our job in a way that you will not notice while you are able to fully concentrate on your own job. The proactive working style of our staff and our clear project management augment this effect.

Reliable Cooperation

We offer all this to you in a flexible contract design framework: Depending on your needs, you may choose anything between hourly commissions and comprehensive SLA models. We guarantee that the resulting costs will remain transparent and calculable for you at any time. Gladly, we demonstrate this to you in joint pilot projects.

The scIT Services Portfolio

- Outsourcing: Concentrate on your core business while we take care of your IT.
- Outtasking: Take advantage of our expertise flexibly, whenever you need it.
- Projects: Let us help you realize your specific IT projects.



Outsourcing

scIT Service's Outsourcing enables you to finally fully focus on your actual task: your core business. We look after everything else. So, you deal only with those IT matters you deem important. s+c takes over the responsibility to comprehensively support and future-proof all aspects of your IT environment and your IT applications. At the same time, we fully conform to your work environment, your processes and work flows.

What we can do for you

s+c takes care of the complete range of duties around your IT landscape:

Administration: We administer your systems and ensure that the condition of your system is well documented, that downtimes remain on a minimal level and that operation is smooth at all times.

For us, administration incorporates tasks such as

- workstation/ server administration
- software integration
- data protection

IT Management: In the framework of our IT management, we take care of tuning and automating your administration while quickly implementing new requirements. We assume administrative tasks for you such as license management, inventory and accounting. Of course, solid quality assurance through reliable monitoring of your environment is provided for. We guarantee the quality of our service, for example by surveying key figures or interviewing users. Furthermore, we offer advice regarding the communication of your IT relevant issues on a company internal and external basis. For example, we collaborate with your internal project groups and represent your interests towards third parties such as hard and software vendors.

Consultancy: We advise you thoroughly on the sensible growth of your IT environment.

That way, you can guarantee your investments to be future-proof in a technologically rapidly changing world. Among other things, we help you to

- integrate new technologies
- detect and realise your potentials to economize
- evaluate new hard and software

Tools: We optimize your work environment through the usage of the appropriate tools. Thus, we simplify and automate your IT processes and computation cycles. This saves time, money and nerves. On top of that, it helps to reduce errors.

We directly support your computational work, e.g.

- by creating individual jobflow-scripts
- by providing facilities for data conversion
- by employing qualified tools for the optimization of load sharing

Our Approach

In a first step, we analyse the exact actual state of your IT systems. Together with you, we then predefine the detailed specifications and requirements of your target state. Based on this information, we develop a service concept for your Outsourcing order. This concept is structured according to the areas administration, IT management, consultancy and tools. In doing so, we rely on sophisticated concepts that we have developed during years of experience with Outsourcing projects. We flexibly adapt these concepts to your individual IT environment. We suggest a migration path for the introduction of our service concepts. The experiences gained in the course of this migration and our first service activities at your site help us to fine-tune our service concept. This concept serves as the basis for the daily operation of your IT environment.

Cooperation

Our staff is at the disposal of your users for quick problem solutions during the agreed

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creating IT solutions



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scITservices

upon service hours. All users are in direct touch with our system administrators - either via phone and email or personally on site. We hold regular service meetings with your IT coordinators to ensure the continuous handling of your requirements, to solve problems and to discuss all aspects pertaining to the processes involved in our cooperation. In order to constantly improve the quality of our services, we regularly carry out user surveys that allow us to detect our potential for optimization.

Outtasking

scIT Service's Outtasking offers you maximum flexibility through employing external support resources as well as the high quality know-how of our IT experts: You work with your own administrators who take care of the daily system administration. If your administrative demands rise, simply supplement your employees with members of our Outtasking service. That way, you are ready to master all situations while at the same time being able to maintain ideal overall costs for the operation of your IT environment.

What we can do for you

Dynamically and cost-effectively expand the know-how of your team members with our Outtasking staff at your side. Our Outtasking service opens flexible access to our pool of experts for you. In addition, our Outtasking staff can relieve the workload of your IT personnel, flexibly help out in case of manpower shortage or serve as backup for your own service team. Your IT coordinators draw the required resources either from a defined pool of hours or from projects with fixed pricing. Thus, you have

the possibility to employ the highly qualified and experienced members of our scIT Services staff in a reliable and at the same time flexible framework.

Our Approach

To initiate an Outtasking cooperation, we develop a concept together with you. This concept specifies in detail, which tasks will be taken care of by scIT Services. Furthermore, it defines the interfaces to your local administrators and to your IT management. The kickoff for our service activities usually takes place in the form of pilot projects. These help to get to know each other. In the next phase, we elaborate on the concept for a long-term cooperation with you. Our flexible support contracts define the pool of hours that will be at your disposal.

Cooperation

On a day to day basis, we work together with the contact persons designated in the cooperation framework that we developed jointly with you. These contact persons usually include your administrators, your IT management and sometimes your team leaders. They decide how to utilize scIT Services for specific projects or to implement wishes that their users have. In regular meetings, we discuss the development of our joint cooperation.

Projects

scIT Services' Projects offer access to the knowledge of our highly qualified experts, especially when it comes to the solution of specific IT problems. We support you on an individual basis when you want to put into



effect solutions for special requirements. Our project proposals allow you to complement your own IT specialists with our experts. That way, you are able to implement even difficult, complex and non-standard IT projects in a well-defined time frame while having your expenses under control.

What we can do for you

Solve concrete problems with the expertise made available to you through our project proposals.

We offer assistance in the most diverse areas:

- Development of operating concepts
- Utilization of heterogeneous networks with Windows, Unix and Linux hosts
- Linux cluster computing
- Backup solutions
- Security concepts
- Optimization of your computing infrastructure
- Optimization of workflows
- Evaluation of new technologies
- Document management

Approach and Cooperation

The first step we take in our cooperation with you is to jointly define the goal of your project. At the same time, the general framework of the project is clarified. This involves e.g. your IT environment, your project requirements and possible risks. After that, we define the scope of the project. During the realization of the project, our scIT Services project team works in close cooperation with the involved employees from your side. This allows us to ensure that your requirements are met in detail. Problems that may arise can be resolved at once and the necessary know-how can be transferred to the appropriate persons.

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