

Devoteam Germany

Service Offering Portfolio

CONNECTING BUSINESS & TECHNOLOGY

Telecommunications

70%

- Product Management, Sales & Marketing
- Business Processes (Order-to-Cash, CRM)
- IT Service Delivery

Other branches

30%

- Automotive
- Transport & Logistics
- Others



IT Solutions

50%

- Order-to-Cash
- Customer Management
- Service Fulfillment
- Security and Identity Management

IT Services

45%

- IT Service Quality & Assurance
- Enterprise Portfolio Management
- Business Intelligence & Information Management

Business Consulting

5%

- Business Consulting
- Enterprise Telecommunication Solutions

Devoteam Germany is the driving force for business innovation and business transformation. We identify and efficiently solve our customers' business-critical challenges.



Telecommunication Industries

- Product Lifecycle Management
- Order-to-Cash
- Customer Management Solutions
- Service Fulfillment Solutions
- Service Assurance & Quality

We offer innovative IT services and solutions for the business-critical requirements of our customers.

Automotive, Finance, T&L

- Security & Identity Management
- Enterprise Telecommunication Solutions
- Enterprise Portfolio Solutions
- Business Intelligence & Information Management
- Transport & Logistics Solutions
- Automotive Solutions

Our focus on business areas and business processes results in tangible and sustainable customer value.

Customer Benefits

- **Shortening Time-to-Market;** We align technical consultancy to innovative business processes
- Developing **demand-driven products and services** while supporting the 4 Ps (Product, Price, Placement & Promotion)
- **Business-driven innovation management;** Competent technical consulting that is focused on business success

Business Processes

- Business and product strategy,
- Product marketing & innovation,
- Product implementation processes,
- Business cases,
- Benchmark & pricing and
- Specification and management of IT requirements

- **Product management and product marketing consulting over the entire lifecycle.**
- **Development of business models and product offerings along the entire value chain through extraordinary industry knowledge and detailed problem understanding.**
- **Architecture of business processes and orchestration of IT solutions.**



Scope of Services

- Development of IT and Telco business and product strategies
- Design and implementation of production platforms and processes
- Product launch support
- Product catalogues
- Requirements specification and management
- Cost models, business cases, and benchmarking
- Market analyses
- Proposal management

Certificates / Qualifications

- ITIL Expert
- Project Management Prince II
- Project Management GPMA

Customer Projects



BASF IT Services

■ BASF Gruppe



Hessische Zentrale
für Datenverarbeitung



Customer Benefits

- **IT Process to Business Alignment;** Highly flexible SOA based IT services support for more and more complex business processes.
- **Technology to Business Alignment;** Innovative software technologies ensure efficient IT solutions.
- **Agile project methods** ensure the compliance with project targets and budgets

Business Processes

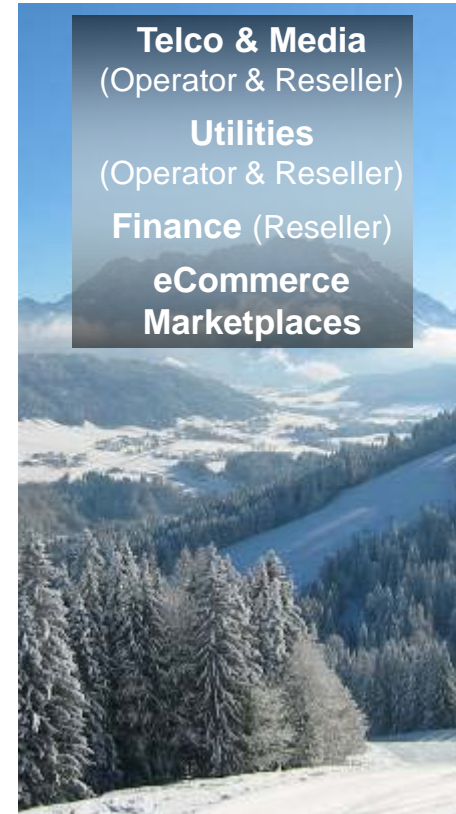
- Customer interaction
 - Order management
 - Service provisioning
 - Supplier integration & management
 - Mediation, rating & billing
 - Payment & collection
 - Debt and credit checking
- **Consulting and IT solutions for highly automated business processes from order entry to payment entry**
 - **On-demand IT services for fast growing next-generation business models**
 - **Short time-to-market and cost optimisation through standardised IT processes and business competence**

Telco & Media
(Operator & Reseller)

Utilities
(Operator & Reseller)

Finance (Reseller)

eCommerce
Marketplaces



Scope of Services

- Automation of the core business process „order-to-cash“
- Integration of sales partners - POS, white label-, finance service providers, logistic partners, call centres, ...
- System integration as experienced partner of market leading billing product vendors

Certificates / Qualifications

- ITIL v3 Foundation Level
- Project Management (GPM) according to IPMA Level C and D
- IT Security Manager
- iSQI Certified Professional for Software Architecture
- Sun certified Java Programmer
- Requirements Management DOORS

Customer Projects



Products

- SingleView
- Liferay, OTRS
- Oracle, Ingres

Devoteam Germany Accelerators

- C.I.S.S. - content and interconnect billing / settlement
- VMD - mediation/ provision
- ISDP - Integrated service delivery platform
- DSS - Output Mgmt.
- XTC - Triple A content

Customer Benefits

- **Increasing customer satisfaction;** Competent and fast processing of customer requirements
- **Increasing customer loyalty/customer value;** Positive customer experience plus deployment of cross-selling / up-selling potential
- **Time-to-market;** Targets and ROI expectations can be quickly checked by means of productive pilots.

Business Processes

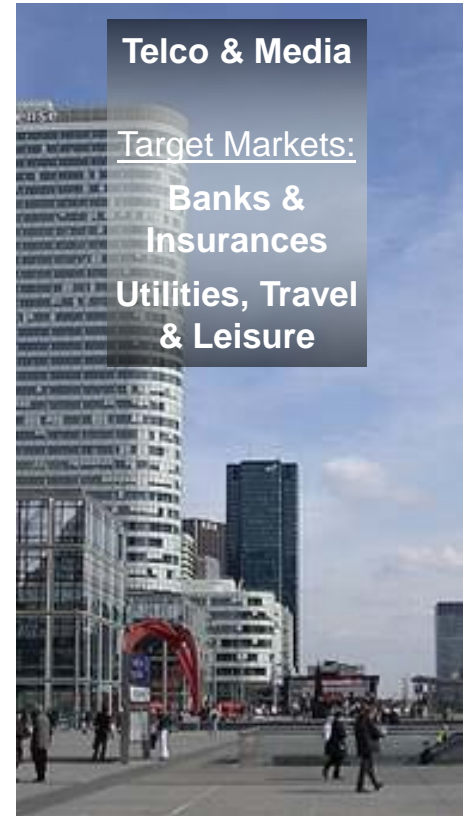
- Sales & marketing fulfillment
 - Customer care & customer service
 - Commercial order management
 - Supply Chain Management (partner)
-
- **Consulting and solutions for the design and implementation of a 360° view on all your partner and customer interactions**
 - **Implementation of a customer experience monitoring as basis for the optimisation and deployment of cross-selling/up-selling potential**
 - **Software as a service as possible model for a fast user-oriented implementation**

Telco & Media

Target Markets:

Banks &
Insurances

Utilities, Travel
& Leisure



Scope of Services

- Customer Relationship Management (CRM)
- Sales and service automation
- Marketing & campaign management
- Multi-channel interaction centre
- Supply chain / partner integration

Certificates / Qualifications

- Certified RightNow Partner
- iSQI Certified Professional for Software Architecture
- Project Management (PRINCE2™ and GPM)
- Six Sigma

Customer Projects



Products

- RightNow
- CosmoCom
- Software AG

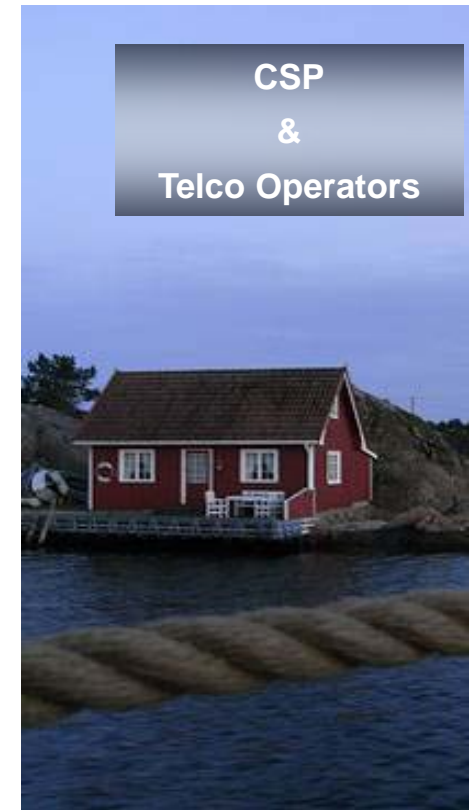
Customer Benefits

- **Homogenous Service Delivery**; transition from single service to multi service networks.
- **Zero-touch-provisioning - service quality**; highly automated, on-time and correct installed services are important to serve customer demands and to diversify.
- **In-time and in-budget delivery**; long term experience and familiarity with the OSS legacy systems and data management structure.

Business Processes

- Service Configuration and Activation
- Network Provisioning
- Resource and Network Inventory Management
- Service Delivery Platform

- **We consult, integrate and manage all systems needed to manage and operate TC service set-up, administration and delivery**
- **Extraordinary knowledge of leading edge products in the fulfillment space**
- **Unique and strong technical capabilities in software and system integration**
- **Strong know-how of Service Oriented Architectures, Network Technologies and Telco Processes**



Scope of Services

- Service catalogue, service activation, network provisioning
- Network inventory and network reconciliation
- Design and realization of innovative service delivery models
- multi-vendor, multi domain and IMS delivery models
- Network Abstraction and Service Delivery Platforms

Customer Projects



Certificates / Qualifications

- ITIL Expert

Products

- Comptel-AxiOSS Suite
- SONUS
- Aepona

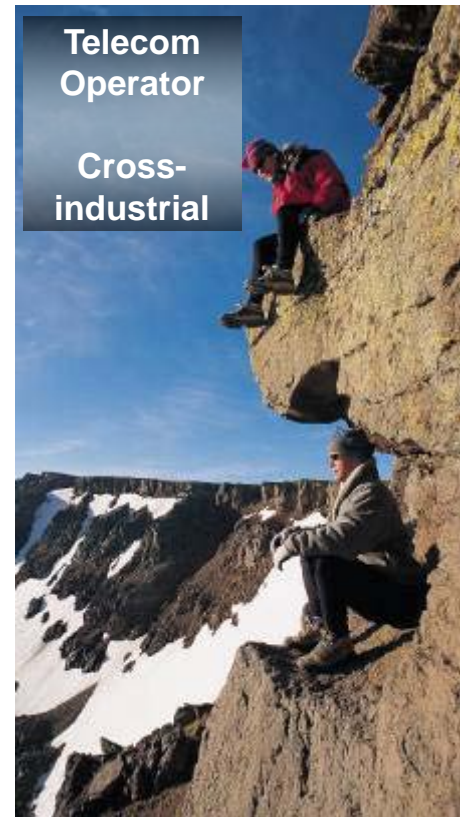
Customer Benefits

- Proactive Network and Service Monitoring;
- Be informed about service leaks before your customers will inform you
- Single point of control for all critical service parameters
- Impact analysis and progress tracking

Service Areas

- Alarm, performance management, and end-to-end monitoring
- Incident, problem, change and release management
- Service level management
- Test management and test automation

- **Conceptual consultancy, integration and customisation of software, services, support, training and deployment of partner products, providing a turnkey solution.**
- **Usage of innovative technologies that feature criteria such as “easy-to-use” and “fast time to value”.**
- **Quality assurance during the implementation and roll-out of services and applications.**



Scope of Services

- Network-critical service design
- Service level review, benchmarking, process consultancy
- Analysis and project management for the introduction of network-critical services
- Detailed concept designs for network management and service monitoring

Certificates / Qualifications

- iSQI Certified Professional for Software Architecture
- ITIL Foundation
- ITIL Service Manager
- GPM certified project managers

Customer Projects



BASF IT Services

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DFS Deutsche Flugsicherung



Products & Tools

- Infovista VistaInsight
- Tivoli Netcool
- Nortel NMS
- HP Openview
- BMC Remedy Action Request System
- JIRA (Atlassian)

Customer Benefits

- **Significant reduction of testing costs by approx. 10%** – Can you still afford to spend 50% of your software engineering costs for testing?
- **Effective testing** – Reduction of risks by detecting weak points already while they are emerging
- **Efficient testing** – Cost reduction, faster time-to-market, enhanced production quality
- and thus reduction of follow-up costs and risks

Service Areas

- Test process assessment
 - Test management
 - Test planning and design
 - Test implementation
 - Test outsourcing – Test as a service
- **Optimisation of testing processes**
 - **Alignment of test towards their quality targets**
 - **Early detection of risks**
 - **Acceleration of testing steps, reduction of test costs and duration**



Scope of Services

- Test assessment
- Test management
- Test design
- Test automation
- Test outsourcing
- Test tool development

Customer Projects

Telefonica | O₂



Certificates / Qualifications

- iSQI Certified Professional for Software Architecture

Products & Tools

- SoftRobot
- TTCN3 Toolbox

Customer Benefits

- Integration of mobile and stationary processes
- Transparency of the entire supply chain
- Seamless communication (End-to-End)
- Cost controlling & cost saving through enhanced resource utilisation
- Increased attractiveness of the local public transport through enhanced customer information

Business Processes

- Mobile processes, e.g. in the area of transport & logistics
- Transfer, conversion of air cargo messages between airlines and freight forwarders
- Tracking & tracing of postal and air cargo shipments
- ITCS = Intermodal Transport Control System
- DPI = Dynamic Passenger Information



- Consulting, process optimisation of logistics processes (e.g. IATA/Cargo2000 compliant)
- Development and integration of customer-specific IT solutions (e.g. Cargo Community System, Cargo Data Management Platform, scheduling systems, ITCS systems, DPI systems)
- Operation of the solution according to the agreed SLAs via ITIL conform services

Scope of Services

- Intermodal transport control systems
- Dynamic Passenger Information Systems
- Tracking and tracing
- Cargo data management
- Mobile processing
- Scheduling solutions

Certificates / Qualifications

- GPM/IPMA Level C and D Project Management
- Prince 2 Project Management
- ITIL Service Manager, ITIL Foundation, ITIL Expert
- IATA/Cargo 2000 Service Provider
- Six Sigma certified Consulting
- ISO/IEC 2000 Consultant/Manager

Customer Projects

Deutsche Post 



Kleinwächter

T · · Systems

Products

- Oracle (DB, RAC, Server (Sun), Solaris)
- Stratus (Continuum, ftServer, VOS, RedHat)
- Mobile Objects
- Linux
- Windows 2008 R2 Server
- OTRS::ITSM
- Jira
- NetApp
- Brocade
- Extreme
- IBM WebSphere/MQ
- VmWare ESX
- Software Ag WebMethods

Customer Benefits

- Accomplishment of compliance directives
- Automation / Efficiency increase in the account administration
- Cost reduction through user self-services
- Traceability of account usage
- Automated user management via roles

Business Processes

- Security
- Risk management
- Business continuity management
- User provisioning
- Employee lifecycle management
- Access management

- **Consulting, optimisation of the governance and of the processes with regard to the implementation of IT policies and business continuity management**
- **Comprehensive compliance know-how with regard to IT technical requirements from Basel II, SoX, Euro SoX, KontraG,...**
- **Distinct expertise in technologies for access, identity, role, workflow management as well as information security management systems**

Cross-industrial

Focus Branches:

**Telco, Automotive,
Utilities, Finance,
Transport & Logistics**



Scope of Services

- Security, risk & business continuity management policies, business continuity management (BSI Grundschutz, ISO 2700x, BCI, Cobit)
- Service offering to all topics of the IAM (incl. Single Sign-on, AAA, PKI,...)
- Support with plan – build – run phases

Certificates / Qualifications

- ITIL, BSI Grundschutz, ISO 2700x
- BS 25999, BCI „Good Practice Guide“, „Joint Standards“
- Project Management according to GPM/IPMA and Prince 2
- Certified Security Manager
- Aveksa, Sun, ECOS, Entrust, Evidian, Omada, BMC Calendra

Customer Projects



Products

- Aveksa
- ECOS
- Entrust
- Evidian
- Novell
- Omada
- Sun

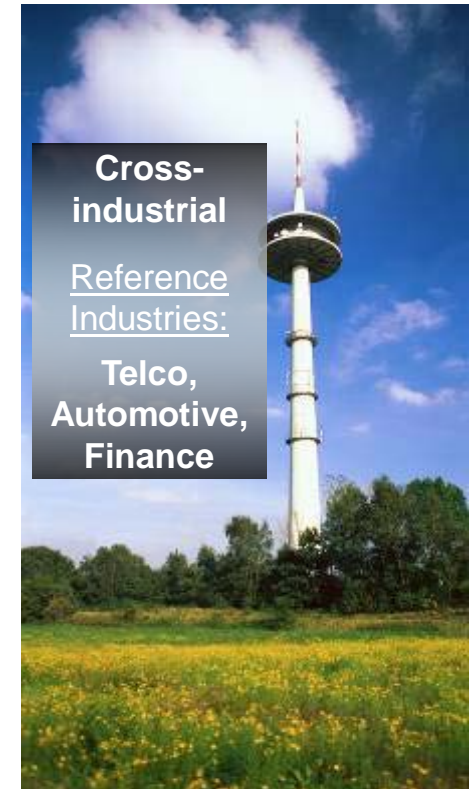
Customer Benefits

- Efficient cooperation in international project teams
- Cost reduction (travel costs, unified infrastructure)
- Higher employee and know-how availability
- Increase in consulting and support quality through audio-visual communication
- Enhanced information flow

Business Processes

- Web, desktop and video conferencing
- Collaboration tools (e.g. whiteboards)
- Workflows systems
- Active and passive knowledge management
- Multimodal/audio-visual communication
- Mobile access to information

- **Combination of technical know-how (e. g. VoIP, MPLS, IP-VPN), economic know-how (e. g. business models, business cases, pricing models), and process know-how (e. g. network operation, customer care and billing, ITIL)**
- **Comprehensive methodical expertise and experience with proposal management for communications solutions at major international companies**
- **Manufacturer-independent strategy, architecture, process, and realization consulting**



Scope of Services

- Strategy, architecture, process and realisation consulting
- Market research, vendor selection and vendor's reference
- Creation of business cases
- Support with introduction and awareness campaigns
- Preliminary, design, IT, testing and operation concept
- Design, implementation and customisation of modules
- Operating and support personnel training

Certificates / Qualifications

- ITIL
- Project Management according to GPM/IPMA and Prince 2

Customer Projects

Allianz 



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 **HUK-COBURG**
Aus Tradition günstig

bank-verlag köln 

DAIMLER


ANZAG
Intelligente Lösungen
für Ihren Erfolg

Deutsche Bank 

Products

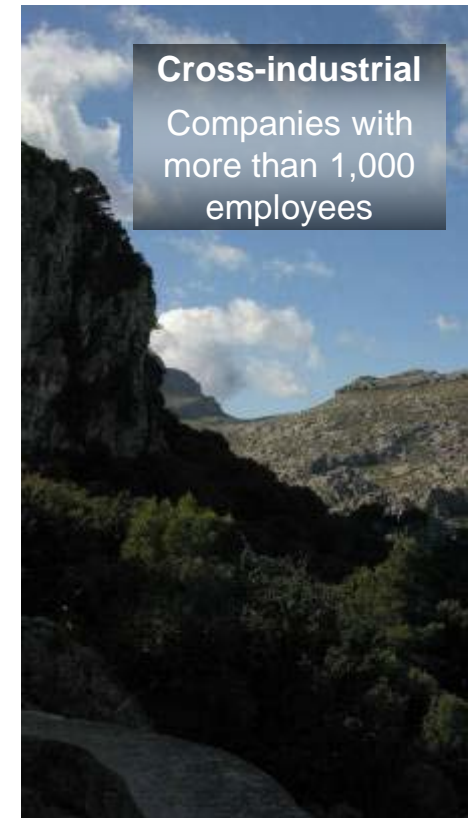
- Tandberg
- Polycom
- Nortel
- Cisco
- Sony
- Siemens

Customer Benefits

- Optimised utilisation of limited resources in order to achieve the company targets
- Overall planning of future and current projects based on a systematic evaluation of business criticality, innovation potential, and earned value
- Cost saving through transparency at all levels in all projects with regard to the target achievements (time, budget, quality), risk management, and standardisation of PM methods

Service Areas

- Portfolio management
 - Multi-project management
 - Resource management
 - IT service management
 - IT governance
 - Management reporting
- **Comprehensive analysis of existing processes such as project initiation & approval, integration, target planning (OBS) and realisation planning (WBS), controlling, earned value analysis and reporting**
 - **Consulting, optimisation and implementation of the IT project portfolio management processes**
 - **Roll-out of EPM systems and integration into the existing IT landscape**



Scope of Services

- Consulting Package;
As-is analysis, target scenarios, business case, and implementation concept
- Customisation, integration & roll-out
- Training & support
- Operation as ASP model

Customer Projects

DAIMLER

EnBW

MVV Energie

OMV

PETROM
Member of OMV Group

24/7 IT-SERVICES

Certificates / Qualifications

- CA Clarity Sales Partner Gold
- CA Clarity Functional Consultants

Products

CLARITY™

powered by

danet

Customer Benefits

- Increased customer retention through premium after-sales customer experience („fixed first visit“)
- Cost savings and enhanced service quality through consistently integrated after-sales system landscape
- Optimised product quality through systematic collection of after-sales information

Service Areas

- Workshop Processes
 - Service / repair receipt
 - E/E diagnostics
 - Service and repair
- Product documentation
 - Work units / standard times
 - After-sales picture management
- **Business consulting: Documentation processes, workshop processes and service intelligence**
- **High-quality IT consulting: Requirement-Management , IT architecture, application management, project management and quality assurance**
- **Realisation of highly individual, tailored and integrated IT solutions**



Automotive OEMs
&
Automotive Suppliers

Scope of Services

- Business consulting
- Requirements management
- IT consulting / IT architectures
- System integration
- Application management
- Support with pilot phase and rollout
- Operations support

Customer Projects

DAIMLER

Certificates / Qualifications

- Certified Project Manager
- Certified IT-Architects
- Certified Testing Manager

Products

- IBM WebSphere
- IBM UDB, Oracle
- FAST Search

Customer Benefits

- **Information Management;** Entities are challenged by an increasing amount of digital content (Web 2.0)
- **eCommerce;** The transformation of the Web from an information to an eCommerce platform
- **Agility of business processes;** The dynamic change of business processes is considered to be critical success factor

Business Processes

- Optimization of corporate Search / enterprise intelligence and intelligent search processes is crucial for business decisions
- Marketing fulfillments; market- and competitor analysis, and content delivery
- Business process monitoring and performance management

- **Analysis of business-critical requirements and processes**
- **Consulting to optimize business and technical processes**
- **Delivery of optimal IT solutions and integration in existing processes and IT landscapes**



Scope of Services

- Technology Consultancy; Vendor-independent consultancy according to products in the context of enterprise search, business intelligence, and eCommerce (web shops and web portals)
- Process-automation; System integration and application management (architecture, design, customizing, security, GUI development, Web services, and integration)
- Operations support

Certificates / Qualifications

- FAST certification
- IBM Cognos certification
- Certified project manager

Customer Projects



Products

- FAST (Microsoft subsidiary)
- BusinessObjects (i. A.)
- IBM Cognos
- Microsoft Business Intelligence

Devoteam Germany Accelerator

- Wfm Core – open source business process engine