

sds business services®

A **xerox**  Company

The sds portfolio for successful IT services



Our claim: Comprehensive IT services and reliable partnership

Founded in 1969 and located in Mülheim on the river Ruhr, sds business services ideally combines close local support with a global presence. Backed by our parent company ACS, part of the Xerox Group, we are able to offer wide-ranging services in IT and business process outsourcing, as well as business process and document management, as a highly reliable, global market leading partner.

Based on our 40 years' experience, we know that in outsourcing one factor is absolutely key – and that is trust. It is that which is at the heart of our relations with customers in every aspect of our collaboration. From the very beginning, sds has founded its success on the quality of its service delivery and the longstanding nature of its relationships – whether with customers, business partners or employees. After all, mastering the technology is one thing; but the key to successful and sustained long-term cooperation is genuine partnership. Our customers appreciate our open approach to communication, and above all the personal contact we offer. We are convinced that quality and sustainability will always pay off over the long term. We therefore place great

value in establishing and maintaining an open interchange with our customers, founded on a spirit of mutual trust and confidence. Our longstanding customer relationships are the convincing proof of how much our business partners value us as a stable and reliable partner. In our modern era of rapid change and cut-throat competition, that is something of which we are rightly proud.

Our customers include small and medium-sized enterprises as well as international corporations, for whom we provide individually tailored, professionally delivered IT outsourcing solutions.

Based on that approach, we have for many years been working successfully on behalf of customers not only in Germany but also internationally. Our strong parent company enables us to offer our broad portfolio of services on the global stage. And you can profit directly from that strength. It offers your business a key competitive edge.

Take the opportunity to get to know us! We are a reliable partner for your IT needs, wherever you do business.



Our portfolio: All from a single source

Desktop Services	Infrastructure Services	Communication Services	Application Services	Sourcing Services	Datacenter Services
<ul style="list-style-type: none">→ Client Hardware Management Service<ul style="list-style-type: none">• Hardware Consulting• Asset Management• Support and Training→ Client Software Management Service<ul style="list-style-type: none">• Software Distribution• Application Tailoring• Software Support	<ul style="list-style-type: none">→ Connectivity Service→ Security Service→ Server Infrastructure Service→ Virtualization Service	<ul style="list-style-type: none">→ Unified Communication Service→ Messaging Service→ Mobile Service→ VoIP & Telephony Service→ Video Conferencing Service	<ul style="list-style-type: none">→ ECM & Collaboration Service→ Internet & Intranet Services→ Database Service→ SAP Application Support Service→ SAP Module Consulting Service FI/AA/CO/MM/SD/SEM→ SAP Upgrade Service→ Software and Application Development Service	<ul style="list-style-type: none">→ Service Desk→ Output Management Service→ License Management Service→ Asset Management Service→ Accounting & PPU Service→ Reporting Service→ IT Service Management Consulting Service	<ul style="list-style-type: none">→ SAP Hosting Service→ PAISY® Payroll Accounting Service→ DC Output Management→ E-Banking Portal Service→ SAP ASP License Service→ Mainframe Service→ DMS Archive Service

Desktop Service: State-of-the-art hardware and software

We're right where you need us: With 14 locations in Germany, we are always close to our customers. With sds Desktop Services we can provide you with a full range of professional services at your workplace.

Continually changing market conditions demand far-sighted, flexible planning of workplace IT environments. The sds Desktop Service provides you with cost-effective complete solutions tailored closely to your needs.

As well as ensuring secure, stable operation, including close customer support, we provide support and assistance right from the start: giving advice, designing the solution and carrying out the subsequent implementation.

Key factors determining user satisfaction are continually being incorporated, such as to optimize processes and implement them in an efficient and sustainable manner.

We will design a solution based closely on your wishes, and will apply our expertise in managing day-to-day operations. Our Expert Service Desk is constantly at your side, providing help in any and every situation.

We can also carry out additional projects such as the timely establishment of temporary project locations, branches or home-office workstations, including professional support services.

The management of the IT environment provided to you is a core element of our Desktop Service, billed according to your specific needs. The latest reports and charts are always readily available, providing you with valuable information at the press of a button, and making our services transparent and fully traceable for your benefit.

Strong partnerships with leading hardware and software vendors enable us to attain an optimum level of standardization and so offer you a market-tested, cost-optimized Desktop Service.

Infrastructure Service: Professional, secure management of your IT infrastructure

As a specialist in managing IT infrastructures, sds is experienced in the delivery and stable operation of networks and servers using state-of-the-art technology. Whether to link-up a new facility or carry out a full replacement of existing systems – we are ready to help!

sds Connectivity Service: High-availability access to multi-location resources

Our Connectivity Service safeguards unbroken connections to your key business resources. It features encrypted access, incorporating professional protection against commercial and legal risks based on state-of-the-art network security systems.

Security Service: Safe and sound

As part of our Security Service we offer you a wide range of security features to protect your business against harm and prevent unauthorized intrusion. E-mail is an increasingly security-critical aspect of business communications. Our professional services managing your e-mail systems ensure compliance with applicable legal requirements and provide monitoring and reporting in relation to all e-mail traffic.

Server Infrastructure Service: Operational safety and system monitoring

Our Server Infrastructure Service is provided through our experts at 14 locations in Germany. We assume full operational responsibility for your applications based on the server infrastructure we set up for you – whether on-site at your location or at our four state-of-the-art data centers in Germany. Our services also include the planning, procurement and commissioning of high-quality server hardware from top manufacturers. Systems are run and monitored round the clock, seven days a week.

For special requirements we have developed a compact mobile Plug & Play system meeting all security demands. The sds Compact Center is a robust system designed to deliver top performance in an ultra-small form factor under rough climatic conditions. It offers a high degree of investment security thanks to easy expandability and plug-and-play operability. We supply a ready-installed and configured system with a quick-start facility based on the sds "Zero Downtime" interface to your corporate network.

Virtualization Service: Optimum server resource utilization

The sds Virtualization Service makes optimum use of all resources, delivering ease of maintenance based on standardized processes. On the software side, a wide variety of applications are provided centrally, enabling unified version management of programs and much more cost-effective administration, among other benefits. Automatic load distribution and high availability ensure maximum performance and stability levels at all times. And sds also offers you "Software as a Service" (SaaS): With it, all you need is a minimal IT infrastructure to access the full scope of software we then provide.



Powerful and robust:
The sds Compact Center

Communication Service: Communication through all platforms, from a single source

Communication is more important than ever in today's world. Voice over IP, videoconferencing and e-mail on mobile devices are now essential elements in the day-to-day work of businesses. You can be assured that sds will deliver those services as a stable, high-availability package – all from a single source.

Unified Communication Services: Digital information in any form

Whether by voice-mail, e-mail, fax, SMS or MMS: our Unified Communication Services enable you to retrieve information through a wide variety of access options, using a land-line connection, cell phone or e-mail client. We integrate the various systems into existing corporate applications and make them available to you centrally. Useful upgrades and features such as messaging, Voice over IP (VoIP), videoconferencing and Web-based systems can be bolted-on at minimal outlay. Strong partnerships with manufacturers such as Cisco Systems and Microsoft guarantee you certified quality.

Messaging Service: A platform for wide-ranging communications services

The Messaging Service is a versatile facility enabling access to communications services using Internet browsers or e-mail clients within the standard applications environment, and as such can also be accessed via mobile devices. Our tried and tested e-mail security solutions offer reliable protection against spam, malware and data loss, implementing multi-layered security measures even within complex corporate structures.

Mobile Services: Multi-system options

Using Microsoft's "Direct Push" technology, with continuous synchronization of e-mail, diary, contacts and task lists, our Mobile Service makes it easy to exchange data in a multitude of ways. Microsoft Outlook Web Access (OWA) enables you to access your mailboxes over the Internet. BlackBerry users can take advantage of our BlackBerry Mobile Service to obtain the same maximum degree of flexibility, and so have continuous access to new and innovative functionality.

VoIP & Telephony Service: The same number everywhere

A simple, centralized system of line and terminal device management means you can be reached on your own phone number even if you change extension. The benefit of the highly scalable VoIP & Telephony Service is self-evident: multi-location telephony across the in-house WAN infrastructure at no additional cost. The service also offers the option of a VoIP gateway for connection to the public telephone network and to all major SIP providers, as well as integration of centralized telephony servers for management of terminal equipment. Additional functionality can be easily integrated. Call data is administered centrally, providing a transparent means of analyzing calls and allocating charges accordingly – including from mobile devices.

Video Conferencing Service: Global communication in real time

Our Video Conferencing Service permits application-sharing with simultaneous audio and video communication. It enables your company to cut costs directly by reducing expenditure on business travel and utilizing existing data links. The videoconferencing system provided is integrated into the existing LAN/WAN infrastructure or linked to an existing VoIP system. The benefits for you: Shorter decision-making channels, increased productivity and improved in-house communications.



Application Service: Information and data interchange at all levels

Services from sds offer you the tools to support your internal business processes. It starts with automated installation of applications and required updates, and extends through to programming of custom applications.

ECM & Collaboration Service: Concept design and operation of your ECM solutions as corporate or project-specific platforms

Our Enterprise Content Management solution is called the ECM & Collaboration Service. It supports and speeds up your organizational processes based on through-going use of Microsoft Sharepoint. This service makes it much easier to input, manage, store, protect and deliver content and documents – making it a major aid to all forms of collaborative activity. The declared aim of the service is to enable the most efficient possible interchange of information with your customers, suppliers, business partners and colleagues. We do that based on a centralized, portal-style access point with clearly defined and secured access controls. Rapid implementation, with little training requirement, is made possible by seamless integration into the MS Office suite. Our certified IT specialists will enable you to attain your goals in the shortest time.

Internet & Intranet Service: Flexible design

Our Intranet Service is founded on a range of authoring systems which are deployed according to your needs and pre-existing experience. They offer you plenty of customization options, delivering a highly flexible and expandable Intranet or Internet solution which is also very user-friendly and intuitive. The service incorporates comprehensive support from our experts, from the concept design stage through to operation.

Database Service: Data management made easy

Our experts running the Database Service will design, run and maintain your database solutions for you, managing the complex data flows between your various systems. We can implement any required interfaces and data syncing processes, and we can tailor queries and reports in line with your specific needs. Tried and proven products from established vendors are guarantees of top quality. Our Database Service team will support and advise you in every aspect according to your needs – from data modeling to backup scenarios.

SAP Application Support: Full service for your SAP system

As a certified SAP Full Service Partner (CCoE certified), sds offers a wide range of SAP-related services. With regard to SAP Application Support Services and SAP Consulting Services, our focus is on implementing commercial processes in SAP-ERP. Our expert team is able to call upon many years of SAP experience, and can offer extensive international references, in particular in managing global SAP roll-outs.

Software and Application Development Service: Understanding requirements – implementing them successfully

Take advantage of our decades of experience in delivering custom software and application development across a wide range of system platforms (mainframe and client/server architectures, Web-based technologies). Developing and implementing add-on modules and system and software integration are part of our everyday business. We provide maintenance for existing applications across business operations, providing full cover over the complete lifecycle of individual software programs.



Sourcing Service: Services helping to run your IT systems

External IT services offer an efficient, cost-effective alternative to in-house systems management. In sds you not only have the right partner to deliver those services in a highly professional manner, you can also call upon its years of relevant experience and be assured by the top-class references it provides.

Service Desk Service: Ready whenever you need us

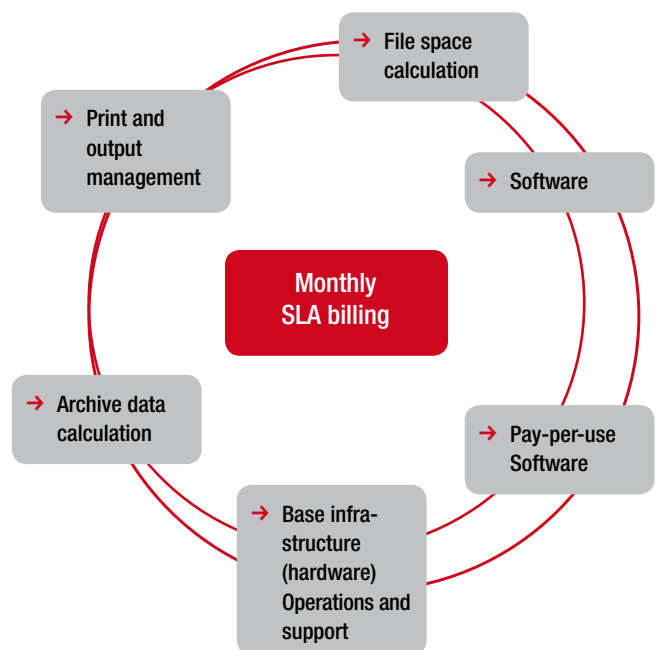
Technical problems or user queries? The Service Desk Service offers you a valuable single point of contact. If you want to make changes or you encounter problems, we will analyze the situation and initiate the appropriate action directly. The focus of our centralized Expert Service Desk is on delivering first-level support and monitoring the action taken. Our top priority is to achieve user satisfaction based on rapid assistance. All Service Desk staff are ITIL Foundation certified, and coordinate closely with our specialist teams.

Output Management Service: Cost-effective print management

Our Output Management Service provides you with a complete printer infrastructure. The benefit to you is No capital investment is required; you do not need to commit in-house resources. Printing costs are billed by the page, itemized transparently according to usage. Your homogeneous printer landscape is maintained in line with the latest technical state of the art at all times, and needs-based resource and printer allocation reduces your equipment portfolio to a level in keeping with actual usage. Alongside black-and-white or color printing in different formats, our systems incorporate all the latest technical features, including scanning and faxing. You can profit from our standing as a member of the Xerox Group, one of the world's leading vendors of printing products and services.

License Management Service: Safeguarding full compliance

Legally assured software licensing through our License Management Service offers protection against commercial and legal risk arising from potential under- or over-licensing. Based on regular cross-checking of your software against your installed portfolio, and routine maintenance and updating of all license and contract data, we offer you full transparency with regard to your corporate licensing. Routine reporting reveals any potential nonconformance, and enables controlled software assignment in line with the actual needs of your business.



Asset Management Service, Reporting Service, Accounting & Pay-per-Use Service: Keeping a close eye on everything

With these services we provide the basis for automated recording, management, reporting and accounting in respect of all the assets employed by your company (user data, hardware and software etc.). The sds Data Warehouse provides a consistent basis of data for producing reports and analyses. Detailed data on hardware and software assets or peripherals is recorded and can be customized to your specific needs. "Pay-per-Use" charging and/or monthly itemized billing provides transparent accounting allocated to specific users and based on actual usage. Bill data can be generated in any desired format, including as chits to be forwarded to the Accounts department.

Data Center Services: Stable, secure and cost-optimized

Whether for managing SAP systems, mass printing or Web applications: outsourcing services to an sds data center near to you will save space, cut costs and enable you to profit from enhanced service quality within a secure, tested environment.

SAP Hosting Service: Our experience, your benefit

As an authorized provider of the SAP Hosting Service, we have been supplying and managing IT systems to meet a wide variety of specific needs since as far back as 1982. Based on our certified and standardized data center environment, and as an SAP Global Hosting Partner, we are able to provide extensive references relating to the operation, management and setup of SAP systems of various sizes. One of our core competencies is the professional management of complex architectures incorporating numerous interfaces to other IT systems.

PAISY® Payroll Accounting Service: Profit from tried and proven processes

By using our PAISY® Payroll Accounting Service, you can avoid incurring investment costs for software, hardware, administration and maintenance, because we will manage all the technical operations involved in application of the market-leading PAISY® payroll system. Utilize the know-how of our highly qualified PAISY® experts to switch over your systems and implement the new application. Our PAISY® solution incorporates payroll accounting, electronic archiving of payroll data, report generation, as well as



printing, franking and mailing of pay-slips through our in-house mailing system. For electronic archiving of PAISY® output and personnel files you can use the PAISY® archive (ADP archive). All automated communications procedures with banks, health insurance funds and tax authorities are handled and monitored by sds.

DC Output Management: All's well that ends well

The in-house printing lines at our data center enable us to provide you with a complete DC Output Management service for IT systems run by us. We can print, envelope and dispatch all your high-volume print runs: pay-slips, invoices, payment reminders or credit notes. With our support, you can distribute documents in large quantities professionally and cost-effectively, at easily calculable rates, without having to invest in your own resources. The entire process is handled and managed by us, including the facility to respond flexibly to changed print requirements. With regard to mailing, you can profit from our postage discounts, delivering additional cost savings to you.

E-Banking Portal Service: Simple and reliable

Our E-Banking Portal Service manages the digital authorization of payments to all major banks. It offers you cost advantages based on secure use of the Portal linking your IT systems with the sds data center. By authorizing your outgoing payments based on a digital signature via a Web interface and a USB key, you can make all your payments – both nationally and internationally – in a convenient, user-friendly way. Your payments from the systems are registered, approved and either manually or automatically imported. You can track the status of your payments at any time, as well as managing account details. Our service incorporates accounting and payroll administrative functions as well as providing the required software and infrastructure. The benefit to you is that you do not have to invest in your own infrastructure and licenses, and you incur no maintenance costs.

SAP ASP License Service: Variable terms, calculable costs

As one of a small number of SAP providers, we operate the ASP outsourcing model, involving the payment of a monthly fee for the provision of licenses for SAP modules (including FI/CO and HCM). This service is linked to use of our ISO 27001 certified sds data center and the systems it runs. The benefit to you is calculable cost, including the database license and maintenance, with no additional outlay. The service can be used by companies whose annual sales are within predetermined SME limits.

Mainframe Service: Independent and customizable

sds is one of the few independent providers of IBM mainframe related services. Based on our expertise gained from over 30 years' experience in mainframe services, we offer outstanding know-how in the flexible implementation of customers' requirements. Tailoring our solutions closely to your specific business processes, we will manage your applications landscape using standardized technologies round the clock, seven days a week. Our strength lies in running custom software within a mainframe infrastructure. Transaction-dependent special applications have been used for decades by sds customers – in some cases developed jointly with the customer.

DMS Archive Service: Access to archives at all times

Utilize the facility for centralized, multi-platform archiving of documents of all kinds, providing online access to all archived company data. We will configure the archive's infrastructure optimally in line with your needs and manage it on your behalf. We can provide lots of archive solutions, including SAP, e-mail and file archiving, and Web-based access to archived HR documents in PAISY®. We can also offer you tailored solutions featuring Web-based access by way of Web applications developed by us, or by integrating archive processes with an interface-based search facility.



About us

sds business services

Founded in 1969 and based in Mülheim on the river Ruhr, sds business services GmbH is a subsidiary of ACS Inc., Dallas, a Xerox Corporation company.

sds offers national and international customers wide-ranging IT services, specializing in outsourcing of data center operations and infrastructure. Its services include hosting and management of applications, system development and integration, as well as IT consulting and lifecycle management. The core offer is complemented by decentralized IT services. They include in particular multi-sector on-site IT management, standardized IT management service packages as well as comprehensive expertise and partnerships with system and software vendors to guarantee a high level of standardization. The company also has extensive experience in SAP consulting and integration services, and in the development of custom software.

For more about sds visit: www.sds-bs.de

Xerox Europe

Xerox Europe is the European business unit of the Xerox Corporation, a global provider of business process and document management solutions generating annual sales of 22 billion US Dollars. Thanks to its acquisition of ACS in February 2010, Xerox now also offers global IT, HR, finance and CRM outsourcing services.

The portfolio of Xerox Europe encompasses solutions for office environments of all sizes, systems and applications for the printing and publishing industry as well as services including consulting, system design and management, and document outsourcing. Xerox Europe operates production facilities and logistics centers in Ireland, the UK and the Netherlands, as well as the Xerox Research Center Europe in Grenoble, France. The German headquarters of the company is located in Neuss. For more information visit www.xerox.de.



Our locations in Germany



→ 14 locations
● 4 data centers
260 employees



sds headquarters in Mülheim on the Ruhr



sds branch office in Leonberg

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