

Petatec-Schweiz GmbH



# Supreme Support of Business Processes and Communication

# Key Competencies

Petatec is powered by the desire to offer supreme services to its customers.

Key competency of Petatec is a long lasting experience to provide integrated business Information and Communication Technology (ICT) solutions to its customers that serve their requirements and company culture in the best way:

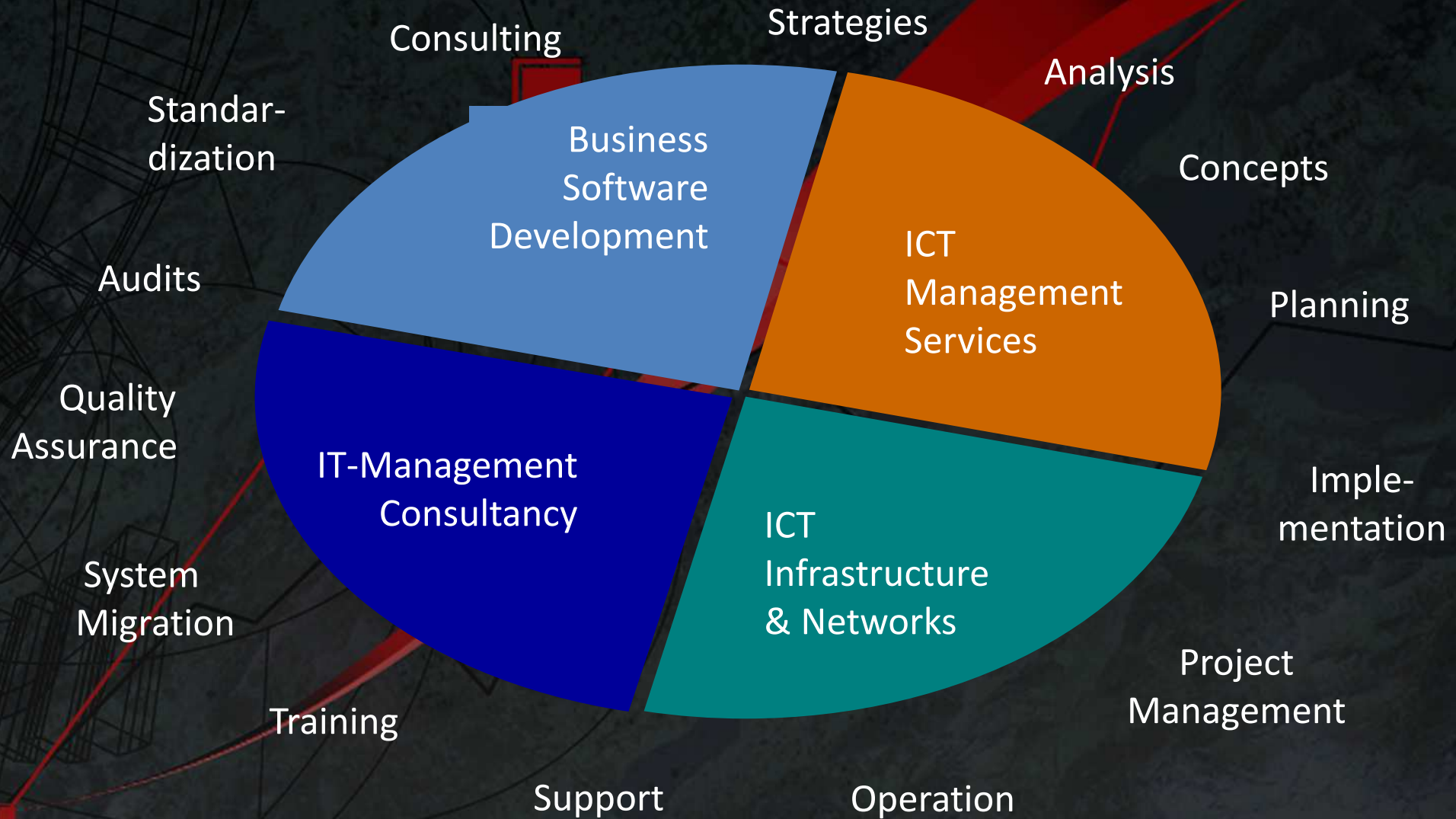
- Customized and flexible ICT management and support from full support to top-level V.I.P. services;
- Planning and implementation of high complex and integrated “multi media” office network solutions;
- Development and implementation of customized office software e.g. based on Lotus Notes;
- High flexible and competent ICT and media support and management for international events and conferences.

Integration of these core capabilities creates the highest value.

Petatec has a long history successfully providing these services to a wide range of customers on high level, with high quality and customer satisfaction.

If you need support on one of these services or an integrated solution, Petatec should be your first choice.

# Our Portfolio



## IT Management Cost-Savings Consultancy

Consult, support and lead the business requirements and strategies  
Our services are based on the needs and requirements of our clients in order to provide a professional and sustainable procurement management and realise fundamental cost-savings:

- (IT-) Procurement Management
- Contract Management, interims Management, Negotiations & Optimization
- Consult, support and lead the business requirements and strategies
- Regulate supplier selection process and general purchase conditions
- Setup work alliance between Controlling, Procurement and Accounting
- «Think global, buy local»
- Reconsider “Lease , Rent or Buy” philosophy
- Strategic IT Budget Evaluations
- IT P&L Analysis
- Efficient PMO restructurings to optimize severities and dependencies
- Impartial IT-Validator for Audits and SCC (Spend Control Comitee)
- Generate internal cost awareness and empower sense of responsibility

## ICT Management Services

Petatec is an experienced partner to perform Information and Communication Technology (ICT) management and support for single projects as well as for complete business units and sites (1st, 2nd & 3rd Level Support) including:

- Technical architecture and project planning
- ICT Strategy, ICT Organization, ICT Security
- Quality Assurance, Business Process Modeling
- Risk Assessment
- ICT Facility & Financial Management
- Service Desk Management
- Phone-, Remote-, On-site Troubleshooting
- Server Administration
- Complete Facility management, Office Management, Field Service Management and Management- Support

Petatec plans and performs refresh and rollout projects of PCs, workstations, servers and complete networks including End-user training after technology refresh (Care Team)

## ICT Management Services

Information Technology Infrastructure Library (ITIL) based structures

Petatec and its subsidiaries offer a wide range of Services Support:

- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management

Service Delivery:

- Service Level Management
- Capacity Management
- Availability - Management
- Continuity – Management for IT Services
- Security Management
- Finance Management for IT Services

Service can be provided 24 hour/ day, 365 days a year.

## ICT Infrastructure & Networks

Petatec, utilizing its partner network, is a core source when it comes to plan, implement, manage and support:

- Complex and integrated network technologies
  - ✓ Active and passive network components
  - ✓ Wireless LAN
- Telecommunication Systems PBX & Voice over IP Systems (Siemens / Nortel)
- Security and Access Systems
  - ✓ Firewalls, Intrusion Detection Systems
  - ✓ Virtual Private Networks, Remote Access Service
  - ✓ Local & Wide Area Networks
- Network Topologies – from conventional installation networks to “Fiber to the desk”
- Back up systems
- Risk management systems

## Business Software Development

Near shore development (design, architecture, implementation, commissioning and testing) of customized office software

- Active Directory / Windows; Lotus Notes / Groupware; Web sphere / IIS; SQL Databases; Oracle Databases

Project management and rapid development based on experience in different environments and of various scales.

- On-site Development
- Off-site Development
- Business Analysis
- Application Support
- Application / development consulting

Petatec has experience with the various development environments:

- C++, Object Pascal, Java, BASIC, HTML, XML, WML, VC, Delphi, VB, Lotus Notes, PHP, ASP, JavaScript, VBS, Lotus Script, Perl

Petatec has a comprehensive library of self-developed databases and script elements that can easily be adapted to your needs



## Business Software Tools

Self developed Business solution packets offered:

- **Cash XM**
  - Web application, highly customizable, to monitor liquid funds in complex and international companies Company data evaluated and displayed either in topology and international distribution or logical company structures
  - Monthly data of operative entities centrally consolidated and projected for the next 24 months
  - Transparent control of NET-CASH in the specific company entities and the entire company including projection and cash development
  - Various analysing and reporting possibilities
  - Easily adaptable to changing regulations and conditions
- **Hedge XM**
  - Customizable Web application for preventative monitoring of foreign exchange risks to control the authorisation process for protection foreign exchange risks in complex and International companies
  - Using optimised process flow, flexibly adaptable to company structures and processes

## Business Software ASP Services

Possible services provided related to financial application are:

- Programming, implementation and maintenance of financial tools
- Operating of the application
- Housing and hosting either internal or external at our data center
- Operating system and database management
- Risk monitoring and related management procedures in place
- Handling of program changes and patches
- Error analysis and correction
- System monitoring including database management system monitoring, tuning, job scheduling and reorganization
- Setup, scheduling and monitoring of background processing jobs related to system operation
- Backup and restore
- End user support

**All services are S.O.X. compliant and SAS70 Type I and II certified**

Service Levels

## Business Software ASP Services

Petatec provides all services required along all phases of the live cycle of hardware, software and solutions as part of an integrated package or as stand alone offerings or consulting:

- ICT Strategy, ICT Organization, ICT Security, Quality Assurance, Business Process Modeling, Risk Assessment
- Analysis – Conception – Planning – Implementation – Operation – Maintenance & Development
- Audit
- Quality Assurance
- Project Management
- Standardization
- Consulting
- Planning
- Implementation
- Software & System Migration
- Field Surveys
- Process Optimization

ICT Management Services

ICT Infrastructure & Networks

Business Software Development

# Projects & Customers



### Why should you prefer to use **Petatec**?

- Petatec is reliable and extremely solution oriented.
- We set the focus not only on the technical capabilities but on the social competence of our employees and their sense of responsibility.
- Our costumers describe us as reliable and trustworthy partner.
- Our work processes can be very flexibly adapted to client's processes.
- Thereby our services are integrated in our client's value chain.
- We never failed to deliver a project. With our name we guarantee for your successful project delivery.
- Petatec is linked to a perfect network of partners.
- To guaranty a high level of quality, Petatec is very familiar with international standardization standards like ITIL, BSI and ISO 9001.
- All processes are S.O.X. compliant and SAS70 Type I and Type II certified
- Preparation for Audit and certification to cover EU8 regulations mandatory as of January 2008
- Petatec stands for

**“Supreme Support of Business Processes and Communication”**

## ICT Management Services



### **Bombardier Transportation, Headquarters Berlin, Germany**

Total outsourcing of ICT management and operation incl. budgeting, sourcing, supplier coordination, user helpdesk, 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> level support, Lotus Notes administration and program development.



### **Bombardier Corporate - Financial Services, Switzerland**

Concept, installation and operation of the entire ICT and telecommunication system. Lotus Notes administration, support and program development



### **Ritro Treasury Services AG Zug, Switzerland**

First, second and third level support of the entire IT- and telecommunication-structures and environment



### **Bürgi Nägele Rechtsanwaltskanzlei, Zurich, Switzerland**

Conception, migration and support of the entire IT- and telecommunication-structures and environment.

## ICT Management Services



### **DKSH Schweiz AG, Zurich**

Outsourcing partner for complete ICT-infrastructure, management and operation incl. 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> Level User Helpdesk, 24/7 V.I.P. Support, software monitoring and development, budgeting, sourcing and supplier coordination



### **ACADEMIX Consult AG, St. Gallen, Zürich, Basel**

Planning, installation, operating and monitoring of complete IT-infrastructure, 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> Level User Helpdesk, Application Service Providing (ASP) support contract, sourcing and supplier coordination

## ICT Infrastructure & Networks



### **Bombardier Transportation, Germany**

Consolidation of existing ICT infrastructure and services. Standardization of operation systems, platforms and applications.



### **Daimler Chrysler Rail Systems, Mannheim, Germany**

Design, planning and implementation of a VPN- and Firewall structure for 25 worldwide locations. Draft of a Security Policy and review of Internet security standards and solutions.



### **CSC, Europe**

Entire inventory, migration and commissioning (including logistics) of more than 10.000 office computers in 20 European countries.



### **Technologiezentrum Bahntechnik, Hennigsdorf, Germany**

Concept, installation and operation of the entire ICT and telecommunication system. Remote administration.



## Business Software Development



### **Mitsubishi Motors Corporation, Headquarters Tokyo, Japan**

Implementation of a Web-based Accounting- and Reporting-System. Worldwide connection of business units and dealers. Remote administration, monitoring and operation.



### **jMail, Germany**

Concept, realization and implementation of a Web-Site, including E-Shop, for provision of advanced multimedia services for MMS enabled mobile phones



### **Bombardier Aerospace; Worldwide**

Design and development of software applications for management and organization of worldwide Cash-Flow-Processes within multinational groups



### **Novelis Switzerland SA, Zurich, Switzerland**

Petatec Schweiz supported Novelis to establish a centralized treasury and in-house banking facility in Zurich. A customized Internet module is supporting enhanced interoperability between Zurich and the company's European subsidiaries. Application service providing (ASP) support contract

## Consulting & Other



### **Mitsubishi Motors, Tokyo, Japan**

Petatec performed an IT safety audit both for the software and the physical IT equipment. Within the project Petatec were responsible for analysis, documentation, improvement suggestions and steering the implementation.

Project content: inventory, threat analysis, risk evaluation, burglary attempts, evaluation of located weak points, protection suggestions, security policies/ best practice – recommendations /guidelines, documentation.



### **ESIS Risk Control Service, Philadelphia/USA**

Petatec's Risk Engineering Division provides qualified personal for ESIS valued clients throughout Europe. The specialized services in reduction of total cost of Risk, Prevention Programs, Health & Safety Auditing, Ergonomics, Business Continuity & Disaster Recovery have resulted in positive Risk Reduction for a variety of manufacturing locations.



### **AirBerlin PLC & Co. Luftverkehrs KG**

Petatec's Strategic Division consults Executive Board concerning cost-saving initiatives and process optimisations within (IT-)procurement, strategic procurement, IT-Services, IT-Security, IT-Outsourcing and contracting

## Consulting & Other



Honeywell

### Honeywell Europe

Petatec performed an IT safety audit for the software and the physical IT equipment as well as process related stress-tests and optimisations. Within the project Petatec was responsible for analysis, documentation, improvement suggestions and steering any proposed implementation related to the Oil & Gas production Project content: inventory, threat analysis, risk evaluation, burglary attempts, evaluation of located weak points, protection suggestions, security policies/ best practice – recommendations /guidelines, documentation.



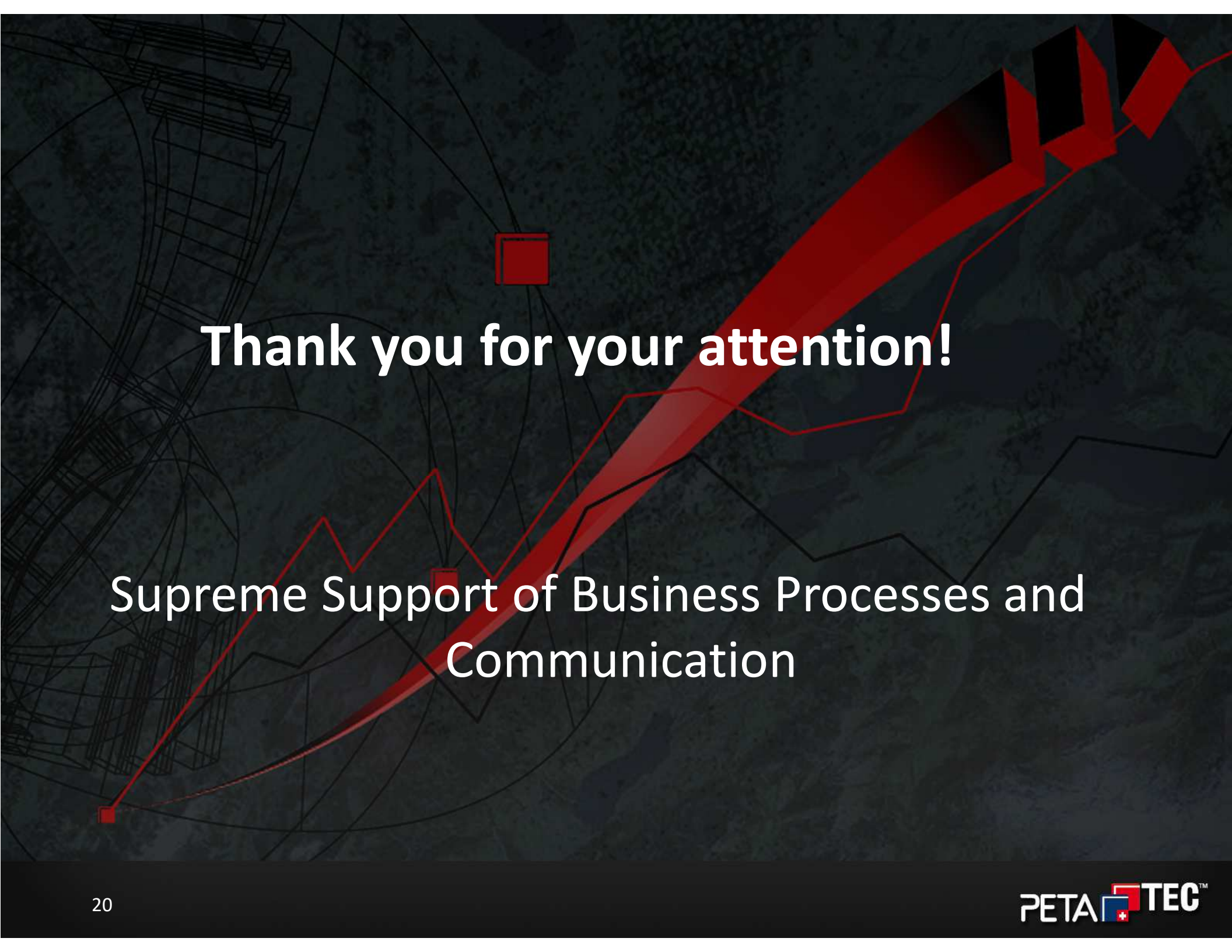
### Etihad Airways P.J.S.C.Berlin/Abu Dhabi

General consultancy services, cost-saving-initiatives and project planning for merger and aquisition on behalf of the board of directors



### Fiumicino (RM)

Analyses, concepts and general consulting services concerning the entire IT / Telecommunication environment.



**Thank you for your attention!**

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