

Genius!

Reduce the risk and cost of innovating for change

Siemens Enterprise Communications GmbH & Co. KG

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Managed Service

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Business issues

For years Information and Communication Technology (ICT) departments have been continually challenged to reduce the costs of operation, however they are increasingly becoming the driving force of top line growth.

Organisations are working hard to more closely align ICT service delivery with their strategic goals. This approach enables them to generate business value and achieve their objectives, whether it is to introduce new products and services ahead of their rivals, or to improve customer service in new and interesting ways. Innovation for change is a welcome development for ICT departments and organisations need to manage this transition carefully to minimise their risk and maximise their existing investments.

The spotlight on improving operational service delivery and reducing cost is never going to disappear. Increasingly organisations will need to focus their resources on future development and projects that generate business value.

Business problems

ICT infrastructures are at the heart of any organisation and when transforming them for future change organisations will undoubtedly face many issues, including how to:

- Maintain and continuously improve levels of ICT service
- Deliver a common approach and standard service levels
- Resource strategic ICT projects
- Find the right skills and expertise to deploy and manage converging technologies
- Finance ICT transformation projects
- Manage multiple suppliers

» Business impact

Siemens experience in global managed service enables organisations to focus on driving their core business. Together, through flexible business modelling we ensure that ICT services are aligned to the organisations business objectives to deliver the necessary cost management, revenue growth and service delivery improvements.

Improved revenue growth

- Rapid time to market for new products and services
- Improved customer service
- Enhanced productivity for employees

Improved service delivery

- Improved ICT service levels
- Minimised risk of transition to converged technologies
- Common ICT service delivery across the organisation

Improved cost management

- Predictable and transparent cost management
- Reduced capital expenditure to deliver more working capital and improve cash flow
- Reduced cost of ICT service delivery
- Reduced cost of supplier management
- Improved ability to adapt to organisational change

Solutions overview

Outsourcing or out-tasking of key ICT services is an increasingly popular trend. They enable organisations to focus their resources on the future development and projects that will generate business value, whilst also taking advantage of skills and resources of experts in managing and transforming ICT services.

Siemens provides converged, global managed services aligned with customers strategic objectives to enable business focus, flexibility and efficiency to optimise growth and stakeholder value.

Trusted global leader in managed communication services

Siemens has 6000 skilled delivery professionals in 60 countries who deliver over two million ports of communications managed service. Our skills, knowledge and experience in the both traditional and the latest technologies leave us ideally placed to successfully manage an organisations technology transition.

- Genuine global service delivery
- Ensure reliable and secure services through our global infrastructure
- Reduce the risk of transition through our world class skills and processes

Drive Performance

Siemens has considerable experience and a proven approach to managing the ongoing

communications operations. We work with our customers to ensure that the service meets the ongoing requirements of the organisation and delivers continual improvement. The breadth of our skills enables us to streamline and simplify the management of complex multi-vendor and multi-platform environments. This partnership approach enables organisations to focus on driving performance in their business, while we focus on the day to day management activities.

- Focus the organisation on driving business change
- Streamline vendor and platform management
- Drive business improvement

Work money and assets harder

Siemens is a partner who shares the risk through contractual commitments and tailored services to meet an organisations operational and financial objectives. Our pricing models are adaptable and can be structured to meet different requirements such as a preference for Capex or Opex financing, or to cater for constant changes in organisation size making it easy to add or remove users. We have a flexible framework which allows our customers to focus on effective cash management and delivering against key performance indicators.

- Reduce costs and save 20% to 35% of operational expenditure
- Maximise cash and asset management
- Predictable and scaleable cost structures which flex with business change

Who can benefit

- Chief Information Officer – is able to transform ICT services in a timely, low risk manner and generate efficiencies in service delivery. It also provides the ability to focus on other business critical projects.
- Chief Executive Officer – supports the advancement of business critical communications, enabling the organisation to focus on its core competencies and growth.
- Chief Financial Officer - delivers controllable and predictable costs that enable more effective cost management.
- Strategic Procurement Director – benefits from a simplification of the contract management framework through the use of a single strategic supplier.

Conclusion

Siemens delivers managed service in more than 60 countries across a broad range of vertical markets, including financial services, utilities, public sector and retail.

We have an industry leading approach, valued by our customers, where we tailor and structure a managed services contract to the organisations specific requirements. We work closely in partnership with an organisation to review the

key business requirements, cost structures and processes. Then once we have a clear understanding of the strategic and operational requirements we tailor a business case and financial proposal.

Our established service methodology provides a seamless migration path to managed service and continuous service review programme to ensure services and service levels remain in line with business requirements.