itelligence

PRESS RELEASE

SAP Partner itelligence's Global Strategy Given the Seal of Approval

- **Successful Global Re-certification as "SAP-Certified in Application Management Services" and "SAP-Certified in Hosting Services"**
- **itelligence an SAP-Certified Provider of Cloud Services for the First Time**
- **itelligence now also SAP Hosting Partner in Denmark**

Bielefeld, October 11, 2011 – itelligence AG has been re-certified by SAP AG as "SAP-Certified in Hosting Services", thus complementing its "SAP Global Hosting Partner" status. In addition, SAP has again qualified itelligence's application management services with the globally recognized "SAP-Certified in Application Management Services" certificate. With this achievement, itelligence AG is underlining its leading role as a complete IT service provider active worldwide. Adding itelligence's status as SAP global services partner and global value-added reseller, itelligence is the only SAP partner that has achieved these four global partnerships and certifications.

Oliver Schreiber, Director of the Outsourcing & Services business unit at itelligence AG, comments: "The reinforced confirmation of the quality of our processes worldwide is a guarantee of our ability to be the global partner for our customers. Regular recertification by SAP gives customers across the world the assurance that with itelligence, they are in the best possible hands when it comes to operation and application support for their SAP® solutions."

As an SAP-certified provider of application management services and hosting services, itelligence meets standards and service requirements to offer SAP services for global and regional customers worldwide on a comprehensive and uniform basis.

itelligence AG offers hosting services from six countries – in Germany, Switzerland, Poland, Denmark, the USA and Malaysia – for all regions of the world and has local and global Application Management Centers in more than 10 countries. With its round-the-clock service in application management and hosting, the complete IT service provider offers globally standardized processes, central incident and problem management for multiple customer locations and support for customers in their respective local languages. The itelligence portfolio of maintenance and support services for SAP systems ranges from Application Management Services (AMS) advisory services to hosting and architecture management consulting.

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Lars Janitz, Director of Application Management Services, itelligence AG: "itelligence took the necessary steps years ago toward being able to offer the right support to our internationally oriented customers at every one of their locations. We know from experience that even in the SME segment, there is increasing demand for a combination of local proximity and individuality and for globally consistent and efficient processes and functionalities."

Application management and hosting services from Denmark for Scandinavia

itelligence considers it a great success that Danish SAP consulting company 2C change, which has been part of itelligence only since June 2011, is already capable of providing outsourcing services. Processes have already been integrated to the point that itelligence is in a position to offer homogeneous global application management and hosting services in Scandinavia.

2C change has been successfully offering SAP consulting in Scandinavia for many years, and has also provided SAP system hosting since 2006. It operates more than 200 SAP systems in two data centers in Denmark, including coverage for disaster situations. 2C change is expanding the range offered by complete IT service provider itelligence with the addition of regional services and support in Danish and other Scandinavian languages.

In order to obtain certification from SAP, SAP partners must demonstrate their expertise and process quality in rigorous audits. In the global audits, this includes verification of a high level of service provision maintained worldwide and a homogeneous configuration of the service processes in all relevant regions. itelligence has been a global hosting partner of SAP ever since 2004, and its application management services have been certified by SAP since 2010.

In addition to the regular SAP quality audits, itelligence is also continually certified for high standards such as ISO 20000, ISO 27001 and SAS-70. This means that the complete IT service provider is constantly reviewing and improving its process flows in order to meet the high requirements of its customers. With industry-specific audits in line with the Payment Card Industry (PCI) or Good Manufacturing Practice (GMP) standards, itelligence also handles the specific demands of the financial and pharmaceutical sectors.

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SAP-Certified in Cloud Services

itelligence is an SAP-certified provider of cloud services for the first time. Depending on customer requirements at regional and global level, the hosting services on offer fulfill all requirements relating to security on the latest SAP systems. itelligence's cloud services emphasize the efficient use of resources and flexible provision of services and show what the innovative use of up-to-date server technologies looks like in practice.

itelligence is one of the leading international full-service providers of solutions in support of SAP solutions, employing more than 2,100 highly qualified employees in 20 countries and in five regions (America, Asia, Western Europe, Eastern Europe and Germany/Austria). As a frequently awarded SAP partner, among others global value-added reseller, SAP Certified in Cloud Services and SAP Gold Partner Business ByDesign, itelligence realizes complex projects in the SAP solution-based environment for over 4,000 customers worldwide. In 2006, itelligence obtained gold-level status as an SAP channel partner as part of the SAP PartnerEdge™ program in Germany, and in the U.S. in 2007. The company's services in support of SAP solutions range from consulting and licensing to outsourcing and services to proprietary industry-specific SAP. In 2010, itelligence generated total sales of EUR 272.2 million. In July 2010, itelligence was awarded the "TOP CONSULTANT" quality seal.

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