

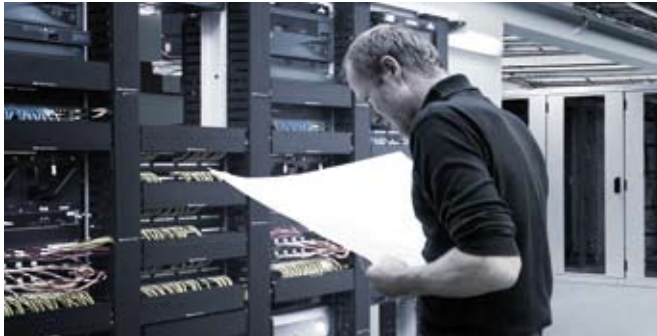


CIBER Managed Services

Wonder how we optimize your managed services

ciber
committed to the limit.

CIBER Managed Services



CIBER IT Utility

More and more companies are choosing to hand over their IT management to third parties. They do so because IT is not one of their core activities, because IT costs continue to increase or because the IT infrastructure is so complicated that continuity can no longer be guaranteed. For these same reasons, CIBER takes over support services for its clients. From our Managed Services location, we manage computers, networks, storage and applications.

Why switch to Managed Services?

The dependence on IT is huge in almost all operational processes. So you may well wonder if you want to keep managing your IT activities yourself. Why not consider the advantages of Managed Services? A few important arguments for outsourcing IT support are:

- **Cost control**

Switching to Management Services automatically gives you insight into your IT costs. As a result, you can control these costs more efficiently. Return on Investment (ROI) is an important argument. If you choose to outsource, you are assured of the advantages of scale (knowledge and availability) that CIBER can offer you as your support partner. This guarantees that you can respond rapidly to changes in your organisation.

- **Focus on core activities**

The use and maintenance of an IT infrastructure is becoming increasingly complex. And an IT manager has other issues to attend to than support services. Switching to Managed Services, gives the IT manager the time and opportunity to do so. Outsourcing support to CIBER means that you can use your own IT staff for core activities.

- **External expertise**

One important advantage of Managed Services is external expertise and innovation. You no longer need to be concerned with the details of the operation of your IT infrastructure. You can leave the installation of systems and applications to CIBER. This includes related issues such as administration, service, reporting and monitoring.

“The experienced consultants at CIBER Managed Services show understanding and make every effort to think along with us. They grasp matters quickly and are involved. We find this very valuable.” (Essent)

“CIBER helps us make even better use of our IT expertise. Together, we are responsible for development, integration and support of business applications and systems, for a better company result, a shorter time-to-market and cost reduction.” (NXP)



CIBER IT Utility

Why pay for IT services that you do not use? Doesn't it make more sense to pay for what you do use? CIBER doesn't want to burden you with high IT costs. Together with CIBER, you determine the type of service that suits your organisation. You can change the services you purchase at any time, for example to handle temporary peaks and dips inside your organisation. Fixed costs are a thing of the past. Costs become predictable as well as transparent.

A feeling of security

CIBER employs consultants with both technical knowledge and empathy. They guarantee the

continuity of your IT systems. The certainty of this knowledge will give you a feeling of security. What happens if a serious incident takes place? CIBER is pragmatic; that means that our consultants don't get bogged down in procedures - they act immediately. The problem needs to be solved - whatever it takes. You come first. We will live up to our promise: 'Committed to the limit'!

Options

CIBER provides its Managed Services in various components. Together with CIBER, you choose which components best suit your organisation. What can CIBER offer?

- Application Support maintains both your standard applications (SAP, Oracle, Microsoft) and custom applications developed using Java, Oracle and Microsoft. Net. We also have plenty of knowledge of technologies such as EAI, ECM and BI. CIBER specialists solve problems in the software immediately and adequately and carry out the necessary changes. CIBER offers application management at both a functional level and a technical level.
- Server Support is daily support of your file, print and mail systems, including database and system software. Server Management uses monitoring software.

CIBER can also carry out user management for you.

- Network Support maintains your network configurations. Optimised, secure and well-operating data communication is the basis for every IT environment.
- Housing & Hosting relieves you entirely of all support concerns. CIBER offers the opportunity to place your hardware externally in a CIBER data centre or to implement applications on CIBER equipment.

CIBER Global Delivery Model

From our Managed Services location, we take over your support activities. These activities are always implemented in small steps and as a continuous process. Step-by-step, an intelligent kind of outsourcing takes shape. Based on our Global Delivery Model, CIBER Managed Services also offers you numerous possibilities for nearshore and offshore. We use this model to determine - with you - the optimum service. To do this, we study the right balance between risks, quality and costs.



CIBER Managed Services

Clear agreements

A service level agreement (SLA) with CIBER is always preceded by knowledge transfer. An inventory is made of your IT environment using a transition plan. If necessary, CIBER implements changes so that the required Service Levels can be guaranteed. At the end of the transition, we record our findings in a baseline measurement that is included in the service level agreement. All agreements made between CIBER and your organisation are recorded in the SLA.

CIBER works according to ITIL / ASL

CIBER groups its Managed Services activities on the basis of the IT Infrastructure Library (ITIL) and the Application Service Library (ASL) and only selects support staff that work according to the related processes, procedures and work instructions. This guarantees clear and efficient working practices.

Contact

CIBER Netherlands BV
Meerkollaan 15
Postbus 843
5600 AV Eindhoven
T : +31 (0)40 232 90 90
F : +31 (0)40 232 90 91
E : info@ciber.nl
I : www.ciber.nl

Wonder how it works

ciber
committed to the limit.