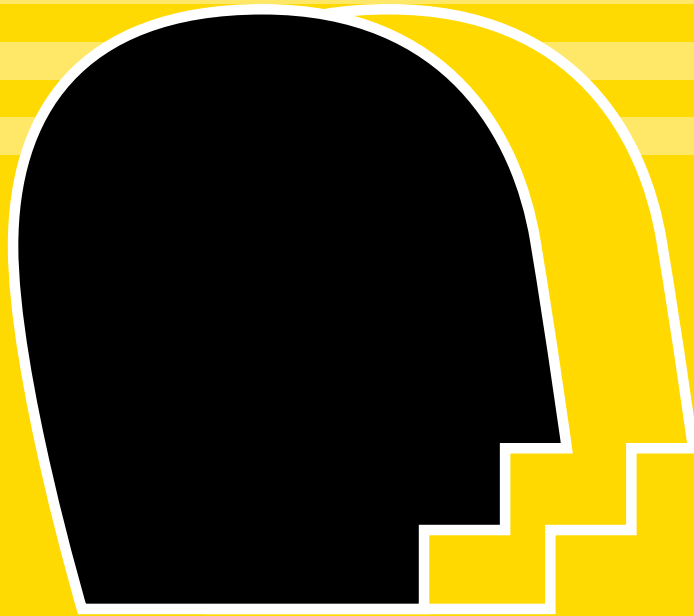


Geyer & Weinig:

New Quality of Service Level Management.



Responsibility Not Promises: Permanent quality regeneration.

Geyer & Weinig is the Service Level Management specialist with experience. With systems tailored to individual company requirements, size and aims, we make IT-Quality transparent, controllable and manageable.

Consistent from the customers' perspective.

Huge amounts of data are manipulated in modern IT-Architecture. Short response times and continuous availability of the IT-based services are essential to continued company existence in critical business processes. Geyer & Weinig has specialised in measuring, documenting and giving meaningful presentation to these services – consistently from the perspective of the user. Our systems measure the IT-Service quality from an end-to-end perspective – precisely where it is discernable as "quality" for the user – at the workplace.

Innovation combined with continuity.

Innovative technologies are essential for the development of successful products. The IT-Sector in particular is developing at an extremely rapid rate. To secure sustainable improvements in efficiency of IT-Systems, however, Geyer & Weinig relies on continuity, backed by more than 18 years experience in shaping the development of service level management systems, including the use of open standards and collaboration with leading IT-Producers and universities.

The sum of individual skills.

Geyer & Weinig does more than simply accept the responsibility for its own products and the customer services they generate. To maintain and extend the high quality of our performance and services, we continuously invest in the quality of our staff, and we also care for the social and economic environment of the company.

Measuring and Monitoring IT-Quality

– where it is delivered

In many companies, modern IT-Systems are not just the backbone, they are frequently also the Achilles' heel. Geyer & Weinig therefore offers a complete portfolio of software products and services, which help permanently improve the efficiency and viability of IT-Services.

From end to end.

The GW-TEL® INFRA-XS ® software suite calculates indices to make IT-Service quality transparent and controllable at the highest level. Measurements are consistently taken from the end-user perspective. The size of the company or the network and the volume of data are not important. The focus of attention is on the IT-Service defined in the service level agreement, for example with regard to availability or end-to-end round-trip time. In a step-by-step process, the services are plotted, measured, benchmarked, documented and finally improved by the team.

Individuality as standard.

Because no customer and no remit is the same as any other, Geyer & Weinig does not produce off-the-shelf products. Using INFRA-XS® as a basis, the solutions are produced individually and adapted to customers' requirements – a process which continues after the system has been introduced. In customising INFRA-XS®, each project starts with an individual concept, which is followed by consistent implementation.



The only sequence for success.

Listen – Think – Consult – Act

Geyer & Weinig staff are highly committed to finding the optimum solution for each individual project. This applies to consultancy and assistance in selection and conception of IT-based service level management systems and for support in the introduction of process management frameworks, including ITIL.

INFRA-XS® Full-Service.

INFRA-XS® gives you the flexibility to operate service level management internally, using company resources, or to outsource. At your request, Geyer & Weinig can provide the complete SLM service, installing, operating and main-

taining the INFRA-XS® software and all associated processes.

Measurements are made in accordance with customers' requirements, and all evaluations are produced in the form specified by the customer. This guarantees top service level management performance without any personnel expenditure.

Expertise and know-how.

The intense effort invested by Geyer & Weinig in maintaining the quality of its staff at a high standard, pays dividends for the customer. Know-how and experience in service level management are passed on to users in special customer training courses or individual coaching programmes. Customer sup-

port can also be provided by Geyer & Weinig specialists on the customer's premises, where this is practical.

Today's vision is tomorrow's progress.

What counts as premium performance today is just mediocrity tomorrow. That is why Geyer & Weinig refuses to follow short-term trends, and instead focuses consistently on concepts which allow sufficient room for the future – for growth and new ideas. This generates investment and future security for the customer.

Concepts, Innovation, Ideas: Success starts with inspiration.

People who translate ideas into efficient solutions have been the driving force at Geyer & Weinig EDV-Unternehmensberatung GmbH from the outset.

Demonstrating profile

With its software solutions developed to meet the needs of customers, Geyer & Weinig has progressed continuously to become one of the leading service providers for service level management tools and consultancy. Highly skilled staff take on responsibility for projects, successfully implement customers' wishes and meet agreed dates and cost schedules. Cooperative, long-standing business relationships are testimony to the high level of professionalism of project management through to implementation. As an early pathfinder for service level management in Europe, the company sets market standards and trends. Intense collaboration with universities ensures close contact to research and the latest scientific methods. This guarantees innovative products for customers and investment security for business partners.

The product names and trademarks mentioned in this information brochure are registered trademarks of the relevant manufacturers.

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