Top Automotive Solutions
High Flyers of the Future
Meat Industry “Speciality”

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Dear Customers,

Please welcome again our Magazine and its first Edition in 2009! We continue with presentation of our Business Solutions portfolio, mainly focused on Custom S&T Solutions for Specific Sectors. You will find interesting topics for Specific Solutions implemented in different industries covering processes supported by IT.

Reading this Magazine should help you to find information how you can use our services and solutions to integrate all data and processes of an organization into an unified system.

Ideally, our systems delivers a single database that contains all data for the software modules, which would include: Manufacturing, Supply Chain Management, Financials, Projects, Human Resources, Customer Relationship Management, Data Warehouse and various Self-Service interfaces for customers, suppliers, and employees.

Our consultants enable our customers to implement IT solutions that automate and increase the efficiency of mission-critical processes.

Besides those listed, we also offer and support over 20 highly specialized industrial solutions suitable for use in areas such as telecomms, Pharma, chemicals, consumer products, healthcare, media, and similar.

Thank you for being with us through these years and hope to keep you there in the coming ones...

Boro Antovski MD
S&T Macedonia
Special Solution in China

System to Examine Oil Pipes.
S&T have developed and implemented a system (MEAS) for the China National Petroleum Corporation (CNPC) to enable the company to measure pipeline pressure and locate potential problems in oil pipes. CNPC is one of the world’s leading energy suppliers. “Our experts in China were responsible for assessing requirements, providing consulting with regard to a suitable system, drafting the structure and implementing the solution. This has provided CNPC with a first-rate application”, explains Christian Rosner, CEO S&T. Special sensors allow MEAS to determine the precise pressure in the CNPC pipes, which can help to discover faults such as those caused by shocks or surges. This (magnetic) data is used by CNPC experts to analyze the status of pipelines as well as to graphically portray and evaluate the information in a variety of ways.

Higher Productivity

SAP for MobilKom in the Czech Republic.
S&T developed and implemented an SAP Business all-in-one solution for Czech company MobilKom over the course of just three months, including a simplified version of the SAP Best Practice Baseline Package. The system covers essential areas for MobilKom’s daily operations: Purchasing, Finance, Controlling, Stock Management and Material Management.

“Seal of Approval” for S&T

Special Expertise Partner Insurance.
For the third time in succession, S&T has been named “Special Expertise Partner” in the area of SAP for insurance by SAP Switzerland. IMG provides S&T with extensive experience in this sector, from strategic consulting to process design and the implementation and roll out of standard software systems. The focus in this sector is on process consulting for the core business of the insurance industry: claims, CRM, and product development processes.
SAP for the Serbian Postal Service

**Maximum Flexibility, Better Decisions.**
The Serbian Post Office recently initiated a program to aid the further development of services and facilitate the launch of commercial applications. The company also wanted to be the first postal service in the Balkans to run SAP. As an SAP implementation partner, S&T was contracted to ensure the smooth implementation of the company-wide business transformation strategy, an improved delivery quality and increased turnover. Although SAP usually implies centralization, a team of S&T consultants made sure that each business unit was able to control their own payments, thus resulting in a decentralized system.

MAN SAP Integration

**Roll Outs in Poland & Austria.**
S&T teams will roll out the SAP HR Global Template at eight MAN Nutzfahrzeuge (Commercial Vehicles) AG locations in Austria and Poland while ensuring that local requirements are taken into account.

In Steyr, Vienna and the VTG Region South in Austria, S&T DACH aims to provide MAN employees with a high degree of self-sufficiency for the processing of all IT supported HR processes. In the future, the local MAN teams will be able to carry out their own parameterization, in accordance with a defined framework.

Further roll outs are planned at the MAN facilities in Great Britain, South Africa and Turkey.

Slovenian Premiere

**First SAP Solution for a Bank.**
S&T Slovenia has considerable experience in the field of banking processes combined with infrastructural system skills for the SAP General Ledger solution. This can be seen in “SAP ERP2005 for Banking”, a preconfigured system created for which S&T is the first to offer a range of optimized standard processes and functions for the banking sector.

It enables the use of high-performance business processes in the areas of accounts and balancing, investment management and controlling. The system has now been expanded to include support for core banking processes - great work by S&T Slovenia!
Top Automotive Solutions

In the battle for market share and customer loyalty, manufacturers, suppliers and dealers in the automotive industry need to come up with a new approach to business.

To cater for the transformation of sales and service processes and systems in the automotive sector, S&T has bundled its extensive experience in vehicle sales into the CarTrade unit. For more than a decade, S&T CarTrade has been providing worldwide advice to manufacturers, importers and dealers of cars, commercial vehicles, buses, caravans, farm machinery and motorcycles as well as providers of parts and accessories. The client list includes top companies such as AMAG, Audi, BMW, Daimler, EvoBus, Iveco, MAN, Seat, Skoda, Toyota, Volvo and many more. The focus of the unit is on efficiently managed processes which form the basis for successful business models. “20 experienced solution consultants with many years of extensive business, process and systems expertise, international implementation competence and established best practice skills implement processes and solutions that enable profitable automotive sales, and which cater for the parts and accessories businesses as well as service and warranty processing at wholesale and retail levels. They also implement platforms to manage dealer networks and ensure efficient vehicle and customer management”, explains Strategic Account Manager Thorsten Sauerbrei in an exclusive interview with “World”. This involves using state-of-the-art information systems and communication technologies to facilitate the linking and integration of company performance for all supply chain partners both within and outside the company. In contrast to business models that focus on increasing shareholder value, this approach focuses equally on customer value: all processes along the value chain are viewed from the perspective of the consumer of company services at each respective part of the process. This means the model can be used both for internal processes as well as for those that extend outside the company - in other words, it covers the entire supply chain. “Our solutions are targeted at both the wholesale and retail levels”, says Sauerbrei. The challenges in both areas are similar: market consolidation, growing demands on IT through the expansion of brands and locations as well as currently insufficient integration of individual company divisions in legacy system set-ups. S&T provides high quality business and process models for this area. In the wholesale area, S&T models the typical process areas of a vehicle importer, including vehicle, parts and accessories sales as well as warranty processing. In addition, the “Skills & Training Management” aspect of S&T CarTrade provides a particular specialty.

“The demands on employees in the automotive sector are growing all the time”, explains Sauerbrei. New environmental technologies, electric & hybrid propulsion systems and greater service quality are increasing the training requirements that need to be met by manufacturers and importers. Sauerbrei: “Our Skills & Training Management ensures clear documentation of the large numbers of employees that require training, including their existing levels of expertise.”

According to Sauerbrei, in the retail area the task is frequently to replace outdated decentralized systems with a central system providing cutting-edge technology: SAP Dealer Business Management (DBM). This includes the universal and comprehensive integration of the individual process areas of a typical automotive dealer.

Automotive under the microscope

In addition to classical areas of automation, such as manufacturing and logistics, the area of sales also promises significant potential for optimization - especially as its share of costs is high and exceeds 30%. Challenges include the continuing consolidation of dealer networks, the establishment of new sales models, and more efficient distribution and inventory management with lower capital commitment.

Such challenges can be met by linking all stages of the manufacturing and sales process via universal processes, technologies and networked IS/IT systems.
The experts at S&T CarTrade have optimized the retail solution CARBON to cater for car dealers with multiple brands at multiple dealerships. This was “officially” launched on 21.10.2008 at a fantastic event at the Bald dealership. CARBON supplements SAP Dealer Business Management with brand-specifics as well as brand and sector interfaces, a management cockpit with key performance indicators and process integrated customer management. “The (inter)national expansion of car dealers and dealer groups has led to a situation in which existing dealer management systems can no longer cope with the new conditions”, explains S&T CEO Christian Rosner. “CARBON now lays the groundwork for the future and prepares dealers for a new and more competitive environment. It does this by providing comprehensive and integrated functionality well beyond the scope of core processes.” S&T offers CARBON to customers in all countries in which the group operates. The solution ensures sustainable and significant improvement in the areas of new and used car sales, the provision of parts and accessories, workshop administration, finance, controlling and human resource management. All the necessary management information and performance indicators are centrally bundled and can be accessed in real-time. Other advantages include centralized vehicle, customer and parts records, comprehensive and fast reporting, promotion and campaign planning as well as cost and performance transparency at all levels. “CARBON allows us to establish the conditions for dynamic growth”, confirms Tobias Bald, Managing Director of the dealership that bears his name. “We can finally see a comprehensive and integrated overview of our core processes. In addition we have excellent functions for providing financial transparency and controlling, which puts us one or two years ahead of the competition!” Bald Automobilgesellschaft mbH is one of the largest German Daimler dealers for Mercedes Benz and SMART, with nine dealerships and around 500 employees in Germany. The company has been working with the SAP all-in-one solution CARBON since April 2008. Bald has annual sales of around 6,000 new and used vehicles in all classes, and services around 57,000 vehicles - “a great role model and a flag bearer for our business”, smiles Sauerbrei.

«Automotive companies need to engage with customers throughout the entire lifecycle of a vehicle!»
The activities and structures of modern military forces are in a permanent state of flux. “Spontaneous deployment in the world’s trouble spots, involvement in the fight against terrorism, supporting allies through organizations such as NATO and, increasingly, humanitarian missions in areas stricken by natural disasters such as floods, storms or fires - these are just a small selection of the diverse range of responsibilities for military forces in the 21st Century”, explains S&T specialist Albert Wittmann in an interview with “World”. The organizational challenges and processes in the area of logistics and tactical planning for such tasks are enormous, and these demands can only be met with the help of state-of-the-art IT systems. “There is basically nothing that a modern army doesn’t need”, adds Wittmann. From buildings to extremely complex operational and security facilities, as well as vehicles, human resources, manufacturing facilities, hospitals, universities, weapons systems, clothing, airports, ships and canteens - the list of the facilities and devices, as well as their associated tasks, is literally endless. The requirements and complexity usually faced by “normal” companies are well and truly exceeded. “Our consultants are involved in the crucial stages of situational analysis, modeling new processes, change management and designing IT requirements for this field of application”, says Wittmann. It therefore comes as no surprise that S&T can already list several successful experiences amongst its international reference projects in this sector. For example, S&T has worked with the German military, including representatives from the air force, army, marines, medical services and central command, to organize internal processes as well as the entire supply chain of partners and suppliers. A prototype was developed (Bw template) on the basis of this for use as a blueprint for the entire SAP “Strategic Development Project” (SDP).

»The need for security, quality and clarity is constantly on the rise!«

High Flyers of the Future

Extensive process expertise in the aerospace and defense sectors acquired from many years of consulting experience for the military and its suppliers.

The need for security, quality and clarity is constantly on the rise! «

Close-up: the integrated solution for airlines and maintenance providers

To help companies quickly enjoy the benefits of S&T’s Aerospace Solutions, S&T takes care of the application’s operation, support and maintenance in the role of an outsourcer. Customers do not need their own installation, and cost transparency on the basis of a monthly fee minimizes investment risk.

In addition, the following services are available:
- Analysis of the business case & return on investment (ROI)
- Process analysis & design, concept design and implementation
- Development of customer-specific solutions
- Training, implementation, maintenance, further development

The Benefits of the S&T Aerospace Solutions at a glance:
- Tailored integrated standard solution for airlines and MRO operators
- Possibility for customer specific add-ons
- Integration of web-based functions (third party applications!)
- Cost transparency by virtue of a monthly fee
- Global system access thanks to VPN connection
- Document management, inventory monitoring, etc.
- Service exchange between operations and technical departments
- Transparent planning of maintenance work
“Price pressure and increasingly sophisticated requirements mean that the aerospace sector is well-advised to reconsider its business model”, says Wittmann. Close partnerships between operators, maintenance providers and suppliers are emerging as the networks of the future. For this reason, S&T has developed S&T Aerospace Solutions - a solution that enables such corporate groupings to master the current and future challenges they face together.

S&T Aerospace Solutions

“An aircraft or helicopter earns its money in the air”, summarizes Wittmann. As the first of three modular packets, “Aerospace Company Standard” is the solution for airlines that concentrate on the business of flying. Support processes at the company are simplified and aircraft maintenance focuses on small measures applied to the aircraft and provision of replacement parts. Medium and large scale, time-intensive maintenance periods for the aircraft are planned via an MRO (Maintenance, Repair and Overhaul) company. The next level - “Aerospace Company Advanced” - is also designed for airlines that concentrate on the core business of flying. Here however, smaller tasks and the replacement of parts are performed by the airline themselves, as is medium to large scale, time-intensive aircraft maintenance. Comprehensive maintenance work is outsourced to MROs. The next logical link in the chain is the “Aerospace Company MRO” packet for MRO companies, which focuses on aircraft, engines and parts maintenance.

“With S&T Aerospace Solutions we offer a product platform of bundled services for airlines and MRO operators - all in a single system”, explains Wittmann.

“Technical and workshop tasks are seamlessly integrated with planning, goods management, controlling and accounting. In addition to enabling the display of order status and inventory management, income and expenditure are always transparent and available at the touch of a button. The solution’s flexibility means that it is suited for all scales - from small businesses right up to large medium sized companies!”

Projects utilizing this future-oriented package are currently in progress in the following S&T regions: DACH, Romania, Hungary and the Czech Republic.

In 2008, Aerospace Solutions were the first IT solutions for the aerospace sector to be certified by SAP Switzerland.
Benefit from S&T’s sector-specific solutions - thanks to a more rapid Return on Investment, lower overall costs and better costing accuracy, a low level of implementation risk and, not least, the application of accumulated knowledge and skills in the sector.
Companies today are undergoing constant transformation, both in times of financial crisis and during the rest of the economic cycle: acquisitions, mergers and the challenges of global competition ensure that the pressure to adapt is constant. The pure product-based differentiation of yesterday is barely possible in today’s markets. This is because developing new products is becoming more expensive and riskier, while at the same time the innovation cycle is speeding up. In addition, customer expectations have grown and the pressure to increase productivity while at the same time cutting costs is also on the rise.

To maintain their competitiveness and productivity, many companies are looking at ways to improve their business processes. To help them achieve more efficiency, they turn to IT as the basis for change processes. Results can be seen in improved internal and external collaboration as well as increased competitiveness due to more efficient processes.

Thanks to modern IT solutions, companies can become more transparent, make business decisions based on detailed data, react more quickly to changes in the market and better meet the expectations of their customers.

**Sector specific solutions**

“As a leading IT consultant and systems integrator, we optimize business processes for our customers”, says Ariel Tal, Director of ERP at S&T. “We combine sector-specific experience with state-of-the-art IT. We have developed together with SAP customer-specific solutions for companies in very different lines of business. Our solutions are based on our palette of high quality standard applications as well as our specialist knowledge in the areas of consulting, solution development, implementation, management and business processes.”

Key customers are medium to large sized businesses. “IT and organizational structure improvements are especially crucial to these companies”, says Ariel Tal. S&T’s sector-specific solutions provide countless tangible advantages (see infobox below, “Customer benefits at a glance”). S&T supports company-wide processes and business networking processes, and provides services in the areas of “proven applications”, infrastructure and IT transformation.

In addition, older legacy systems can be “transformed” into real-time platforms and processes that significantly boost productivity.

S&T’s solutions provide customers in very different sectors - from established companies to new kids on the block - with consulting services, project management, systems integration and operational support. The company also offers a palette of high-end systems such as “Carbon”, “Cormeta” (for automotive

**Sector specific factors are taken into account, as are those of each customer!**

»Sector specific factors are taken into account, as are those of each customer!«

Customer benefits at a glance

- Reduced risk during implementation
- Save time and money
- Get a clear picture of full business scenarios
- Benefit from experienced professional consultants
- Benefit from the use of best practices
S&T implemented the sector-specific solution myMEAT …

parts suppliers), “All for Automotive”, “Aerospace”, “Smart Building”, “StepOne” (for manufacturing companies) and “myMEAT” (for the meat industry) - the latter of which was implemented with the partner softproviding ag for the Slovenian company Perutnina Ptuj (see article in this issue).

myMEAT: Special solution for the meat industry
Wherever possible, the standard functions of SAP ERP were used. Where necessary, processes and functions were programmed by S&T or softproviding. This was particularly necessary for the aspects of production logistics, process controlling, and the optimization and integration of sub systems.
The processes and documentation (Device Gateway System: DGS) in myMEAT are mostly automated. However, manual data entry is always possible.
The system is simple to operate and adjusted to the user, with an ergonomic and efficient user interface.
The screen views can be adjusted to suit the needs of the customer. Naturally touch screens and mobile scanners can be used. Wherever possible, screen fields are pre-populated with default values. The help function is always visible.
The system is designed so that the kind of stock to be slaughtered and processed is irrelevant. Operational and country-specific requirements are also taken into account.
The system’s flexibility allows different internal processes to be integrated into the system without additional programming. In addition, customers enjoy the fact that other S&T solutions (created in cooperation with partners), such as “StepOne” and “Cormeta”, take sector-specific factors into consideration as well as the particular requirements of individual companies. For example, specific solutions help simplify complex pricing models by means of countless presets: annual discounts, marketing budget allowances, discounts, net prices, quality control costs and other forms of standard sales deductions can be set up in the system.

In addition, hierarchies and billing levels for branches and their respective head offices can be managed. This means that price and conditions agreements set at a particular level on one occasion apply to all subordinated markets - data need thus only be entered once. The system uses pre-established parameters to automatically set client conditions when an order is received. All S&T sector solutions are characterized by the fact that all processes are integrated and data is available in a centralized and real-time form. This makes the era of silo solutions and insufficient networking obsolete. All company divisions can be seamlessly integrated with one another - from receipt of materials to production and on to sales, including quality management.

S&T provides sector and customer specific solutions for large and medium sized companies.

All data on the screen at all times
Up-to-date information about inventories, contracts, manufacturing status etc. is always available and can be called up at any time. Thanks to improved data quality, much faster delivery times can also be offered. In addition, the processing of contracts is significantly faster and customers can pull up all relevant information on their screen at any time. Among other benefits, this also leads to significant paper savings: it is no longer necessary to print out each contract with multiple duplicates, as each section now has their own access to the data pool.

S&T provides sector and customer specific solutions for large and medium sized companies.

… at the Slovenian poultry business Perutnina Ptuj, …
S&T customers benefit from receiving the highest quality - which also applies to the actual project realization process, as the use of effective and efficient project management techniques has been demonstrated to raise the ability to bring projects to a successful conclusion while at the same time taking into account factors such as project scope, time and budget. S&T utilizes PROMET - the method has been developed in close cooperation between S&T and St. Gallen University (Switzerland), has proven itself in practical situations for more than 15 years and is today the standard project method in use at the S&T Group.

The PROMET approach differentiates between:

- The PROMET methodology: pre-defined phases, results documentation etc. for various project types, such as the process oriented reorganization of a business or the introduction of SAP or other standard software solutions.
- PROMET@work: a process management tool for analysis and documentation of business processes, based on Microsoft Visio.
- PROMET Solutions: process management solutions in various portal environments, such as SAP und Microsoft.

Promet consists of a set of methods, with associated modules that are structured clearly and consistently:

- PROMET PM (Project Management) based on Prince2: “we help you manage your projects and the organizational transformation!”
- PROMET BE (Business Engineering): “we engineer your business!”
- PROMET IM (IT Management): “we align your IS/IT architecture in accordance with your changed or new business model!”
- PROMET SW (Standard Software Implementation): “we implement the systems that enable your new business model to run!”
- PROMET IF (Infrastructure): “we install and maintain your IS and IT infrastructure!”

Various businesses are already successfully using Promet, such as Deutsche Post AG (DE), DaimlerChrysler Automotive Slovakia (SK), Dornier Consulting (DE), Axept AG (CH), Motor-Car Bratislava (SK), HIL (DE), Schaffner Holding AG (CH), St. Gallisch-Appenzellische Kraftwerke AG (CH), Brasseler (DE) and Team Steffenhagen (DE).
A Cooperation Model for the Future

Meat Industry “Speciality”

From the basis of core activities in the meat processing sector, softproviding offers services in similar areas such as FMCG, chemicals and pharmaceuticals.

The core business of the Swiss company softproviding ag is the development of sector-specific software based on SAP for industries such as meat processing. Together with S&T Slovenia, the company has implemented SAP for the Slovenian company Perutnina Ptuj. “World” spoke with MD Jan Grütter (pictured).

What are the essential characteristics of your applications?

Jan Grütter (JG) Past experience has shown that the standard SAP software is not sufficient for many specialist industries because it does not cater for sector-specific requirements. Our software helps to organize very complex processes and makes them easy to handle - an example of this is provided by the meat processing industry. Our systems can be operated easily and also provide a high degree of automation. Our functions and processes integrate requirements ranging from livestock breeding to slaughter, as well as processing and production, which includes aspects such as quality management, charging, planning, optimization, make or buy decisions, slaughter billing, etc. Our application also includes complete documentation of operating logs and data, with two quantity units, as well as standard interfaces for the integration of all kinds of third party systems, such as scales, scanners, process control systems, conveying systems, high-rise storage, Autofom, devices for measuring pH levels, price labelers etc. A range of touch screen applications are also provided to simplify data entry.

You have formed a partnership with S&T Slovenia to provide services to the Slovenian poultry producer Perutnina Ptuj?

JG S&T is an extremely dynamic company, and its employees can draw on years of extensive professional experience. This played an essential role in convincing Perutnina Ptuj to realize a project with both partners. We also value S&T’s cooperative approach - this makes it pleasant to work together in all areas. For this reason it’s no wonder that we already work with other national branches of the S&T Group and have seen our first successes together. In the current phase we are focusing on the meat processing industry in Eastern Europe. There is still plenty of potential there, and we see future possibilities to focus on other industries as well!

In brief: softproviding.ag and Jan Grütter

softproviding.ag is an internationally active software company based in Allschwil (Switzerland). The Managing Director is Jan Grütter: “Our company is as young as the market that we serve. Our employees are highly skilled experts with extensive professional experience who all have the latest knowledge and skills in the field at their disposal.”
Missing: Link!

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www.wvi.org
A Project for Eight Countries

One of S&T Turkey’s most important customers is Vestel Germany, which is being provided with “borderless” service and support when it comes to SAP.

Vestel Germany (VESEG) was founded in September 1995 as the second subsidiary of the Vestel Group. The company’s core business is importing, sales, distribution and provision of services in the consumer electronics and “white ware” sectors throughout the DACH (Germany, Austria, Switzerland) region.

In addition to its own “SEG” brand, Vestel Germany has also positioned itself in the OEM (Original Equipment Manufacturer) business and is currently represented in more than 20,000 stores. For S&T Turkey, Vestel Germany is one of the most important clients in a list that includes adidas, Bosch, BP, JP Morgan Chase and West LB, and is classed as being “very open to new technologies”.

SAP in eight countries in succession

The specific requirements for S&T Turkey were demanding: Vestel Germany wanted to roll out an SAP project in eight European countries almost simultaneously, although each country had individual software systems for conducting their business operations. “The customer wanted to ultimately be able to process sales in a uniform manner”, says Ramazan Acikgoz, Country Manager for S&T Turkey. “For this reason, universal software with an open architecture was an absolutely fundamental requirement for Vestel Germany.” The roll out was intended to ensure precise and efficient cost controlling while also minimizing IT costs. “Almost all Vestel subsidiaries with representation in Turkey, including the Russian division, came to us for the implementation of their SAP projects”, says Acikgoz. “Our specialist expertise was naturally a huge advantage for us - as is the fact that S&T is truly international!”

The first pilot project was implemented in Germany in just three months, and the other seven countries are scheduled to follow over the next two years. The project in Germany (based on the German Best Practices version V1.603) is the first SAP Best Practices roll out for both the customer and S&T Turkey. Subsequent roll outs will be performed on the basis of respective country-specific SAP Best Practices.

“We settled on S&T as a provider of IT solutions because of our existing long-standing business relationship, S&T’s experience in the area of VESTEL implementations and processes, the global presence of the S&T Group, S&T’s experience with SAP implementation and the quality of previously supplied services. We are convinced that S&T will provide outstanding support for our global market launch with their worldwide experience in the areas of resources and support services”, explains Hamza Cihan Sarı, CIO of the VESTEL Zorlu Group.

Overview of S&T Turkey

S&T Turkey provides installation & maintenance, system support, (post-)warranty services, project management and technical support in related areas such as networks, security and operating systems.

The services provided include consulting, implementation and development in the field of enterprise business applications (ERP, SCM, CRM, SRM, DMS, etc.), as well as business applications system management services, installation and infrastructure services, help desk management, service center support, disaster recovery, training and business continuity consulting.
Unique industry-specific solutions
Strategic and profit-enhancing.

S&T offers industry-specific IT solutions for your complex business challenges. Take advantage of our IT consultancy and solutions capabilities.

www.snt-world.com
In the Land of Frédéric Chopin

S&T has been present in the Polish market since 2000 and employs around 360 staff in Warsaw and at eleven local offices.

Warsaw is one of Europe's most important commercial centers.

An important date in the company’s history is 2003, when S&T acquired facilities from Fujitsu Services and incorporated them into S&T Poland. The acquisition of the Polish ERP specialist BEELC in 2006 provided a dramatic boost to S&T’s core competencies. In addition to its base in Warsaw there are S&T branches in Bialystok, Bydgoszcz, Gdansk, Katowice, Krakow, Lodz, Lublin, Poznan, Rzeszow, Szczecin and Wroclaw.

“Our core business areas are outsourcing, application development, consulting and IT services”, says Country Manager Magda Taczanowska. “As an independent IT partner we always offer our customers optimal solutions that are tailored specifically to their needs. Thanks to our outstanding national network of branches we are able to offer our services throughout Poland with very short SLA (Service Level Agreement) times!” Together with IMG Poland S&T provides support for this broad range of services as an implementation specialist for SAP solutions, including business intelligence, change management and the establishment of management information systems.

Taczanowska has been Country Manager since September 2008. She has 19 years of professional experience in the Polish IT sector - first with the ICL Group, then at Fujitsu Services and now, since 2003, at S&T. “The majority of our customers come from financial, retail, manufacturing and public sectors”, explains Taczanowska. They include companies such as Alstom Power, AmRest (Pizza Hut and KFC), H&M, ING Bank Slaski, Mondi ackaging Paper Swiecic and OBI.

S&T Poland also works very actively with national and state institutions. A recent example was the development of an IT system to support Polish environmental protection. “We developed a centralized data pool and information can now be monitored in an ecoportal by means of GIS technology”, explains Taczanowska. “S&T Poland won the public tender for this project and, because time was of the essence, began implementing it immediately”, comments CEO Christian Rosner. The Polish forestry authorities also put their faith in S&T to ensure seamless operation of their IT equipment at 478 organizational units in national forest parks throughout the country. With a value of around 800,000 euros, the contract began in January 2008 and runs until the end of December 2009.
“We keep on growing!”

Wolfgang Kobek confirms the continuing successful growth of Infor: with solutions for production, retailing and service provision “right up close to the action”!

Mr. Kobek, where do you see Infor being in three to five years?

**Wolfgang Kobek (WK)** Within just a few years, Infor has become one of the ten largest software businesses in the world. And we want to carry on pursuing this path of growth. Our strategy is to acquire and improve leading software applications that perfectly complement our existing portfolio. And we are being very successful with this strategy - just in the previous business year around 16,000 of our regular clients have expanded their Infor implementations.

What can and will S&T contribute to this?

**WK** Our partner channels make a significant contribution to the acquisition of new customers and to supporting our existing users: In EMEA the Infor partners generate approximately a fifth of total sales. S&T is one of the pillars upon which Infor builds its path of steady growth.

Which general IT trends will be coming to Europe? How can one grow even during the crisis?

**WK** All IT applications that support and promote productivity and cost optimization will be in great demand - from Performance Management to Enterprise Asset Management solutions. Furthermore, interest in “Software as a Service” (SaaS) is increasing, as a means of saving on initial investments.

What new products will Infor be developing to cater for such trends?

**WK** Infor recently presented its Enterprise Asset Management (EAM) Sustainability Edition. Infor EAM ASE combines energy management functions with functions for automation and optimization of maintenance measures. Furthermore, we will also be moving step by step to offer all our solutions as SaaS.

In addition to the Infor core business, where do you see further opportunities for improvement and expansion?

**WK** We have steadily and consistently supplemented our ERP portfolio with the most important horizontal applications, which primarily means PM, CRM, EAM, SCM, PLM and HCM.

And your recipe for success?

**WK** Listen - interact and learn - act! We integrate our customers tightly into the development work and are therefore (even) closer to the market.

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In the Spotlight: Wolfgang Kobek, Infor Vice President for Central Europe

Wolfgang Kobek has been with the Infor Group since 2002 and has held positions such as Director of Infor Business Solutions AG and Director of Infor Global Solutions Deutschland AG. He started as the managing director at BRAIN Industries (then known as Agilisys Group) and before that he held various leading positions in sales and marketing at companies such as Lotus, Microsoft and Siemens.
We don’t have to tell you that enterprise security and compliance is serious business. From external and internal threats to compliance violations, the risks associated with the continuity of IT infrastructure and the usage of sensitive data and applications are huge. And the constantly shifting cyber threat landscape only makes it more difficult to protect your business.

The ArcSight SIEM Platform mitigates operational risk by providing scalable security, comprehensive real-time monitoring, and intelligent event analysis. With ArcSight, you’ll get the big picture so you can avoid the big problem. After all, keeping a business running is the only way to run a business.