

POSLEK,7



“amalphi ip” has received the innovation award 2006, 2007 and 2008



- facts and figures
- strategy and philosophy
- services and SLA
- logistics and spare parts
- process and management
- services und SLA (definition)
- references and success story



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- facts & figures



- highest cost reduction and investment security on the market
- most innovative and flexible maintenance product for HW & SW
- full coverage with established and qualified service partners
- access to more than 1.500 qualified technicians
- coverage of all vendor products and SLA levels
- real vendor independence
- 400 M€ investment value under contract
- more than 25.000 servers under contract
- best logistic and support services with access to more than 50 stock locations and additional logistic locations



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- strategy and philosophy



**investment protection,
makes the difference!**

- **separate your financial risk from the service risk and make your costs transparent**
- **avoid financial risk and improve your service**
- **„bring in and get out“ credit management saves you money and avoid double financial impact**
- **implement your preferred and qualified SLA partner to guarantee perfect services and communication**
- **guarantee short & flexible SLA changes**
- **support your asset management**
- **real supplier independence**

**maintenance is not just good service,
maintenance means confidence!**

amalph ip is the most innovative maintenance service concept for IT-, office- and other technical equipment based on electronic components.

This product is established in the market and cover every hardware maintenance services for hardware products of global IT vendors like: IBM, HP, SUN, EMC, CISCO, Dell.

In combination with SLA (service, level, agreements) it represents the most economic alternative to the conventional maintenance and service contracts of vendors or TPMs.

amalph ip change the way to finance your individual maintenance and service contracts without to change the performance and the flexibility of your services.

Only with this product it is possible to generate an enormous cost saving and an higher transparency of your maintenance costs. Additional the real value of your IT investment increase and create an additional advantage for your company and your clients.



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- services and SLA

The service:

- 7x24 Help Desk (Located in Germany, international support in English)
- HW maintenance (every product, every SLA, no products under vendor restriction)
- SW maintenance (support, problem identification, solution and installation)
- Patch management
- Pro-active services
- Monitoring for hardware and software
- Asset management
- SLA Reporting

Principles:

- Priority is the **solution of the problem** - your full support - regardless of the content!
- The technician will not leave until the problem is solved and you confirm this!
- SLA compliance is the minimum a customer can expect!
- The constant improvement of our services and processes is an integral part of our daily work!

The solution:

- Escalation and process management
- Local service desk (national language)
- Central service desk (national language)
- Support engineers (product competence)
- System engineers (system competence)
- Sales, Product and Account Manager
- W/M/Q/Y meetings and reports
- Parts and logistics centers
- System and contract management
- On-site support



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- logistics and spare parts

Our logistics concept ensures the quickest possible availability of technical competence and quality of spare parts.

With more than 34 main stock locations and additional logistic locations, coordinated by our headquarter, we are in the situation to deliver perfect services for Central Europe, Benelux and East Europe.

Locations

We achieve quick and high availability of spare parts with stocks located all over Europe. We possess a big volume of potentially needed spare parts. In many cases we maintain stocks with critical spare parts directly on-site at the customer.

Spare parts

We possess extremely well assorted and large stocks of potentially needed spare parts.

Flexibility

We use different transporting systems to get technicians and spare parts to their destination on time: By train, plane or car - we have a streamlined process that allow a smooth transport and the on-time arrival.

Coordination

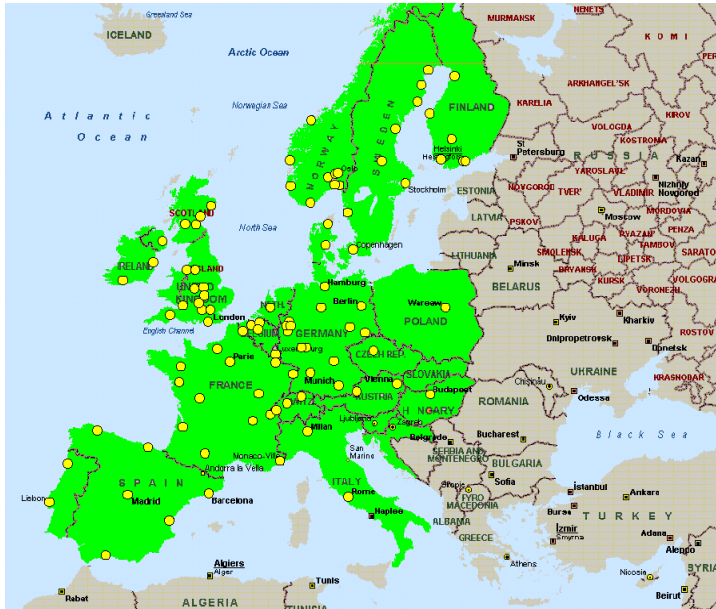
We control the logistic central by our help desk. You will find here your competent contact manager and get newest call information. In many cases we have adopted our customers "ticket systems" and update our news directly into their systems.



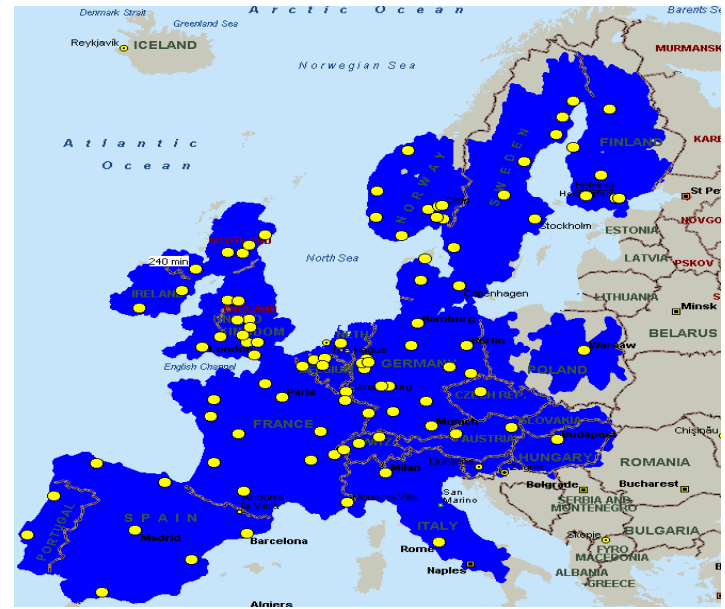
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- logistics and spare parts



Next Business Day Cover



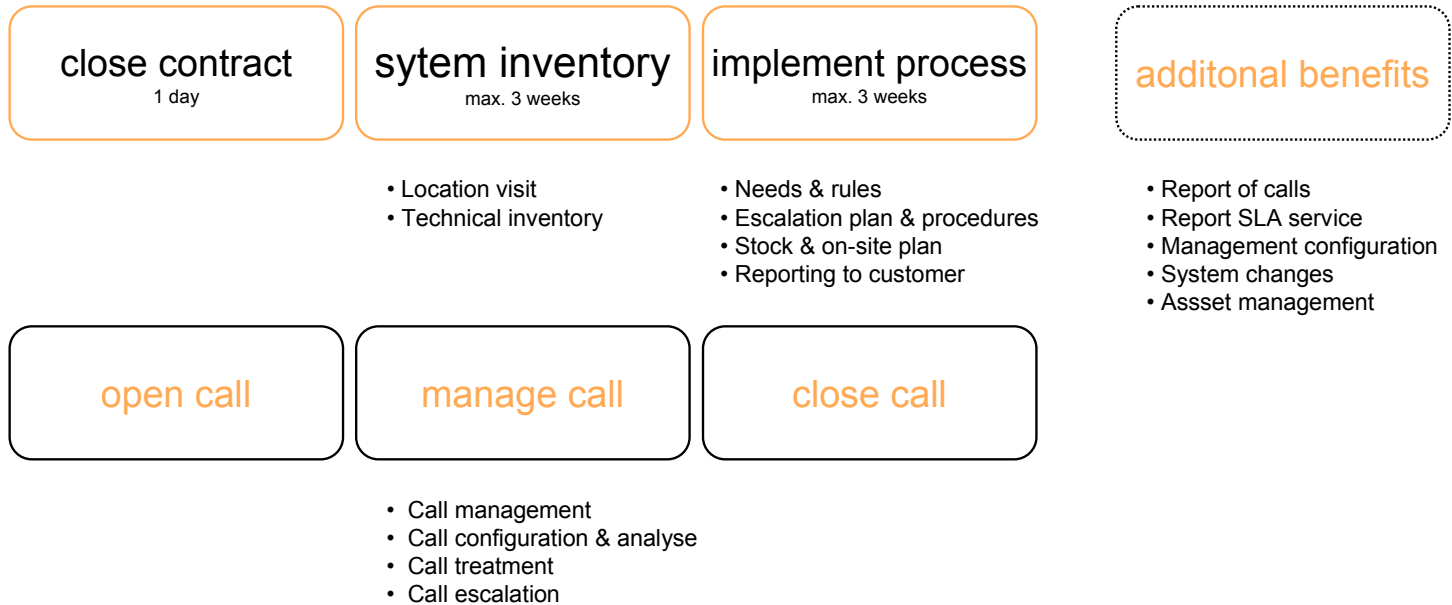
4 Hrs SLA Cover



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- process & management



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- services und SLA (definition)

SLA definition of amalphi AG, with the following SLA example:

SLA: 7 / 24 / 4 / 12

(1) (2) (3) (4)

(1) Open and process of incident call, 7 days per week

(2) Open and process of incident call, 24 hours per day

(3) Guaranteed reaction time (the latest beginning of interference direct on-site) in 4 hours

(4) Guaranteed recovery time of interference in 12 hours.

Hours and days are flexible selectable by the customer



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- references & success story

We send you with pleasure an reference list of our customers and service partners!
Please send an inquiry to info@amalphi.de or contact us personally!

See you soon!

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