

# IT\_Services

„YOU keep thinking about your business  
WE provide the basis!“



## Situation and Challenge

Today midsize enterprises are facing demands which form an enormous challenge to them, as for example the opening of markets, shorter innovation cycles, new laws and a higher cost and price pressure, to mention only a few. So all the more, enterprises need sophisticated and effective IT solutions which can contribute enormously to boosting their efficiency, improving their processes and customer loyalty, and thereby improving their success. A prerequisite for operating such IT solutions is a powerful, reliable and secure IT infrastructure. We are your solution and integration partner and help you operate and develop your IT infrastructure. Our system advisers support you in every step of complex technology-oriented IT projects. Our competence lies within the following areas:

### Planning and Conception

We perform a comprehensive as-is analysis and objectively identify your needs for a future-proof informatics infrastructure. We evaluate the differences between the current state and the target state and according to your special demands; we develop a target concept, which is professionally implemented in the subsequent step of realisation. Of course, we completely document all planning, conception and realization steps.

### Integration and Interfaces

Because of company take-overs, fusions, uncontrolled growth and legacies, we often see companies with complex, heterogeneous IT environments consisting of different ERP systems, messaging platforms, operating systems and data bases. We help you integrate the different platforms and systems by implementing connectors or using integration tools, as for example the Web Methods Integration Server, SAP Business Connector, .NET platform.

### Implementation

Our implementation service selects appropriate hardware and software suppliers; it handles the acquisition and installation, as well as the on-site configuration and implementation of network components as well as client and server systems. Hereby we use technologies of, for example, Microsoft, IBM, Tivoli, Cisco, Dell, HP and Lexmark, in compliance with your network standards. Our portfolio includes, among others, active directory implementation, the development of messaging systems as well as the installation of integrated security management systems and Virtual Private Networks (VPN).

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## Administration & Support

Managing complex IT environments is a great challenge. Only with enormous time and cost expenditures can enterprises cope with this task. We help you cope with the continuous administration tasks of your networks and systems, as well as with your problem management. We offer error analysis as well as the implementation and inducement of necessary fault-elimination measures.

Furthermore, we implement tuning measures and take over your user helpdesk on your request.

## Migration & Consolidation

To keep and strengthen their competitiveness, mid-sized businesses need to employ more and more new technologies. In-house IT departments are often busy attending to existing systems as well as other routine jobs and support activities, so they do not have the time to watch the market and plan the implementation of the latest hardware and new software releases. By working together with ASS.TEC IT-Services you can keep up with the technological progress. In addition, hardware and software changes can be used as occasion to carry through long-planned consolidation measures and set free additional potentials in your IT department, making it capable of acting again.

## IT Center Operating & Outsourcing

Focus on your core business. We offer to operate your IT completely or partly, on-site or in our computing centre. We help you reduce the efforts to operate and fund your IT solution and make it calculable. You do not need to focus on tasks like operating, system support, system management or help desk anymore. In addition, security and availability is of the utmost importance to us.

## Employee Leasing

Do need help in difficult times but do not want to employ IT specialists yourself? Then benefit from our long-time experience and the good and acknowledged quality of our work. Whether you need holiday or sickness replacement, or need to support your team in a project, you can always count on us.

## Qualification

Employing IT infrastructures is quite natural for businesses nowadays, but the awareness of being dependent on applications, data and IT systems is not. So much more important is the qualification of the personnel, which includes the administrators as well as the end users of the different information systems. Whether on your site or in our own modern training centre in Villingen-Schwenningen, Germany, we can organize trainings which correspond to your individual demands. With our experienced in-house advisers and many partnerships we can offer trainings, workshops or coaching on almost every topic you request.



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