

Your Partner for Intelligent Industry Solutions

msg – the company and software product maintenance

Automotive Communications Financial Services Government Insurance Life Science
& Healthcare Travel & Logistics Utilities Automotive Communications Financial
Services Government Insurance Life Science & Healthcare Travel & Logistics
Utilities Automotive Communications Financial Services Government
Insurance Life Science & Healthcare Travel & Logistics Utilities Automotive
Communications Financial Services Government Insurance Life Science
& Healthcare Travel & Logistics Utilities Automotive Communications
Financial Services Government Insurance Life Science & Healthcare Travel
& Logistics Utilities Automotive Communications Financial Services
Government Insurance Life Science & Healthcare Travel & Logistics
Utilities Automotive Communications Financial Services Government
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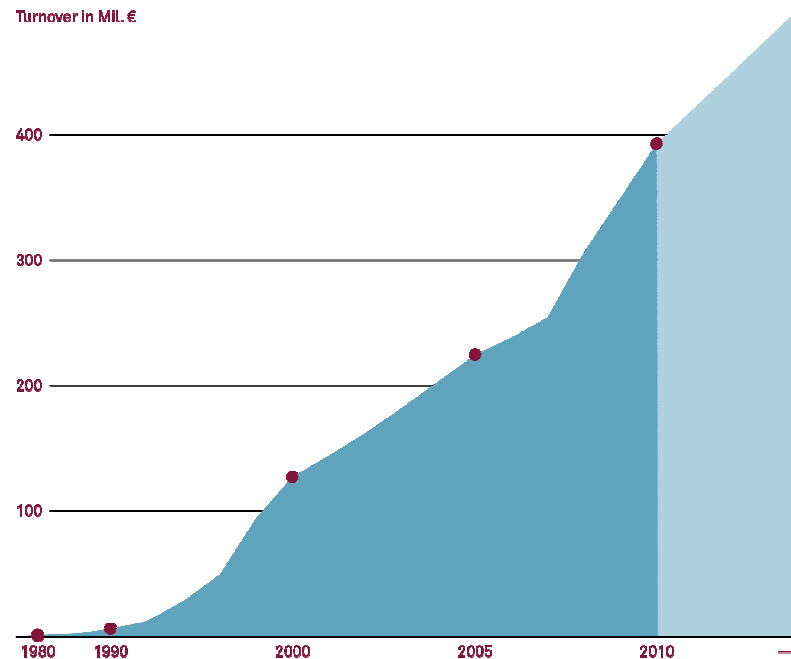


.consulting .solutions .partnership

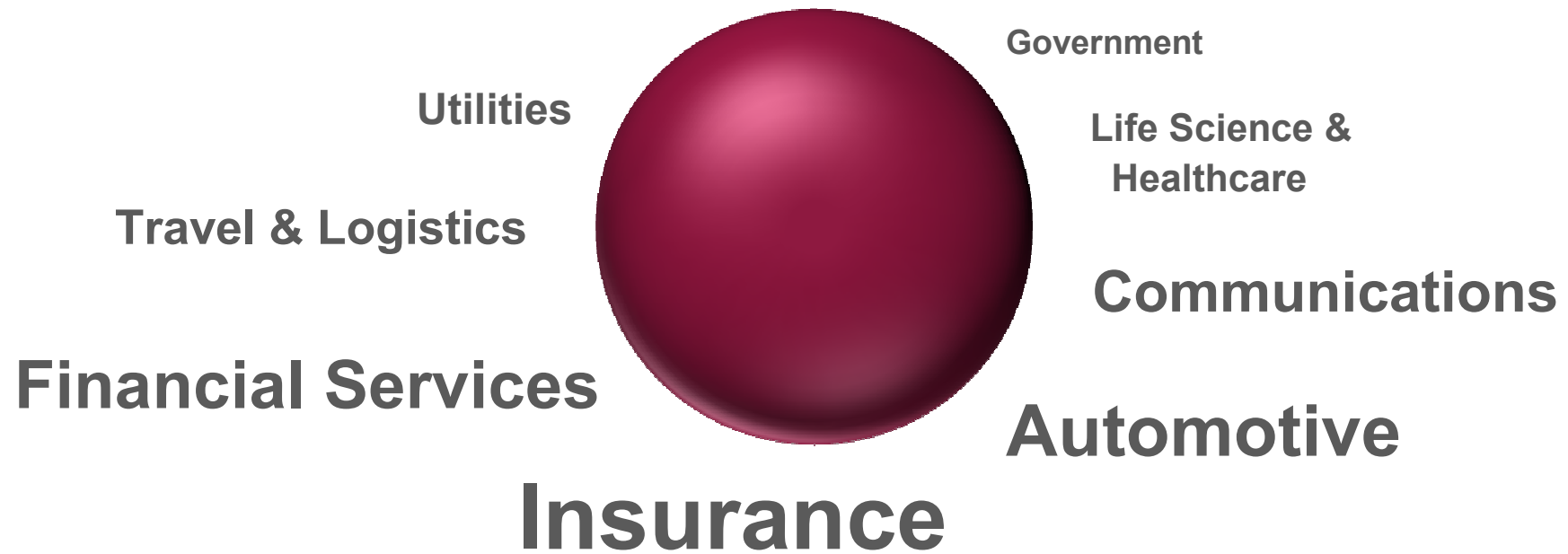


- **Founded in:** 1980
- **Business Group**
 - International
 - Independent
 - More than 3,000 employees
 - Turnover: 392 million € (2010)
- **Board of Directors**
 - Hans Zehetmaier (Chairman)
 - Dr. Stephan Frohnhoff
 - Karl-Martin Klein
 - Frank Plechinger
 - Volker Reichenbach
 - Dr. Dirk Taubner
- **Holds 7th place among the most successful German IT consulting and system integration companies**

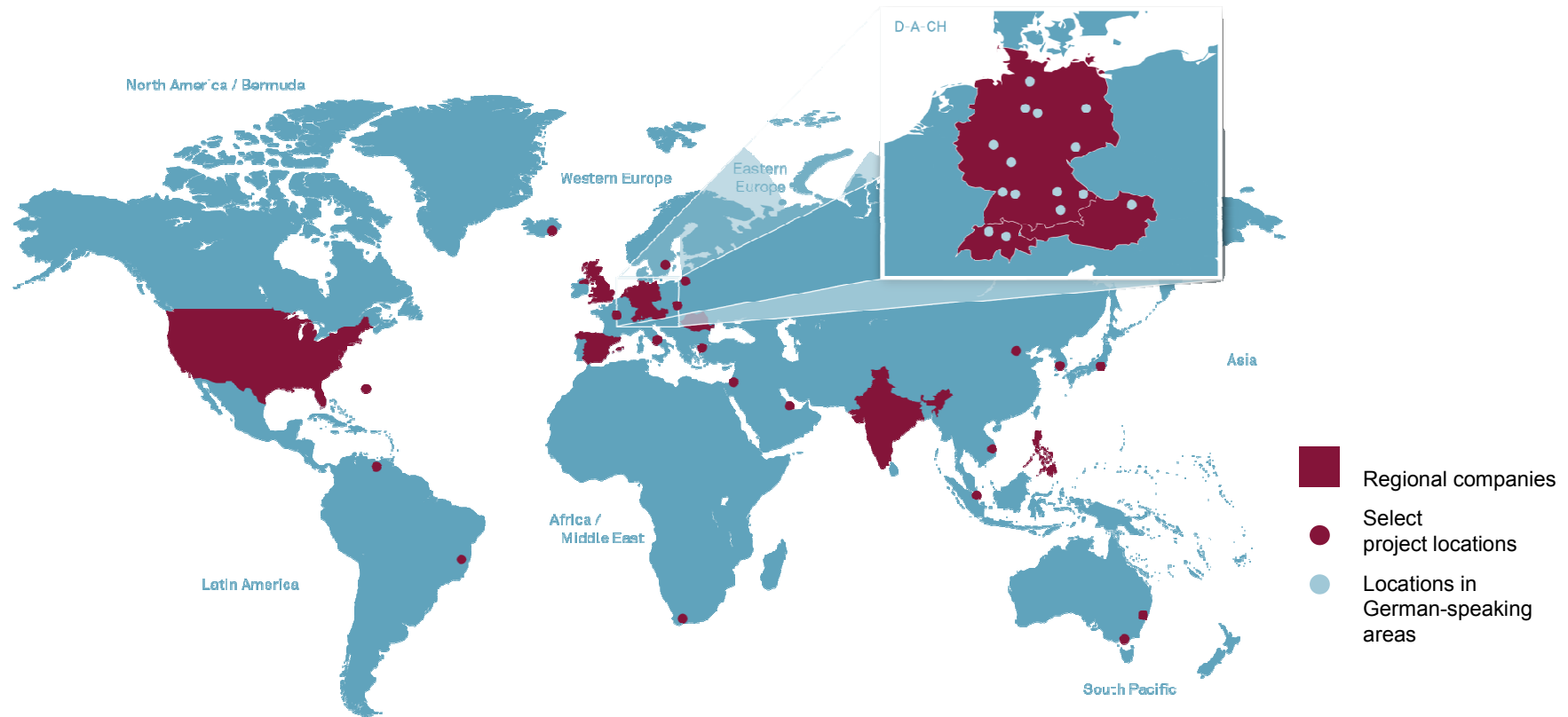
**We have experienced
consistent growth and continue to grow**



We enjoy an excellent reputation as an experienced industry specialist



Competent service around the globe



Subsidiaries in: Germany | Austria | Switzerland | Great Britain | The Netherlands | Romania | Spain | India | The Philippines | Singapore | USA

- Providing worldwide 1st, 2nd and 3rd level support
- for complex SW Products incorporating diversified technologies, e. g. FS-RI (Reinsurance Solution)
- over different branches / forks
e. g. FS-RI – 6 versions in maintenance including customer individual add-on's
- following established processes and standards, e. g. SAP Product Standards
- supported by integrated tools, e. g. HP Quality Center, SAP CSN
- flexible due to near / off-shoring capabilities
- independent due to own infrastructure
- backed by strong long-term partnerships
e. g. SAP, microsoft, ibm, hp, citrix



Example of Service Level Agreements



- **standard support**
high priority incident:
office hours, reaction time 30 min; maximum repair time 2 days
- **extended support**
high priority incident:
20h/5days per week, reaction time 30 min; maximum repair time 4 h
- **on call duty**
high priority incident:
24h/7days per week, immediate reaction; maximum repair time 4 h

possible SLA enrichments:

- managed services incl. hosting
- customer individual add-on developments
- special training
- functional, technical and process consulting



Successful customer relationships for more than 30 years

Consulting

Achmea | Aptargroup | Bausparkasse Schwäbisch Hall | Bayerisches Landesamt für Steuern | BRUNATA | Deutscher Sparkassenverlag | E.ON | Provinzial Rheinland | Versorgungsanstalt des Bundes und der Länder (VBL)

Individual Solutions

Allianz | AUDI | BG-PHOENICS | BMW Financial Services | BMW Group | Daimler | DER Deutsches Reisebüro | Deutsche Bank | Deutsche Post | Sächsischer Landtag | Versicherungskammer Bayern | VR Leasing

Standard Software

AGCO Fendt | ERGO Hestia | Finanz Informatik | Helvetia | HUK-COBURG | ING Nationale-Niederlanden | Migros Bank | Munich Re | Sparda Banken | Talanx | Vienna Insurance Group | Volkswagen Financial Services | Zurich Financial Services

Cross-Industry Services

Bausparkasse Schwäbisch Hall | Bayern LB | Bosch und Siemens Hausgeräte | Bundesrat | CSS Kranken-Versicherung AG | Gothaer | PKV-Verband | Provinzial NordWest | St. Anna Schulverbund

Thank you for your attention

msg systems ag

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