

Singhammer IT Consulting AG

The process manager for high-tech enterprises



*Dr. Josef G. Böck, Managing Director
Singhammer IT Consulting AG*

Culture of transparency.

Since 1990, we at Singhammer IT Consulting AG have been providing enterprises in the IT and high-tech industry with solutions for organizing their internal processes. Our years of concentrating on this industry have had a crucial influence on our methods. Having this focus, we have been able to base our methods on it in a consistent fashion, both formally and substantively.

At eye level.

Mutual respect for one another's experience and eye-level communication ensure long-term partnerships without dependency. This gives us both maximum flexibility.

Quality you can count on.

Always in the forefront, we offer each of our customers the optimal grade of products and services. Our methods are oriented toward meeting this goal.

Commitment to results.

The implementation of a solution tailored to your needs begins with the right questions, proceeds with precise, detailed work and does not end until we have laid the cornerstone of continued successes for your enterprise. This provides our strongest motivation, our greatest challenge and the incentive to do even more.

Grow flexibly along with your needs.

“As a growing medium-sized company with international subsidiaries, we needed integrated business software. [. . .] So our decision for Navision was quickly made. The industry solution based on it, from Singhammer IT Consulting, convinced us because of its technical service, its help desk and its ability to model our production data.”

Jörg Döring (Dipl. Ing.), Managing Director, MacroSystem Digital Video AG, Wetter



How you benefit.

Feeling the pulse of the market.

Each project brings new insights, expands our pool of knowledge and sensitizes us to new, ongoing developments. This trove of experience flows into our daily work and has made us the benchmarker in process management of IT and high-tech enterprises.

Focusing on what's essential.

Doing what you do best will bring the greatest benefit to others. Our core competence is in advising and organizing IT and high-tech enterprises. This focus is the core of our corporate strategy.

Bringing expectations into harmony.

Our customers have clear ideas about what they expect from us. We have proven methods of matching expectations with what we offer. These permit us to jointly develop clear specifications for implementation.

Security. Implementation by experienced specialists in CRM, logistics, services management and accounting.

Reliability. Our solid, business plan-oriented management assures predictability for partners and customers.

Transparency. Continuous, open communication about tasks and project status. Time and materials billing.

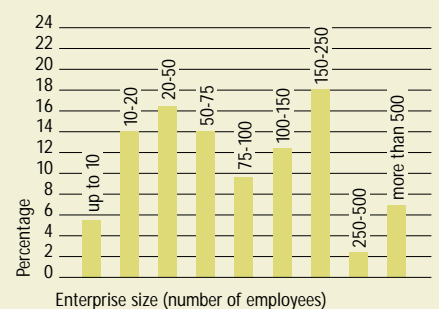
Know-how transfer. The benchmarker's advantage in knowledge gives value added: comprehensive consultation on all business and organizational topics.

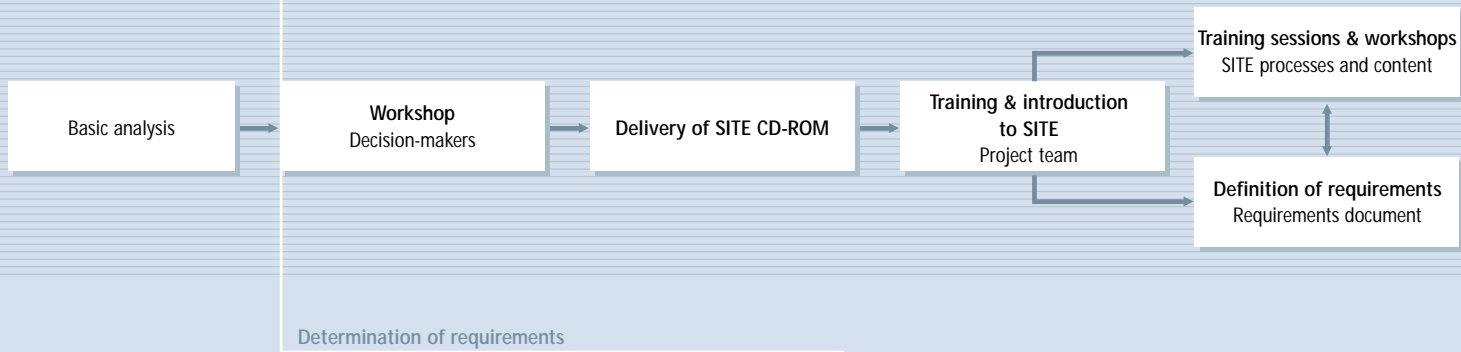
Efficiency. Streamlining of procedures to reduce your process costs.

Time saved. An established solution means proportionally little individual development and a short implementation phase.

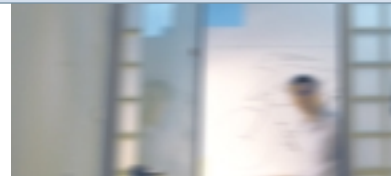
Sustainability. Orientation toward long-term cooperation through quality, consistency and experience.

Distribution of projects by enterprise size





Why a standard solution doesn't mean standard results.



SITE – Solution for IT-Enterprises.

90% standard – 10% individualization.

With "SITE Based on Microsoft Navision", we give you a standard solution that is proven, very successful in the market, and usable immediately. Its industry-specific functionality will be able to model the majority of your structures right away. Extra requirements will be realized for you on an individual basis after a thorough analysis.

Implementation is precise and secure, taking into account your enterprise as a whole. At the end, the full solution is in place to provide new and sometimes surprising perspectives for your enterprise.

An outside view.

A view from outside helps bring out necessary structural improvements, but also helps plan and implement them. As an experienced industry partner, we combine an outsider's perspective with the know-how of an industry insider.

Our specialization in the IT industry and our experience in process management ensure reliability during the entire implementation process, regardless of the technical particulars.

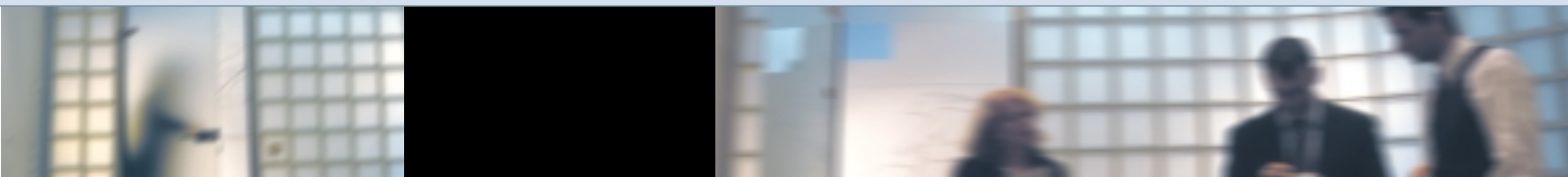
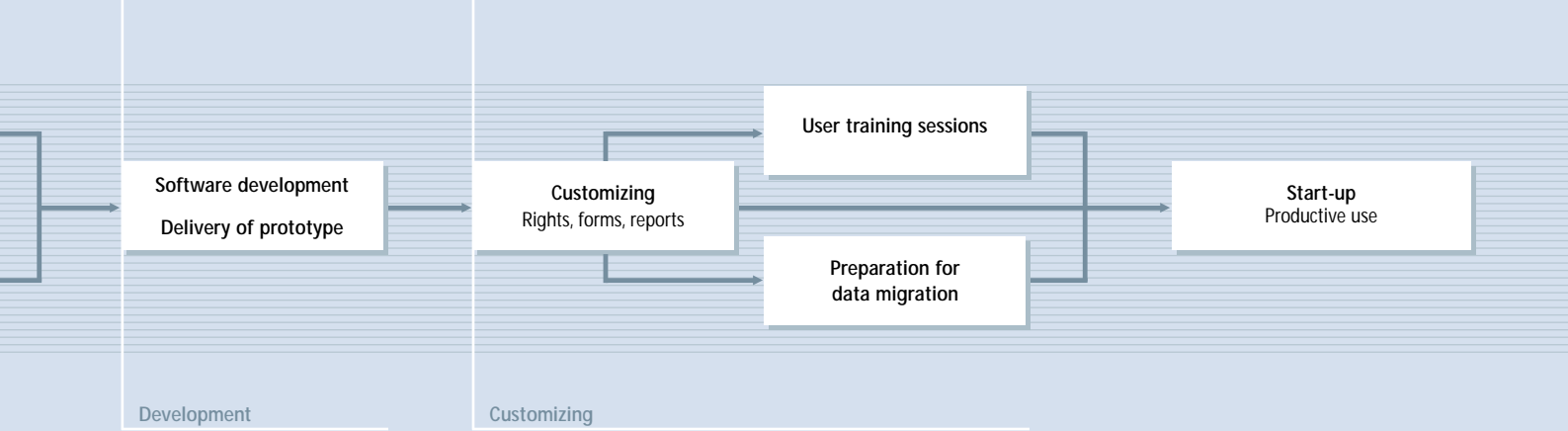
Minimize risk.

An established and certified industry solution like SITE, combined with proven methods and Microsoft as a strong partner in the background, provides the greatest possible security, consistency and reliability.

SITE. The basis for our ongoing success.

"The Navision-based industry Solution for IT Enterprises allows us to access all relevant information directly and at any time. The consistent use of Navision – from the sales quote process through completion of orders and projects to contracts management and related accounting and reporting – laid the foundation for our ongoing success. The ability to realize lasting and profitable corporate growth is based on transparent, IT-supported processes for all employees."

Dr. Bernd Pätzold, Chairman of the Board, PROSTEP AG, Darmstadt



The method.

1. Analysis.

A thorough analysis of your business processes and requirements is the first step to success. Our consultants – experienced specialists – ask the right questions and put the relevant topics on the table.

A framework for a workable overall solution is defined at the management level. Together, using our outsider's view and your knowledge of your internal structures, we analyze all areas of your enterprise. A decision on what your solution will actually look like is not made until this point.

2. Implementation.

Our software engineers use our own tool – SITE – to characterize and target the gaps which have been identified and translate the detailed requirements into functionalities. Your solution is created under the direction of the consultants, with a trained eye for the coherence of the whole and in close collaboration with you.

The result.

At the end of the implementation process, you have a tailor-made tool which in every detail represents the best solution for modeling the structure of your enterprise.

And we have another satisfied customer.

SITE. All relevant data at the push of a button.

“Using Singhammer IT Consulting's industry solution, we have been able to provide project managers with all relevant data and analyses at the push of a button, which has markedly improved the efficiency of the project process. In addition, outlays for creating monthly and quarterly reports have been reduced to approximately 30%!”

Gerrit Hausdörfer, Head of Controlling, varetis AG, Munich



A network of experts.

Interconnected.

The SITE community.

Singhammer IT Consulting AG is surrounded by a Europe-wide network of customers and partners – the SITE community. Thousands of users profit from regular international exchange of experience and knowledge – to everyone's benefit.

International capability.

Many SITE versions suitably adapted in language and content to meet country-specific needs have been developed, based on a global core version. This makes SITE a true global platform, usable on a cross-border basis.

The FAQT Group: framework for global projects.

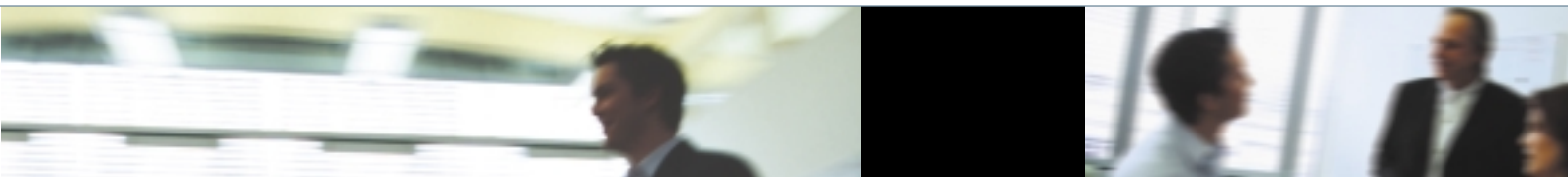
Since 1999, the FAQT Group has been bringing together an ever-increasing number of independent Microsoft Certified Partners to oversee the growing number of international projects in an optimal fashion. As a member of the FAQT Group, we are entitled to utilize a broad platform, make use of an immense knowledge pool and profit from an additional sales channel.



SITE. Create a tailor-made model of all processes across locations.

“Like all medium-sized software houses, we have smart employees in all areas who have developed their own organizational aids for their tasks over the years. The result in our case was a great many isolated solutions without any relation to one another. By introducing Singhammer’s industry solution, within a half-year we created a tailor-made model of nearly all processes across our locations – from address management, help desk and license generation to all modern tools for controlling, finances and accounting.”

Robert Cesak, Managing Director, Tebis AG, Planegg/Martinsried



Independent.

The best performance cannot be forced, but must be produced freely by self-aware, qualified and motivated team members. For this reason we give special attention to selecting and supporting our employees.

Our employees come to us with years of experience in the industry and are systematically readied for their task: technical mastery is guaranteed by a coaching system and fixed “milestones” which must be attained before an employee undertakes his or her first customer project. Individual performance standards are defined and further developed in regular evaluation and encouragement sessions.

The organization is structured around personal initiative: because a single team is responsible for a project from beginning to end, decision-making powers go hand in hand with the required information density. In this way we promote the creation of expert solutions.

Employee shares in the company are our way of rewarding personal commitment to extraordinary performance. Employees and the company profit from a high degree of personal freedom, autonomy and cooperation based on partnership.

The team.

Sales. Provides consultation on how to decide among our products and services and determines the general terms of business.

Consultants. Analyze processes, provide consultation, implement and customize SITE. As project leaders, they implement the industry solution, conduct workshops, ascertain desired modifications, train the project team and end-users and accompany you during productive start-up.

Software engineers. Continue to develop our standard solution and implement project-related individual requirements hand in hand with project leaders.

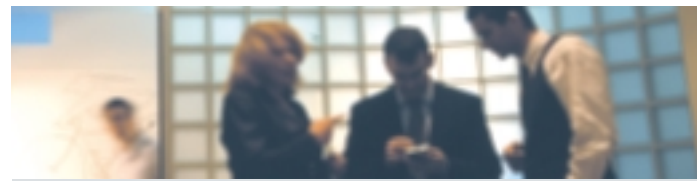
Customer contact. Central resource for all issues related to the operation of your solution.

Back office. Internal IT, accounting, organization. Supplies background information on services rendered, contract terms, etc.

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For decades, Singhammer has stood for competence in the IT field – both as a business and as a provider of services. When Navision was introduced in Germany, Singhammer designed a solution initially intended for use in-house, but it soon became the leading industry solution: SITE based on Microsoft Navision.

Singhammer's sustained specialization in process management for enterprises in the IT and high-tech industry has made it a market leader today, playing a central role in the Europe-wide SITE community. As a member of the FAQT Group, Singhammer also has an official platform for projects worldwide.



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www.singhammer.com