

**ITO** IT OUTSOURCING

**d·OS**  
DATACENTER  
OPERATION  
SERVICES

**a·OS**  
APPLICATION  
OPERATION  
SERVICES

**w·OS**  
WORKPLACE  
OPERATION  
SERVICES

**it·OS**  
IT SERVICE  
MANAGEMENT  
SERVICES

**BPO** BUSINESS  
PROCESS  
OUTSOURCING

**O·SS**  
OUTSOURCING  
SUPPORT  
SERVICES

# **s&t** OUTSOURCING

Companies, which use an external provider to manage their day to day IT operation, can focus on the development of their IT to provide more business value to the business. This results in higher growth of the company, while outsourcing on the long-term also brings the optimization of costs. In outsourcing, we talk about partnership and long-term relations, which is why S&T isn't only a supplier, but also a partner.



## DATACENTER OPERATION SERVICES

The outsourcing strategy of the S&T is a response to changing market needs. The corporate IT is changing – with wide availability of Internet connections and the growing number of IT solutions that can be supplied as services, there are new options for IT departments to supply IT services to their users. Leading IT companies already provide IT services from the cloud and many enterprises are also increasingly aware of the fact that it is relatively expensive, demanding and inefficient to manage the IT on their own.

The technology change cycles are becoming shorter – just look at the adoption time of smart phones – and the business needs are becoming higher – do you already have user applications suitable for smartphones. Today IT is not only there to execute transactions but also to analyse business data and help optimize the business processes.

The role of IT is changing and we have noticed that ever-increasing number of clients is looking for someone who would manage their current IT operation on their behalf and thus allow them to focus more on their business needs. S&T is ready to support this changing IT needs.

“Outsourcing can be a good opportunity for companies to follow the modernization of processes while optimizing their costs at the same time.”

### Network Operations Services

The design, implementation, and maintenance of reliable and highly-available network infrastructure addresses three crucial aspects of the company’s network environment:

- Network infrastructure for local users and servers
- Multi-homed redundant connectivity to the Internet
- VPN WAN services over private and public networking infrastructure

S&T has highly trained certified experts with extensive experience on the basis of which it can assure 24/7 reliable, proactive, and professional network infrastructure services, remote or on-site service delivery and integration with S&T’s standard outsourcing support services.

#### SUCCESS STORY

##### Fina

With a team of highly qualified and certified professionals, S&T provided comprehensive assistance in the design, establishment, maintenance, and administration of a full set of networking services for FINA. S&T offered maintenance and implementation for whole IP/MPLS network. FINA’s network is mainly based on Cisco whole range of routing and switching products with redundant design and provides customers highly available networking services. FINA enhanced uptime of network services by outsourcing network support to S&T and partners (guaranteed service level agreements).

### Storage Operations Services

“Pro-active monitoring, alerting and maintenance ensure increased uptime, accurate capacity planning and better performance”

The S&T Storage Operations solution initially analyzes the current Storage and storage network (SAN) environment in relation to the company’s application mix, data access characteristics and performance requirements. S&T provides a guaranteed service level across the defined storage and SAN infrastructure and provides to the business seamless access to their data. Additional project oriented work such as data classification and tiering, ILM, archiving, and disaster recovery can also be carried out by the outsourcing team.

“Entire storage infrastructure of the IT environment can be handled as a whole by a dedicated and expert team.”

# Helping customers to operate their datacenters

## Server Operations Services

Unix and Linux systems are one of the most powerful, safe and reliable operating environment for business-critical applications. The management and maintenance of such complex systems requires highly trained staff with extensive experience in diverse IT environments combined with a program of continuous education. S&T offers knowledge and experience that is recognized by vendors, as well as its clients.

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### S U C C E S S   S T O R Y

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#### **Večernji list**

S&T proposed solution based on outsourcing highly reliable infrastructure to ensure top-quality 24/7 service in its own data center. The contract covered server operations and technical support. S&T engineers delivered technical online support and management of infrastructure every day, round the clock. Engineers were able to remotely access the system and solve software problems without having to visit the data center itself. The customer has gained guaranteed level of service and simplified procedures for technical problems solution and single point of contact. Knowledge of the engineers transferred from S&T as well as our methodology and experience were the guarantee of the project's success.

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## Datacenter on demand

S&T can provide their customers datacenter infrastructure and operations on two distinct platforms: on a private cloud or as a dedicated datacenter. The shared cloud infrastructure is more suitable for standard applications on standard platforms – email, portals, non-critical databases ... Traditional dedicated datacenters are needed to operate customized, high performance or mission critical applications. Legislative requirements can typically be met on both platforms.

S&T offers a range of cloud based and traditional Datacenter services, including infrastructure hosting, infrastructure outsourcing, IaaS, PaaS, managed infrastructure, and BC/DR outsourcing.

## Security Operations Services

S&T can assure real time security management, monitoring and alerting. With these services companies can enhance information security, improve security service performance and transfer responsibility for security and availability to S&T (with guaranteed service level agreements designed to ensure business continuity). S&T offers managed e-mail and web security (delivered on S&T infrastructure or existing customer infrastructure), managed firewall infrastructure (with intrusion prevention and application control) and monitored customer services (security & availability).

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#### **Mercator**

S&T provided seamless, secure, and cost-effective connections between remote Mercator shops and the head office, as well as between the head office and the payment processing centre. The security solution provided and operated by S&T allows Mercator to use the same network to process business data, use videoconferencing and manage customer data – Mercator Pika Card – in a cost efficient and lawfully compliant way.

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## Database Operations Services

**“Ensure quick and reliable access to your data.”**

Data represents a crucial element in business processes, transaction systems and in decision making where continuous and fast access to data is essential. S&T provides comprehensive assistance with an experienced team of highly qualified and certified professionals, proficient in the setting up and maintaining of Microsoft and Oracle databases and the related solutions (Database, application servers, WebLogic, Audit Vault, Database Vault, RAC, Active Data Guard, Fail Safe, etc.). Services can be delivered on site or remotely via VPN or dedicated network connections.

# w.OS

## WORKPLACE OPERATION SERVICES

“The opinion about the IT support very much depends on the quality and friendliness to the helpdesk support to IT users. Many of our customers do not have specialized staff, trained on how to support users and that is why their success with IT users is limited.”

Workplace Operations Services ensure that workplaces are operational every business day. Within w.OS S&T supports the following devices: desktops, notebooks, virtual desktops, different mobile devices, file and printing services, and IP telephony. End user support for these devices can be expanded also to applications – both generic applications such as MS Office and Outlook or customer specific applications.

The user opinion about IT support depends to a great extent on the quality of service and friendliness of the helpdesk personnel. As many companies do not have staff trained in user support, the outsourcing of end user support to a professional external provider can substantially improve the perception of the quality of IT support within a company.

“Outsourcing end user support to a professional external provider can in many cases improve the perception of the quality of IT support in a company.”

### SUCCESS STORY

#### UNIQA

S&T proposed a set of services starting with a helpdesk that is able to support UNIQA employees and agents 24/7/365. The helpdesk is supporting customer employees remotely and if needed engineers are dispatched to solve customer issues in the field. In the course of setting up the services S&T has also optimized customers IT infrastructure costs and improved employee efficiency. The customer was able to provide to its users an effective IT support service and reduce the costs of IT infrastructure.

# a.OS

## APPLICATION OPERATION SERVICES

“Customers have limited resources - not only financial ones but also skilled employees that can operate and support enterprise applications. S&T team can help them in continuous operation, post implementation support, optimization and improvement including change and development.”

Application Operations Services bring to S&T customers a wide area of solutions from application hosting, remote operation through to application management services. S&T supports the following standard applications: SAP, Infor, Microsoft CRM and Microsoft Sharepoint and also other custom made applications.

One of the advantages of using these services is the assurance of permanent availability and therefore the optimal performance of key business processes.

Clear tasks and responsibilities are pre-defined in a Service Level Agreement, that guarantees quick reaction times, process knowledge, and transparent costs.

### SUCCESS STORY

#### Steel Mills

S&T implemented the SAP system and installed the connections to the production facilities (MES) and central production planning, including document administration. Project experience, a professional approach and good pricing have made S&T the preferred IT partner of SSM. The indomitable commitment of S&T helped to build a foundation of mutual trust, enabling one of the biggest SAP and outsourcing deals ever in Slovakia. S&T also took overall responsibility for all the systems over the next three years on an outsourcing basis.

S&T can more efficiently deliver the services than the IT departments themselves. This is especially true in large IT departments that work in different geographies or in companies that have been growing with mergers and acquisitions.

# it·OS

## IT SERVICE MANAGEMENT SERVICES

IT Service Management (it.SM ) is a framework in which the IT services are provided to the customers and end user. it.SM is an integral part of every service delivered from S&T to the customer, regardless of whether it is just pure infrastructure and hardware platforms or whether it is a complex business solution including all necessary elements and building blocks needed for the agreed service provisioning.

The control and monitoring of services and processes has become an important part of outsourced services as a result of the need for continual quality assurance.

However when using externally provided services provisioning the company IT becomes a part of a complex delivery structure which consists of internal, external, local, global, service or consumer oriented, service providers. To enable transparent accountability and responsibility a matrix with predefined functions has to be set in place.

Following the principles of ITIL processes are designed to cover the whole service lifecycle; from inception and design through development and deployment, operational delivery and improvement, until the final retirement.

# O·SS

## OUTSOURCING SUPPORT SERVICES

Outsourcing support services are a group of services that help customers and the IT partner in the planning and delivery of outsourcing services.



**Planning services** are services that are typically executed before the outsourcing agreement has been reached.

Optimization of services will help customers to improve efficiency. One such service could be the development of a sourcing strategy or an assessment service that would calculate the benefits of using an external service provider.

**S&T's delivery services** are:

- Implementation and transition – implementation of new processes or technologies and transition from the current mode of operations to the future mode of operations
- Project management and quality assurance are needed to ensure the quality of services

The challenge is to decide if internal or external IT operation helps the CIO to become more business oriented, faster and more efficient.



**Stability, security and reliability are typically guaranteed by external providers in contractual terms.**

## **S&T International Delivery Center for Infrastructure Services**

S&T Group opened a new international delivery center for infrastructure services, named IDC-I (International Delivery Center – Infrastructure). The center is located in Bucharest at S&T Romania and delivers infrastructure operations services to its clients.

IDC-I has currently five main service offerings which include German and English speaking Service Desk; Microsoft Server Environment, Unix/Linux Environment, EMC Storage Environment support and Remote monitoring. The center will hire more IT experts and broaden its service portfolio to Oracle and SQL database operation services. Today most of the enterprise environments are very complex, but S&T's group of experts is able to provide tight service level agreements with industry best response and fix times to its customers.



IDC-I works as a cost center for S&T countries in Europe and their customers. These countries can outsource their existing or future services that could be provided remotely to IDC-I at a very competitive price. The IDC-I price is covering employees' salaries and the overhead at the production cost level available in Romania. This helps companies to reduce current operational costs, increase their profit and become more competitive on their local markets.

S&T Group has already developed a range of international competence and development centers, through which advanced outsourcing services are offered. Bucharest hosts a center for infrastructure solutions, while in Zilina, Slovakia a center for application solutions is situated.

## **S&T Group**

S&T offer is based on an understanding of user needs and on meeting those needs with IT solutions based on state of the art technology. We provide assistance to our partners in developing their business operations and results through the use of advanced information technology and a wide range of services, such as IT consulting, development and implementation, as well as the creation of custom IT solutions, processes and systems, maintenance and permanent customer support.

S&T group with about 2.200 employees and a sales of €411m in 2009, is the leading provider of IT consulting, IT solutions and IT services for customers in Central and Eastern Europe, as well as in Austria and Asia.



Companies often don't understand that they will retain in control of the processes, even if they outsource them. The control can be even greater, as companies will pay for it. When a company decides for outsourcing, it clearly specifies its demands, how much such services cost, how the operator should behave towards the company and what happens in case these requirements are not followed.



**s&t**

Consulting. Integration. Outsourcing.