



## Brief Portrait

### Swisscom IT Services Group

The Swisscom IT Services Group is one of the leading Swiss IT service providers for the integration and operation of complex IT infrastructures. The Group offers a complete range of IT services for infrastructure outsourcing, for the financial sector and for SAP solutions. Swisscom IT Services is headed by Eros Fregonas (CEO) and is represented by around 2,860 employees in 16 locations across Switzerland.

#### Positioning

Swisscom IT Services is one of Switzerland's leading IT service providers. Its core business is large-scale IT projects, with a focus on the operation of complex IT infrastructures. Swisscom IT Services implements and provides professional advice on new systems, offers end user services and runs an IT Service Desk. Together with its subsidiaries Comit and Sourcag, Swisscom IT Services is the leading IT provider for the Swiss financial sector. Its core competences in this industry are consultancy services, implementation and operation of core banking solutions, including peripheral systems, and Business Process Outsourcing (BPO). With its SAP subsidiary, Resource, Swisscom IT Services is Switzerland's largest SAP full-service provider, offering its customers a comprehensive range of services, from SAP consulting to SAP integration and operation. Its services are designed primarily for corporate business and large SMEs. The quality and customer orientation of these services is what sets them apart from the competition.

#### Market and services

"IT outsourcing" includes all services involving the outsourcing of IT infrastructures. The portfolio is modularly structured and thus serves as the basis for solutions that are tailored to the needs of every individual customer. Swisscom IT Services is the number one choice for corporate business and large SMEs regardless of the industry or the scope of outsourcing.

The Swisscom IT Services Group offers comprehensive services for customers from the financial sector. The portfolio includes Avaloq and Finnova core banking solutions including various peripheral systems such as investment and risk management solutions, and financial information systems as well as Business Process Outsourcing (BPO).

The Swisscom IT Services Group also offers industry solutions and has extensive non-industry specific SAP-NetWeaver expertise. The turnkey SAP industry solutions are preconfigured industry systems that can be easily adapted to meet specific customer needs. SAP NetWeaver provides the necessary flexibility and transparency to bring the systems into alignment with the corporate strategy.



The Conextrade trading platform is a central hub for purchasing production and consumer goods as well as for all billing and payment processes. It enables many users to take advantage of electronic, company-wide process handling.

### Customers

Customers of the Swisscom IT Services Group include Credit Suisse, Mobiliar, the Esprit network, Entris Banking, UEFA, Implenia, Mövenpick, RBS Coutts Bank, Ringier, SBB, the Securitas Group, Skyguide, Swiss International Air Lines, Tamedia, UBS, various cantonal banks and the Swisscom group companies.

### Organisation, legal form and key figures

The Swisscom IT Services Group comprises Swisscom IT Services Ltd, Comit Ltd, Resource Ltd, Sourcag Ltd and Swisscom IT Services Workplace Ltd. Swisscom IT Services is a wholly-owned subsidiary of Swisscom Ltd and Swisscom IT Services holds 100% of the shares in both Comit and Resource. Swisscom IT Services is the majority shareholder of Sourcag and Workplace Services. The head office of the Group is in Berne. The Group employs around 2,860 staff at 16 locations across Switzerland. In 2010, the Group posted net annual revenue of CHF 907 million, of which CHF 531 million was generated with external customers.

### Our employees, quality, security and the environment are important to us

The employees of the Swisscom IT Services Group are highly skilled and motivated, and share in the company's success. Swisscom IT Services is quality- and security-conscious, and certified in accordance with ISO 9001, ISO 20000 and ISO 27001. Above and beyond this, we are committed to an ecological approach to all our activities and to launching environmentally friendly products. Swisscom IT Services operates an environmental management system (UMS) that meets the ISO 14001 standard.

Swisscom IT Services also selects new IT devices such as desktop PCs, notebooks, monitors, printers and servers on the basis of environmental criteria. This allows us to make a major contribution to achieving Swisscom's strategic environmental goals.

### Contact

Swisscom IT Services AG, Förrlibuckstrasse 60/62, PO Box, 8021 Zurich  
Phone +41 (0) 58 892 92 92, [www.swisscom.ch/it-services](http://www.swisscom.ch/it-services)