

Press Release:

INFO AG creates new subsidiary for desktop and end-user services and at least 60 new jobs for Hamburg as a business venue

Hamburg, January 27, 2010

INFO AG, one of the leading providers of IT outsourcing and IT consulting in Germany, is creating another group subsidiary: INFO Customer Service GmbH based in Hamburg. Associated with the founding of the new company is the creation of at least 60 new jobs by mid-2010.

“We are very glad that we are in a position to set a clear signal for growth and can create so many new jobs, especially during a period of economic crisis when the IT industry is exhibiting merely moderate growth. Whereas roughly 350 employees worked at INFO AG in 2005, by the end of 2010 there are going to be over 600 members of staff within the entire corporate group. That is a firm declaration in favor of Hamburg as a venue for business,” says Hannes Zeiner, member of the board in charge of personnel.

The 100-percent subsidiary enhances the extensive portfolio at INFO AG and will be providing handling and stewardship in the future for IT users on the customer side in the areas service desk, desktop and field services.

These include end-user support, the provision and operation of terminal equipment, as well as modifications, maintenance and upkeep for desktop hardware. “As a result we are expanding the group’s portfolio of services in key complementary performance segments, which enables us to offer a larger holistic portfolio as an IT outsourcer,” according to Thomas Stoek, member of the board in charge of sales.

Background information on INFO AG (www.info-ag.de)

Founded:.....1982 (listed on the stock exchange since 1987)

Field of business:.....IT services

Staff:.....approx. 500

Locations:.....Hamburg (headquarters), Oberhausen

INFO AG began in 1982 as a specialist for backup services. Today the company is a full-scale service provider that numbers among the leading providers of IT outsourcing and IT consulting in Germany. The portfolio at INFO AG encompasses the planning, implementation and operation of sophisticated IT solutions. From advisory consulting to setting up the IT infrastructure and on to the process steering of entire value-creation chains, INFO AG offers a holistic service approach. INFO AG is an SAP System

House and a Microsoft Gold Certified Partner, and currently operates three data centers in Germany (at two locations in Hamburg, one in Oberhausen).

The spectrum of offers at INFO AG is oriented primarily towards mid-sized companies. The clear expertise demonstrated lies in understanding the business processes and needs of this customer segment. INFO AG offers its customers the portfolio and methodologically professional plan of action of a global provider combined with the mindset and working methods exhibited by a mid-sized enterprise. These include short routes without red tape, direct, personal contacts and a high degree of flexibility and dependability.

The services rendered by INFO AG are subject to strict quality standards and regularly certified in compliance with DIN EN ISO 9001:2008 and ISO/IEC 27001:2005. They are also audited pursuant to SAS70 II/IDW EPS 951 B. The processes involved in the services are furthermore audited on a recurring basis by an independent auditing company in compliance with SAS70 II/IDW EPS 951 B. In addition, the processes at INFO AG are aligned closely to the ITIL standard. All services are transparent and measurable, while handling and stewardship are contractually assured through Service Level Agreements (SLA). The dependability of the performance commitment on the part of INFO AG and the faith of our clientele form the basis for the company's success: INFO AG generates more than two thirds of its turnover from long-term contracts. The list of customers at INFO AG includes Reemtsma (ITG), SIGNAL IDUNA, Hitachi Power Europe and SPIEGEL-Verlag.

INFO Customer Service GmbH (www.info-cs.de)

Founded:.....2009
Field of business:.....IT services
Staff:approx. 60 (by June 2010)
Location:Hamburg

Founded in 2009, the portfolio at INFO Customer Service GmbH (INFO CS GmbH) based in Hamburg, Germany encompasses all services in the area of desktop and end-user services. Around 60 members of staff at INFO CS GmbH are available to customers to take care of their concerns. The highest quality of service is ensured by friendliness and a customer orientation, just as much as by flexible, solution-oriented work. The processes at INFO CS GmbH are aligned closely to the ITIL standard. All services are transparent, measurable and contractually assured through Service Level Agreements (SLA).

The central location for INFO CS GmbH, up-to-date workplaces and a good work climate enhance the appeal as employer. In addition, we offer wide-ranging social benefits along with opportunities for advanced training and development. The performance commitments made by INFO CS GmbH towards its demanding customers are binding and form the basis of each business relationship.

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