

Press Release:

INFO AG and SWN Stadtwerke Neumünster Beteiligungen GmbH sign IT services contract for the next 5 years



Hamburg, November 25, 2010 – The firm SWN Stadtwerke Neumünster Beteiligungen GmbH (SWN), a 100% subsidiary of the City of Neumünster, has commissioned INFO AG, an IT enterprise in Hamburg, with operating its IT infrastructure for the SWN corporate group involving nearly 400 PC workstations. Set for an overall duration lasting 5 years, the contract was signed on November 18th, 2010.

From l to r: Carsten Raabe (Proxy, INFO AG), Bernd Michaelis (Managing Director, SWN), Ernst Müller (Chairman of the Board, INFO AG), Gerd Sigel (Managing Director, SWN)

As a result, the company based in Hamburg is responsible not only for server operation and the network infrastructure, it will also be handling services associated with the two areas such as client computer stewardship, local support and IT license management. “In its capacity as a quality provider, INFO AG convinced us from the first moment on,” said Bernd Michaelis, managing director at SWN.

Until now SWN had been running its IT on its own. “A tremendous task that had to be coped with by a few members of staff,” is how Rüdiger Ohlsen, in charge of business services at SWN, explained the past situation. The present contract with INFO AG is going to transfer system operations completely to the experienced service provider. Holger Hinrichsen, head of IT at SWN, was pleased to state that: “Outsourcing operations to INFO AG now gives us leeway to concentrate on strategically significant issues within our IT.”

“We look forward to the highly diverse and very demanding tasks ahead. INFO AG is quite familiar with the challenges that the public sector brings to bear. That’s why I am convinced that we are going to do 100 percent justice to the expectations that Stadtwerke Neumünster, the city’s public works facility, is banking on us to fulfill,” according to Dr. Carsten Witt, head of the business unit Public Sector at INFO AG.

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. 600

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 Gold Partner 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 its 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 the SPIEGEL-Verlag publishing group.

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