

PRESS INFORMATION

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West Trax appoints Swisscom IT Services as

Solution and Implementation Partner

- **Swisscom has recently optimised its SAP system after the successful performance of a KPI Scan® analysis by West Trax. The Swisscom system won a West Trax Quality "Silver" Award for its improved performance.**
 - **Now, Swisscom is offering to analyse and optimise other SAP systems with the offline analysis from West Trax.**
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Swisscom IT Services has been appointed exclusive sales, solution and implementation partner for West Trax' KPI Scan®, KPI Optimiser®, KPI QA® and Benchmark Express® solutions in Switzerland.

The offline methodology from West Trax enables Swisscom IT Services to offer solutions for customers across Switzerland that want to optimise their SAP systems, understand the potential for making cost reductions, improve productivity and performance, and as a result achieve significant benefits.

As sales and implementation partner of West Trax, Swisscom IT Services will undertake the analyses and optimisation of SAP systems in Switzerland.

The KPI Scan® from West Trax provides sixteen KPI's [Key Performance Indicators] as objective metrics of operational SAP systems. From this information, clients are able to realise significant cost savings, typically in the six to seven figure area. Savings of up to 2 Million Euros have been achieved.

These cost savings can be important factors in planning and performing SAP release upgrades. Also, consolidation and outsource projects can enjoy cost savings of up to 30% when executed with the West Trax methodology now available via Swisscom.

“With this collaboration, both parties will enjoy significant benefits” explained Emil Bohr, CEO of West Trax in Central Europe, “because first of all, Swisscom IT Services is a very competent partner for us in Switzerland who will not only sell our services but also implement the recommended actions for clients. Second, clients will receive a total solution from a single provider”, Bohr continued.

The appointment represents an important strategic development for Swisscom, not only for its existing customer base, but also for the SAP marketplace in Switzerland.

Swisscom gained experience of the West Trax off-line analysis methodology with its own SAP system. Following a KPI Scan®, Swisscom implemented the recommendations for optimising its system – so successfully that the company won a West Trax Quality “Silver” Award for its improved performance.

In 2007, West Trax published a study based on its database of client benchmarks which demonstrated that about 95% of all SAP Systems have significant scope for improvement, a result which should be a wake-up call to all SAP users.

According to SAP, there are about one thousand large companies in Switzerland and a similar number of mid-size companies using SAP Systems.

Diana Bohr, CTO of West Trax, is quite clear about the opportunities for optimising their systems as well as the cost savings potential – “based on our experience of analyses already performed in Switzerland, cost savings of around six to seven figures are realistically available”.

Switzerland has a comparatively large installed base of SAP systems, so there is a substantial opportunity for Swisscom to improve management awareness and deliver significant results for clients.

Paul Riedo, Head of the SAP Competence Centre for Swisscom IT Services, was enthusiastic about the new venture “by this partnership with West Trax, we are able to generate additional benefits for our customers. We are using the West Trax solutions to help them reduce costs and optimise the overall usage of their SAP systems. With this new approach we will also be able to optimise business processes, which will have a positive influence on the entire SAP life-cycle.

About West Trax

West Trax is a service provider delivering management consulting and IT consulting services. Founded in 2003, the company combines many years of international experience in the professional services business with state-of-the-art technology. With KPI Scan[®], KPI Optimiser[®], KPI QA[®] and Benchmark Express[®], West Trax offers solutions that help to increase the effectiveness of corporate processes and the performance of IT infrastructures. West Trax focuses on global SAP system optimization.

Visit: www.westtrax.com

About Swisscom IT Services

Swisscom IT Services is a leading solutions provider in Switzerland.

The core business manages the integration and operation of complex IT infrastructures as well as providing shared and full outsourcing services.

Many years' experience, skilled staff, and the adoption of international technology trends are the basis for cost-effective and forward-looking IT solutions offered to customers.

Swisscom IT Services has in depth industry knowledge, especially within the Telco, Finance, Healthcare and Media sectors.

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