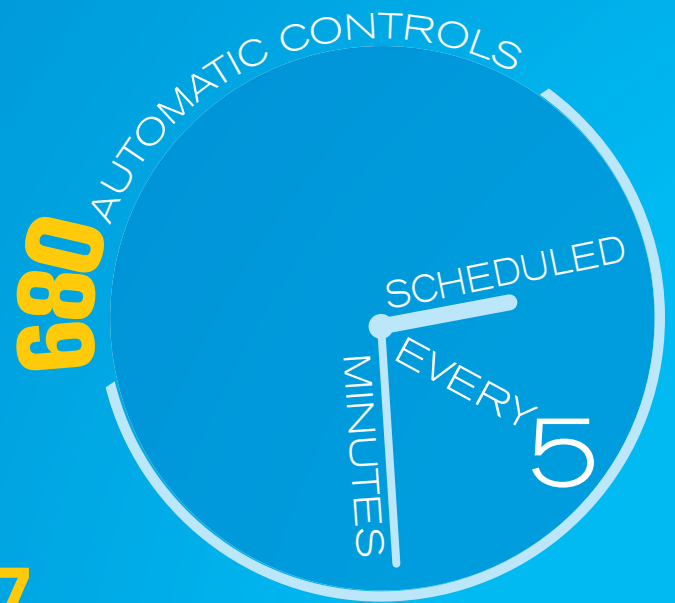


ICT Outsourcing Services

Solutions for supporting and optimising IT infrastructures

OVER **100,000**
controls managed per year



TICKETS MANAGED

OVER **18,000**
PER YEAR

service available

24x7

multilanguage

Network infrastructures
installed
in over **15** countries

OVER **2,000** CISCO
APPARATUSES
INSTALLED

OVER **30,000**
WIRED
NETWORK
POINT

www.gruppotesi.com/en/outsourcing



BRA TURIN MILAN PADUA ROME

Management Services

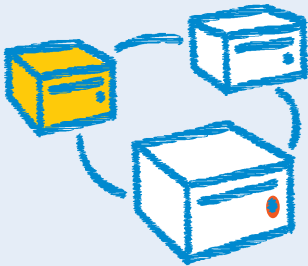
Management and Monitoring



Infrastructure Management

Problem prevention by continuous monitoring of basic technological infrastructure hardware instrumentation (servers, switches, backup units etc). It permits companies to benefit from a higher level of assurance in relation to data completeness, thanks to the possibility of anticipating corrective measures on the basis of the problems that are encountered.

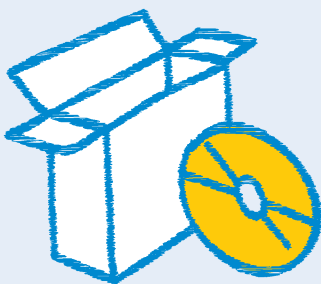
- ✓ Prevention of problems and proactive monitoring
- ✓ 24/7 resolution of problems
- ✓ Performance control and control over the availability of servers
- ✓ Identification of data useful for capacity planning



Network & Security Management

Monitoring and maintenance of the network infrastructures (routers, switches, authentication systems) of security systems (firewalls, intrusion detection, anti-viruses etc) and other components (VOIP systems etc).

- ✓ Infrastructure assessment
- ✓ Analysis of network data solutions (LAN, WAN, WLAN)
- ✓ Implementation and management of VOIP solutions
- ✓ Development of integrated information systems and perimeter solutions
- ✓ Authentication Management



Application Management

Ordinary management activities for existing applications installed in companies, which manages the monitoring and operating management aspects. Also, the service may be extended to corrective and developmental maintenance on the basis of customer needs.

- ✓ SAP competence centre
- ✓ Monitoring of the functioning of applications and the relative communication flows
- ✓ Applications performance analysis and Database maintenance



Help Desk Service

An internal team of technical and functional personnel organised on 3 levels available on a 24/7 basis, capable of ensuring support to users and carrying out interventions on the entire ICT infrastructure.

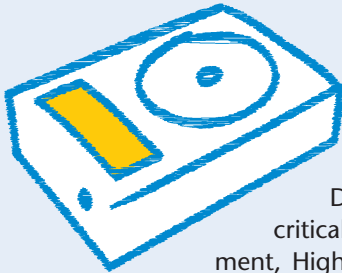
A Help Desk team dedicated to SAP systems for the following modules: FI-CO, SD-MM, WM-EWM, APO, PP-PI.

- ✓ Systems engineering (AS/400, Unix, Linux, Windows, MVS, Cisco etc)
- ✓ Software (Cold Fusion, Java, .Net, Visual Basic, ASP, Cobol, Rpg etc)
- ✓ Database Administrator (Oracle, SQL Server, DB2, MySQL, PostGres etc)
- ✓ Applications (SAP, Sage ERP X3, Diapason-Formula, Infolog WMS etc)

Infrastructure Services

Projects and Operations

High Availability Solution

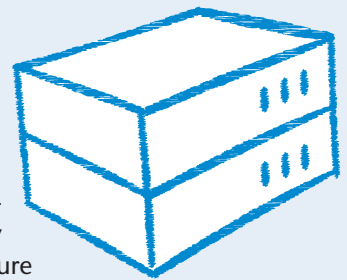


High availability technical solutions which increase the reliability of IT infrastructures.

Depending on the level of criticality of a company's IT department, High Availability solutions can be customised in Cold D.R. (off-line replication of data) and Warm D.R.

- ✓ The preparation of operating plans for the management of emergencies
- ✓ The implementation of service continuity plans
- ✓ Continuous monitoring of the principal and secondary sites aimed at system recovery
- ✓ Preventive analysis of infrastructure consolidation opportunities

Server Consolidation & Virtualization

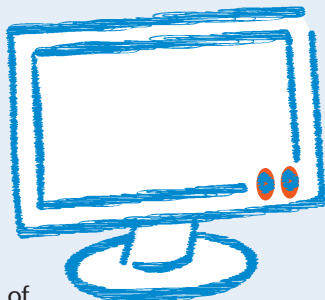


Reduction in the total number of servers using specific virtualisation software (VMware) which permits the consolidation of applications and ensures a higher level of reliability and better usage of infrastructure hardware.

- ✓ Preventive analysis of infrastructure consolidation opportunities
- ✓ Design and installation of the entire virtualisation process (definition of the architecture, migration planning, carrying out of tests)
- ✓ Increase in the use and improvement of the performance of IT infrastructures

Desktop Virtualization

Technological solutions and applications (VMware, Citrix, Microsoft) which permit the virtualisation of Desktop PCs by centralising the applications on HA (high availability) servers. Desktop Virtualisation solutions permit the reduction of desktop operating costs and increase the reliability of the entire IT infrastructure.



- ✓ Preventive analysis of hardware and the definition of optimisation policies
- ✓ Identification of installed software with licensing verification
- ✓ Sizing of central servers and implementation of the solution
- ✓ Creation of master disks for rapid recovery in case of problems

Networking & Telecommunication Infrastructure

Technological solutions which permit the convergence of communications and accessibility to company data whatever the location or devices used.



- ✓ Analysis of band space on TLC networks and the design of customised connectivity solutions
- ✓ Implementation of VoIP systems
- ✓ Design and development of wireless radio terminals
- ✓ Secure internet connectivity solutions

ICT Outsourcing Services can be configured on the basis of customer needs by defining the following:



projects (audits, assessments, design)



infrastructures (services, IP telephony, networks)



services (help desk, monitoring of systems)



hours, periods and SLAs

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HELP DESK SERVICES

- ✓ 42 customers served in 4 continents
- ✓ over 6,000 users in over 50 locations
- ✓ 18,000 application tickets managed per year
- ✓ over 100,000 manual controls per year
- ✓ 680 automatic controls (scheduled every 5 mins)
- ✓ over 10 third party applications managed

HW & TELCO SERVICES

- ✓ 50 customers with outsourced servers
- ✓ over 1,000 application assistance customers
- ✓ over 2,000 Cisco apparatuses installed in over 100 locations in 4 continents
- ✓ over 200 telecommunication solutions customers
- ✓ network infrastructures installed in over 15 countries
- ✓ over 30,000 wire network points

The Tesi Group offers outsourcing solutions which permit customers to modify the services on the basis of business development, thereby improving quality, in order to concentrate on core activities.

ICT Outsourcing Services ensure the correct functioning and continuity of business, eliminating unnecessary corporate fixed costs.

ICT Outsourcing Services is based on the specialist and diversified skills of professional figures with over 10 years experience in the management of outsourcing services.



Tesi SpA

Legal H.O.: Via MendicITÀ Istruita, 24
12042 – Bra (CN)
Head Office: Via Savigliano, 48
Bra Main Crossroads
12062 – Loc. Roreto di Cherasco (CN)
Tel +39 0172.476301 – Fax +39 0172.476399
www.gruppotesi.com
info@gruppotesi.com

Tesi S.p.A. works with ISO 9001
certified quality management system

Tesi SpA, founded in 1995, faces the market as a provider of software solutions, modular and integrated with the applications already in use by the customer.

Thanks to its strong design and project management skills, Tesi is able to meet the IT needs of a modern enterprise, from technological infrastructure to software solutions, through the proposal of a collaborative business model aimed to always improve performance.

In 15 years, Gruppo Tesi has become market leader in designing and implementing innovative solutions for Supply Chain & Transportation Management and the Retail world, gaining the trust of its clients both in Italy and abroad. Solutions and services to support the Compliance, Help-Desk and Customer Service complete the offering.

The enhancement of its human resources, the development of managerial skills and the continuous investment in technology, provide expertise and reliability, making Tesi competitive in the market. That is why the Group is headquartered in Bra (CN), the historical site since the launch of the company, to develop solutions and customer support, while the other units (Turin, Milan, Padua and Rome) act as "competence centers" for specific issues and ensure local presence.

To meet the needs of a changing market, Tesi is also strongly projected towards research and development of international solutions, expanding its presence in the European market through the consolidation of existing partnerships.