

Our Goal: Quality and Reliability



Our services are based on proprietary software developments, that are constantly undergoing adjustments to fulfil ever-changing framework requirements. This enables us to react both quickly and flexibly to customer's wishes and needs.

Performance

Our customers expect us to meet their individual requirements to the best of our ability: be it mass transactions; exceptional peaks; or a low volume of transactions that require top-grade reliability. This is why we use highly scalable hardware and software platforms based on high-end equipment from leading manufactures. Adequate capacity reserves for peaks are always available.

Technical Infrastructure

The technical infrastructure is the basis for outstanding results concerning the relevant criteria of availability, performance and security. In order to fulfil our customers high expectations in terms of quality and thus achieving a „Carrier grade service level“, ic3s undertakes the following measures:



Availability

Not matter what the application: a stable connection is essential to ensure the availability of destination networks:

- Multiple redundant message switches
- Redundant internet access to different nodes
- Direct connection to all German mobile phone networks, most via leased lines
- Direct connection to major foreign mobile phone networks
- Redundant power supply for data-processing centres
- Redundant UPS Power supply substitution (diesel generator)
- Multiple data centres
- Fire detection and extinguishing devices

Security

Our customers entrust us with their business processes and data. We know the sensitivity of such data is and ensure its protection by securing our data centres and individual customers' systems:

- External security audits at regular intervals (e.g. by T-Mobile, Lucent)
- Secure access for customers (e.g. VPN via redundant Firewall)
- Biometric access control to data centres

Employees „Operation“

Our employees in the Network Operating Centre (NOC) have state of the art skills in terms of server systems, operating systems, networks, data security and IT-security and hold multiple training certificates from leading system manufacturers.

Each employee is committed to the adherence of the effective privacy guidelines.

Extensive experience with critical business operations and best contacts to German network operator's NOCs ensure a professional support of service operations.

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Organisational Infrastructure

The organisational infrastructure is field-tested in operations of critical business applications for years. ic3s ensures smooth operations around the clock by being integrated in the work flow of the GSM network operators as well as our customers.

To ensure the operations of a service ic3s provides amongst others the following organisational structures:

- One liable contact for all customer topics
- A fully developed Operating-Management to guarantee the 24x7 support with a IT-supported Incident-Management.

Support

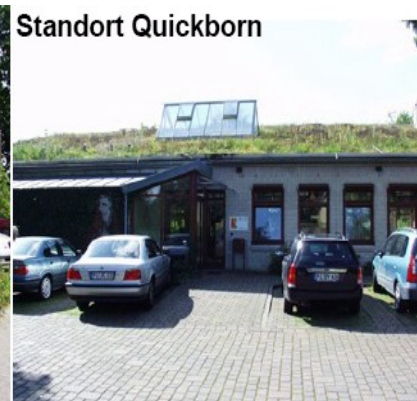
Of course we are at your disposal to solve your problems at any time:

- Administration team in permanent action (24/7)
- Acceptance of fault reports by customer via phone, fax, email; but not from end customers
- If necessary opening of trouble-tickets and definition of priorities
- Monitoring of the transmitted incident reports regarding the defined incident procedures (reaction and process times)
- Escalation of incident reports which reaction and process times are exceeded
- Service hours: Monday to Friday 9 am – 5 pm local time.
- 24 hour emergency service in case of emergency

Standort Tangstedt



Standort Quickborn



Interferences

a) Incident reports

- Interferences are to be announced towards the ic3s administrator on duty and will be reported to customers' contact persons respectively
- Interferences are to be announced in writing (via fax or email) with date, time, period, effect and reference number
- Critical errors must be announced as well by telephone to the respective contact person
- The incident report will be documented in the respective TTS (Trouble Ticket System). Beyond this both parties will name contact persons (if differing from the common) for the duration of each measure, which will take/give intermediate and ending notifications concerning the incident.

b) Incident classification

- The incident class will be agreed between ic3s and the customer upon notification.
- At expiration of agreed maximum reaction time a written statement is given why the error could not be fixed and when a final elimination of fault will be achieved.

c) Escalation

At expiration of the term ic3s escalates the incident to:

- the Head of Operations
- the Chief Technical Officer

d) Contact

Contact data of the technical support will be communicated at the time of service activation.

Priority	Description	Reaction times
1	Total system down	< 2 h
2	Limited function (e.g. system not accessible for individual locations; partial loss of leased line during low volume traffic times etc.)	< 24 h
3	Slightly limited function (e.g. software error with viable bypass, disruption of automatic processes)	< 7 days

An adjustment of incidents to other classes of priority is only possible by mutual agreement.