



## Services: IT-Operations

Inwerken AG provides IT infrastructure support in the areas of server and Database Operation, Application Management, Service Management and Delivery Services. We support you proactively by consulting you about improving your platform and platform services by reactively stabilizing operations and providing solutions to incidents and problems.

### Server Operations

- ◆ Assembly/ disassembly of servers in Hardware and VMESX
- ◆ Extension and renewal of Software components
- ◆ Trouble shooting
- ◆ Backup & Recovery
- ◆ Upgrade, ServicePacks, Patches
- ◆ Plattformen Windows, Linux (Debian, SuSE), Solaris, HP/ UX

### Database Operations

- ◆ On the relational databases DB/2, MySQL, MSSQL, Sybase

### Job Control

- ◆ SAP CPS, UC4

### Service-Management

We support the set-up and operational management of an ITIL-based service management. We support our customers in the implementation and optimization of their service management processes, from consulting to the operationalization of a consistent, intrusive and business-oriented service architecture. We place special emphasis and focus on service level management. This includes service contracts (SLA, OLA, UC, etc.), provider management and service reporting in a homogeneous and goal-oriented reporting system.

We support the optimization of IT processes as part of continuous improvement processes, both in the launch and in the implementation of such programs. Our experienced consultants do not only possess many years of experience in the ITIL, ISO20000, CoBit and eTOM environments but are also experts in the field of process introduction, optimization and daily support in the operational environment.

### Service-Management

We undertake the Roll-out-Management with the topics of Configuration Management, Incident Management, Change Management, Release Management as pre-delivery. We distribute finished services in the framework of delivery processes.

### Applications-Management-Service (AMS)

We configure and run applications for bank customers. Release changes, upgrades and testing are part of the AMS portfolio. Special financing and investment banking is one of our focus on our AMS activities.

In Application Management, we orientate and focus on specific approaches to the banking industry as well as tools used in this industry, such as ITIL-based incident, problem and Change Management and central Release Management. We offer well-established, regional teams for the AMS operation of large applications. Our team consists of up to eight employees as well as the parallel management of several small applications. We are experts in the application of HP Application Lifecycle Management (formerly HP-QC) as well as SAP Solution Management/ Change and Request Management. In order to achieve the desired quality in Application Management, we orientate and focus ourselves on indicators such as incident numbers, service times and user evaluations. As a local service provider, we strive in finding the extraordinary and tailor-made solution within the specific time and requirements.

## Do you have any questions?

Looking forward to hearing from you.

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