sycor®

We give IT a face

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sycor

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„As a service company, we cover the full range of information and communications technologies. Instead of selling products, we sell our understanding of our customers' processes and needs. The only thing our customers see is our face. Even before a business transaction is concluded, before an agreement is signed, they trust in us and in our ability to provide services – in our competence. Without this competence, the ability to provide quality solutions is left to chance. Quality and understanding are the only way to ensure customer satisfaction!

Our employees are the key to our success as a service provider. They keep our promises of quality thanks to their knowledge, their motivation and their enjoyment of their work on all our projects throughout the world. Together, we give IT a face!"

Dr. Marko Weinrich, President & CEO of SYCOR GmbH

Comprehensive ICT services

Locally based – competitive worldwide

As a full-service provider, the Sycor Group covers the whole spectrum of information and communication technologies. With our headquarters in Göttingen and further locations in Germany, Asia, and America, we have local roots, but are as international as many of our customers, not to mention globally competitive.

With more than 300 employees around the world, we provide our customers with continuous support across the entire value-added chain – if necessary on a 24/7 basis 365 days a year. Before providing consulting services or developing a solution, software, or operation concept, we listen to you and gain an understanding of your problems. The resulting solutions are always tailor-made and quality-assured. Thanks to our experience and certified project management process model, we always reach our stated goals reliably. Whether you're an SME or a large corporation, we adapt to your specific organizational framework, schedule and budget.

Our common values guide us in our daily work and collaboration. They connect us: The **people** we meet are important to us, **expertise** is foundation of our business, **quality** is the measure of our performance, **candidness** defines our behavior and **fun** is the driving force of our work.

We are not happy unless our customers are happy.

Dr. Marko Weinrich
President & CEO

Our services

Solutions and services – vertical and horizontal

In addition to management and strategic consulting, our services can be summarized as consulting, development, implementation, and operation for environments such as SAP ERP, Microsoft Dynamics AX as well as document management and archiving, IT outsourcing, e-commerce and telecommunications. We also build the necessary networks for voice and data communication.

By focusing on a clearly defined set of industries on the one hand and specific company sizes on the other, we lay the groundwork for our successful projects and create a close relationship with our customers. We are experts in our target markets.

Our consultants and developers have thorough process expertise gained through many years of experience and as a result, they keep an overview of the overall process and pay attention to the specific details.

We put this expertise into practice to create optimized, industry-specific software solutions. Sycor supports companies in the mobile goods rental, process and retail industries with industry solutions based on Microsoft Dynamics AX. In the SAP ERP environment, we are now one of the leading experts for manufacturing industries. Sycor also serves the banking and financial services sector, the insurance industry as well as the chemical industry in Asia and the US oil and gas industry.

Rüdiger Krumes
CEO

SAP channel partner

For small and medium-sized businesses – for the manufacturing industry

In the SAP ERP environment, we provide a comprehensive range of services. As a channel partner of SAP Deutschland AG & Co. KG, we provide consulting, implementation, and operational services as well as support services. We also supply the required licenses and perform maintenance.

Our consultants and developers have an exceptional amount of project experience as well as process and solution expertise with small and medium-sized enterprises (SMEs) and a special focus on industrial manufacturing companies. Our products include the fully integrated SAP Business All-in-One industry solutions Sycor.Plastics for plastics processing companies, Sycor.Automotive for automotive component suppliers, Sycor.Medical for businesses in the medical technology sector, Sycor.Surface for surface finishing enterprises and Sycor.Metal for metal processing companies.

We tap into further potential for improvement through the SAP-based solutions we developed in-house: *Sycor.ProductionCockpit* and *Sycor.OrderCockpit*. We also offer custom solutions for mobile data entry and cross-system data exchange via Electronic Data Interchange (EDI). *Sycor.MDE* and *Sycor.PDC* for the entry of machine and production data round out our offerings. We are a competent partner when it comes to enhancing the classic SAP ERP system with products from the SAP Business Suite or integrating SAP Netweaver. We provide solutions for customer and supplier relationship management as well as product life-cycles or supply chain management.

In addition, we implement company portal solutions, create interfaces, and enable Business Intelligence.

Our expert teams specifically support companies in the following sectors:

- Plastics processing companies
- Automotive component suppliers
- Medical technology
- Surface finishing enterprises
- Metal processing companies

Since 2000, we have been successfully working with SAP Deutschland AG & Co. KG on international implementation and consulting projects and on the further development of the SAP solution Oil & Gas.

Dr. Steffen Gremler
Vice President
Business Unit SAP

Microsoft Gold Certified Partner

The right partner – for every international project

As a Microsoft Gold Certified Partner, we have become one of Germany's largest comprehensive IT service providers for Microsoft Dynamics AX environments. Our full range of cross-industry services encompasses consulting, development, and training. We implement solutions based on experience from many international rollouts and our certified project management methods and assume a project leadership role. We also deliver comprehensive operation services, from hosting to multilingual support. We have developed a wealth of process expertise and experience with Microsoft Dynamics AX installations for between 20 and 1100 concurrent users through national and international projects.

We have developed *Sycor.Rental*, the fully integrated

ERP industry solution for the rental, trade, service and maintenance of mobile goods of all types, based on Microsoft Dynamics AX. An ideal enhancement to this solution is *Sycor.TransportationManagement*, which enables efficient planning, execution, and billing of transportation. We support the process industry as well as production and retail companies with our experts and solutions.

Our Microsoft Dynamics AX experts are available to answer any questions on CRM, SRM and SCM, Business Intelligence (BI) and the Microsoft Dynamics AX Enterprise Portal. Last but not least, we link Microsoft Dynamics AX solutions directly to other (third-party) systems via the Microsoft Dynamics AX AIF (Application Integration Framework).

We have created expert teams for the following industries:

- Mobile goods rental
- Process industry (chemical and pharmaceutical industry)
- Manufacturing industry
- Trade

Frank Jakobi
Vice President
Business Unit Microsoft Dynamics AX

Andreas Gorges | Valeri Herdt

ICT services

Individually tailored – quality guaranteed

As a service provider and partner to small and medium-sized businesses, we align ourselves with the specific requirements of our customers. They select only those services that they require: made-to-measure, not off-the-rack.

With our technology consulting services, you profit from our extensive technological knowledge and our integration expertise. Thanks to our experience in project management and our use of new technologies, we can also help you implement complex IT projects. If necessary, we can also offer customized and flexible IT operation services: remote systems operation in our customers' premises or in our data center, with either standard support times or full-year 24/7 support – always based on binding service level agreements. This also includes the necessary hardware and software, if required.

Our expert teams provide consulting, development, implementation and operation services for SAP ERP, Microsoft Dynamics AX, SAP Business One environments, document management and workflow solutions based on FileNet or Easy, including interface implementation, all the necessary IT infrastructure with normal availability or high availability and last but not least, voice and data communication solutions.

We provide quality to our customers: All of our service processes are compliant with ITIL quality guidelines and our project management methods are standardized. As a SAP Hosting Partner, Microsoft Gold Certified Partner, and QM-certified company, our services and processes for our clients regularly pass audits by third parties.

Our range of services:

- Server and storage solutions
- Microsoft application
- Database management
- ERP outsourcing
- ECM/DMS
- Network solutions
- Telecommunication solutions & video conference solutions

Dr. Frank Wilkes
Vice President
Business Unit Technology Services

ECM and DMS services

Rapid access to top-quality information – at all times

With many years of experience, we provide a full range of consulting, implementation, and operation services for Enterprise Content Management (ECM) and Document Management (DMS). As a Gold Partner for EASY SOFTWARE AG, we provide a broad range of products. As a medium-sized company, we are flexible, direct, and see eye to eye with our customers.

After examining your IT strategy and current system environment, we develop the ideal solution for your requirements with regard to systematic, cross-company administration of information, data, and documents. By implementing an easy-to-use document management system, we ensure rapid availability of quality information. The underlying archive ensures compliance with auditing regulations and legal requirements.

Through electronic workflows, we also help our customers achieve more transparency during processing.

Once the planned ECM and DMS systems have been implemented by our certified employees, we also operate them, either remotely or through full outsourcing. We define these services together with you in a Service Level Agreement. Our ITIL-compliant processes and our monitoring and security systems make applications highly available and secure.

To ensure secure, transparent, and successful projects, we focus on cooperation with strong partners, proven processes, and high-quality services. As a result, our solution packages for recurring customer requirements in the area of Enterprise Content Management and Document Management are quickly implemented.

Our ECM and DMS products and services:

- Document management and workflow
- SAP archiving
- EASY for DYNAMICS AX
- Audit-compliant archiving
- Automatic invoice processing
- E-mail management and archiving

Christian Offermann
Head of Enterprise Content Management

Experts in SAP web shops

We professionally implement web shops – with an SAP ERP or SAP CRM backend

As an internationally positioned SAP Partner, we have been developing professional web solutions since 2000 and provide the entire spectrum of IT services relating to web shops for SAP ERP and SAP CRM.

Our services for web shops in the SAP ERP and SAP CRM environment include consulting, design, implementation, as well as training for our customers' employees. With our certified, well-proven project management model, we successfully manage SAP web shop projects, whether that means creating your first shop or enhancing your current one. With our many years of experience with national and international projects, we use a holistic approach

that focuses on the usability of the web solution as well as psychological sales factors. With this in mind, we create attractive layouts based on your corporate design and implement current trends such as Web 2.0, Adobe Flash, Flex and Ajax to meet your needs. To round out these services, we provide expertise in SAP backend systems and SAP basis support.

We have developed our own solutions for recurring core themes in the area of SAP web shops: The *Sycor.LayoutPack* for layout design, the *Sycor.SEOptimizer* for search engine optimization, and *Sycor.ContentPack*, an easy-to-use solution for maintaining editorial content. *Sycor.Analytics* provides insights into user behavior and gives feedback on weak points in the web shop.

Our services:

- Consulting
- Design
- Implementation
- Training
- Project management
- Development

Patrick Hey
Head of E-Business Solutions

Employee focus

Individual growth – personalized structure

Our employees ensure our success as a service provider. Satisfied employees work exceptionally hard for customers and the company, making both successful in the long run. As a result, our HR management practices are geared toward the satisfaction of our employees. The central element of our HR strategy is our employee focus.

Our employees are offered an exciting working environment, challenging projects and a motivated team. With continuous, tailored training programs, we help all our employees grow and provide opportunities for development. We never lose sight of their careers thanks to a special training program for junior consultants as well as a technical and management career path spanning a range of qualification levels.

With flat hierarchies and regular surveys, we challenge our employees to get involved and actively include them in the strategy process and the further development of our company. We give our employees room to grow. They can structure their own working environment and tasks independently. With flexible working schedules and work-from-home options, we make it easier to coordinate their work and private life.
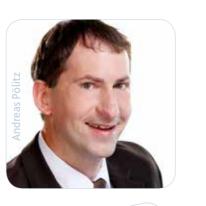
We received the 2009 Top Employer award from the Institute for Leadership and Human Resource Management of the University of St. Gallen. This is both, proof of our efforts and an incentive for continual improvement.
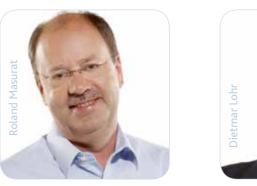
Martin Renker
Vice President
Business Unit HR

Simon Weckmann

Marlen Ballhause

Andreas Pölitz

Alfred Kesten-Kühne

Roland Masurat

Dietmar Lohr

Natalie Engelhardt

Stefan Maliska

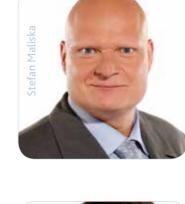Jan Oldigs

Helge Roth

Marco Arndt

Alexandra Fries

About Sycor

You should normally find a two-page overview of the Sycor Group here.
If this is not included, current information is available under

www.sycor.de/sycor_in_brief

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