AVIANET

Managed IT Services

Managed IT Infrastructure Support Services

Managed End-User Computing & Support Services

Global ITO Services

Global IT Service Centers

Technology Enables a Better Way to Lead the Global Competition. There's a Good Reason Global Airlines and Leading Enterprises Entrust Their Geographically Dispersed IT Infrastructure Management to AVIANET - Because We Deliver.

AVIANET Managed IT Services have helped some of the world's leading Airlines and Enterprises overcome the ever present challenges associated with managing geographically dispersed locations, teams, technologies and evolving business processes.

NEW WAY – WORK SMART

Businesses have become global, dynamic, and increasingly mobile. Customers raise the demands at frequent pace - and those must be met in real-time. In reality, emerging opportunities also represent new risks, as enterprises are required to share sensitive information across limitless borders. The systems and applications that so readily connect customers, vendors, partners, and also the employees, naturally, present challenges in both integration and management cycle.

AVIANET Managed IT Infrastructure Support, Managed End-User Support and IT Outsourcing lines of service are closely interrelated. We use the same platforms, systems, processes and delivery teams to deliver all three service types globally, with our dedicated and long-term approach for each customer individually and in fully customized manner.

Overcome **geographical distribution**.

These lines of service each include a portfolio of fully customized services and are provided to you through
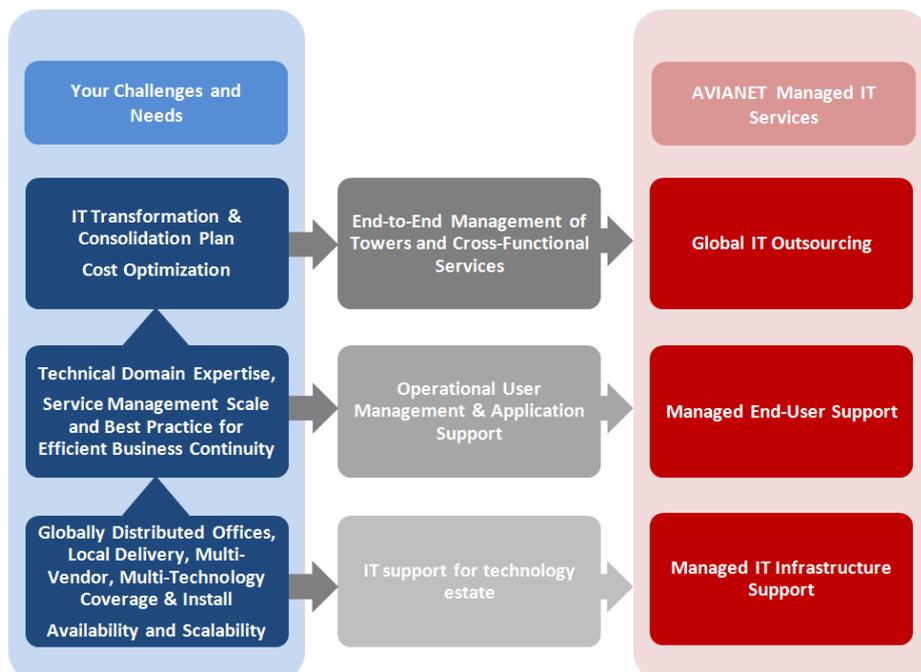
flexible contract terms ranging from as little as a year to eight years or more. We also view these lines of service as a continuum in which our engagement and level of responsibility we take for your ICT environment increases progressively. This grows from pure maintenance and support for your technology estate (device and application based for multiple technology types

and vendors); to the operational management of a specific technology domain (for example, our managed services over Cloud or infrastructure security); to an outsourcing agreement for an entire technology tower (networking, communications, data centre, etc.) and the aggregation of services across towers. Even though we draw on the same underlying foundation in services capabilities, these lines of services are each designed to meet different needs.

Our Managed IT Infrastructure Support, Managed End-User Support and IT Outsourcing Service Portfolio Is Aligned to Your Challenges and Needs:

Your Challenges and Needs		AVIANET Managed IT Services
IT Transformation & Consolidation Plan Cost Optimization	End-to-End Management of Towers and Cross-Functional Services	Global IT Outsourcing
Technical Domain Expertise, Service Management Scale and Best Practice for Efficient Business Continuity	Operational User Management & Application Support	Managed End-User Support
Globally Distributed Offices, Local Delivery, Multi-Vendor, Multi-Technology Coverage & Install Availability and Scalability	IT support for technology estate	Managed IT Infrastructure Support

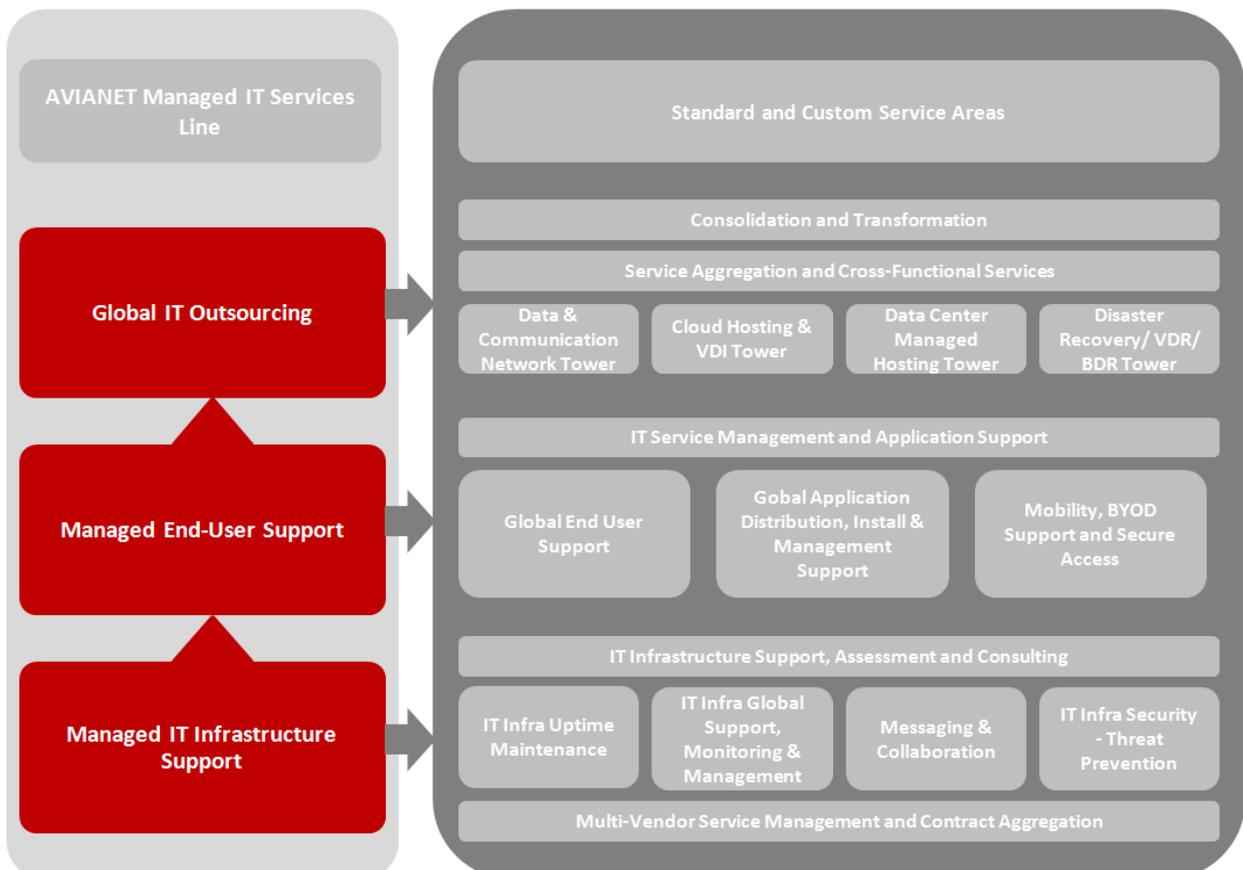This "**NEW WAY – WORK SMART**" approach requires that businesses become more collaborative up and down the value chain. Consolidate budgets, supply chains, and control mechanisms. Utilize smart solutions to conduct business anywhere, and any time. Accelerate the standardization of intelligent business models, and leverage established partnerships with technology providers that can offer the support and expertise necessary to run non-core functions - so that our customers can focus on their core competencies and the business at hand.

Our Portfolio

The high-level portfolio of services contained within each line of service is as follows:

Managed IT Infrastructure Support, Managed End-User Support and IT Outsourcing Service Portfolio:

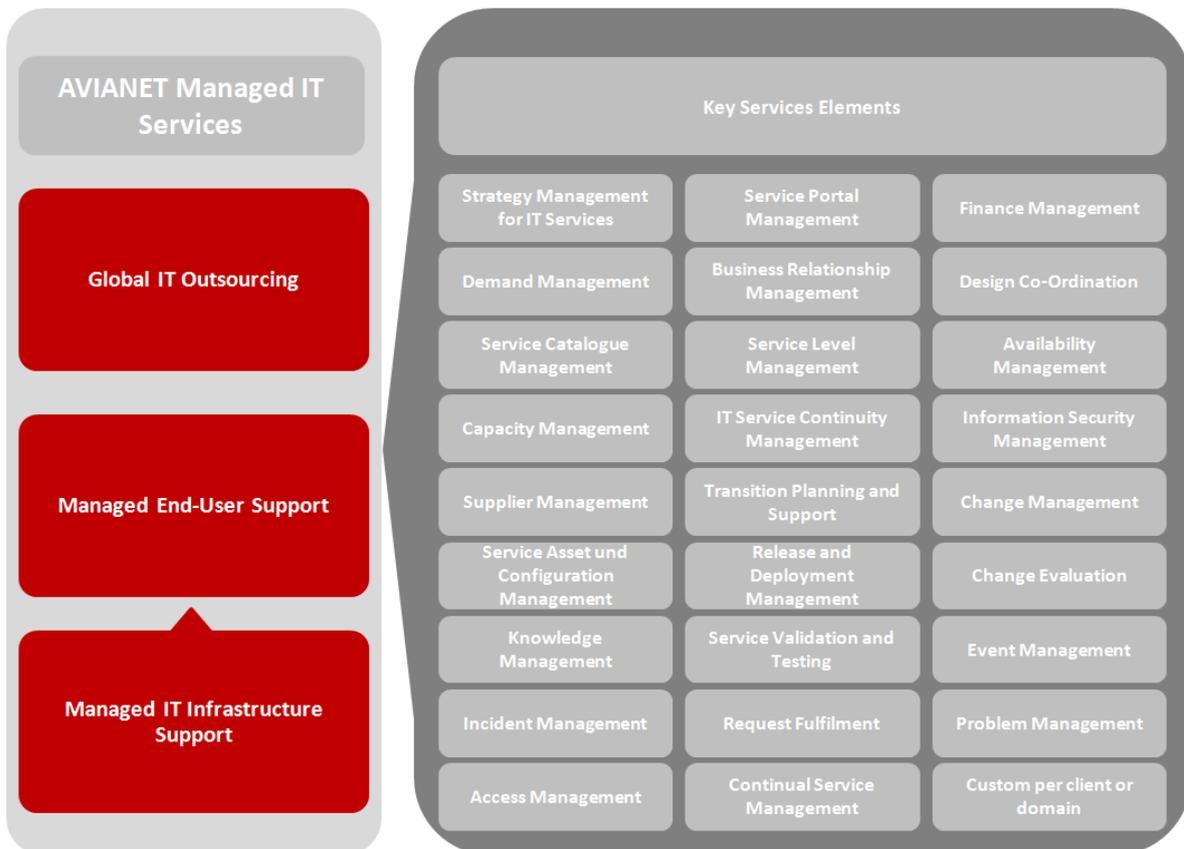| AVIANET Managed IT Services Line	Standard and Custom Service Areas			
	Consolidation and Transformation			
	Service Aggregation and Cross-Functional Services			
Global IT Outsourcing	Data & Communication Network Tower	Cloud Hosting & VDI Tower	Data Center Managed Hosting Tower	Disaster Recovery/ VDR/ BDR Tower
	IT Service Management and Application Support			
Managed End-User Support	Global End User Support	Gobal Application Distribution, Install & Management Support	Mobility, BYOD Support and Secure Access	
	IT Infrastructure Support, Assessment and Consulting			
Managed IT Infrastructure Support	IT Infra Uptime Maintenance	IT Infra Global Support, Monitoring & Management	Messaging & Collaboration	IT Infra Security - Threat Prevention
	Multi-Vendor Service Management and Contract Aggregation			

Customized Services

Our lines of service portfolios are fully customizable besides offering you standardized services. With our standardized services, you can leverage the advantages that our scale and expertise bring in terms of cost-efficiency, predictability and repeatability. With our custom services, we're able to offer you greater flexibility and adaptability to match your specific requirements.

Both our standard services and our custom services are built from a selection of service elements and deliverables based on our 15 plus years of experience servicing few of the most sensitive and complicated industries with regards to IT transformation and business continuity.

We build the service based on our in-depth understanding of your business and its processes. We're also able to custom develop new service elements according to the unique requirements of your environment.

Our Customized Services Portfolio:

AVIANET Managed IT Services	Key Services Elements		
Global IT Outsourcing	Strategy Management for IT Services	Service Portal Management	Finance Management
	Demand Management	Business Relationship Management	Design Co-Ordination
	Service Catalogue Management	Service Level Management	Availability Management
Managed End-User Support	Capacity Management	IT Service Continuity Management	Information Security Management
	Supplier Management	Transition Planning and Support	Change Management
	Service Asset und Configuration Management	Release and Deployment Management	Change Evaluation
Managed IT Infrastructure Support	Knowledge Management	Service Validation and Testing	Event Management
	Incident Management	Request Fulfilment	Problem Management
	Access Management	Continual Service Management	Custom per client or domain

Take the **new way** – **work smart** with the support of our Managed IT Services.

Our Global IT Service Centers

Our Global IT Service Centers are the carefully selected organizational hubs within our global network of 52 offices across 45 countries, where our service delivery and technical support experts receive calls from your business and work to resolve tickets, requests and problems.

They follow the standard processes and procedures defined by our services management experts. Our Global IT Service Centers are highly secure, managed environments governed by detailed performance metrics and measurements to ensure strict adherence to the contractual service level agreements we have with you.

A technical expert receives your call or email, diagnoses the problem – either verbally, or by accessing your environment remotely – and will often resolve the issue there and then. If resolution isn't possible from the Global IT Service Center, technical experts will be assigned to work on your ticket or request and field engineers can be dispatched to your premises to solve your problem on-site. Depending on our contract with you and with third parties, such as vendors, the Global IT Service Centers also manages the backing out of certain support and maintenance elements to external service providers, if and where appropriate.

About AVIANET

- **Registered Head Office:** Munich, Germany (HRB 120781)

- **Head Office Address:** Josephspitalstr. 15 – 80331 Munich, Germany

- **Part Of:** The world's leading aviation service company – AVIAREPS AG

- **Position:** Specialized mid-size ICT service provider for the leading industries globally

- **Company Size:** 600 multi-lingual, multi-cultural, globally based professionals, located across 43 countries

- **Global Services Foot Print:** Delivering ICT Services to the customers at 380 plus locations globally

- **ICT Experience:** 15 plus years as Turn-Key ICT Services Provider

- **Sales Revenues:** €1.1bn / $1.4bn

- **Equity:** €31.7m / $34.1m

Learn more about how AVIANET can help your business compete successfully by overcoming all limitations of the geographical boundaries.

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