

"IT is the backbone of businesses", says our interview partner Mr. Jürgen Kalisch, Managing Partner of TERACOM. Integration is a demanding challenge and TERACOM has the capabilities and the breadth of experience to optimise the backbone and make it more flexible and more responsive to market needs. Established in 1994 by Mr. Frank Wardenberg and partners in Berlin, TERACOM has developed into an independent system house well known for solving even the most complex integration problems.



TERACOM

In 1995, our interview partner joined the enterprise and soon took a leading position in the management responsible for customer projects. In 2000, he was appointed CEO. Today, the company is owned by Mr. Frank Wardenberg and Mr. Jürgen Kalisch, who are both experts in IT integration. Mr. Jürgen Kalisch, a graduated engineer in IT and communications, can draw on 20 years of professional experience. As the CEO, he has contributed to the successful development of TERACOM.

Integration projects require the close cooperation

A systematic Approach to integrating IT

Companies are prepared to make substantial investments in integration technologies in order to improve operational effectiveness, achieve end-to-end processes and increase interaction with customers, says a recent survey by PMP Research. However, more than a third of those polled say they are unable to do this satisfactorily. Integration projects require a lot of expertise and the German company TERACOM Verteilte Informationssysteme GmbH provides just that: the competence in integrating solutions.



Mr. Jürgen Kalisch, Managing Partner of TERACOM
"We integrate organisations, processes, technologies, applications and people"

with customers and TERACOM acts as a strategic business partner focusing on the customers' individual

needs. *"From the analysis, integration, to the management, we provide a full, end-to-end service covering*

consultancy, IT implementation and integration, and process outsourcing", explains our interview partner. *"We take all aspects into account, and this means that we integrate organisations, processes, technologies, applications and people."* The objective is to find a single integrated solution to run the entire business by connecting heterogeneous IT environments, applications and processes in a simple and reliable way. Customers can expect the quick, safe and cost-effective realisation of projects with smooth integration and full support and staff training. TERACOM's solutions enable customers to optimise their workflow, supply chain management and customer service while reducing cost. The clients get all the business critical information they need when they want it, wherever they may be.

In addition to its expertise in services and methodologies, TERACOM's solutions include best-of-breed products. The company has secured alliances with leading IT brands. The company is a BEA One Star Partner in the integrator track, HP/Compaq development and solution partner, member of the iForce program of SUN Microsystems and TIVOLI certified business partner. In 1999, TERACOM received a Microsoft award for its SQL server applications, and in 2001, TERACOM was granted

the New World Partner of the Year award by Cisco for its network solutions.

Focusing on customer service and sales, TERACOM's solutions include software development, enterprise application integration (EAI) and systems services. EAI solutions enhance the overall flexibility and simplify the migration of ERP or CRM systems while drastically reducing maintenance costs. With systems services TERACOM supports its customers in the analysis and optimisation of the existing IT environment. Security is

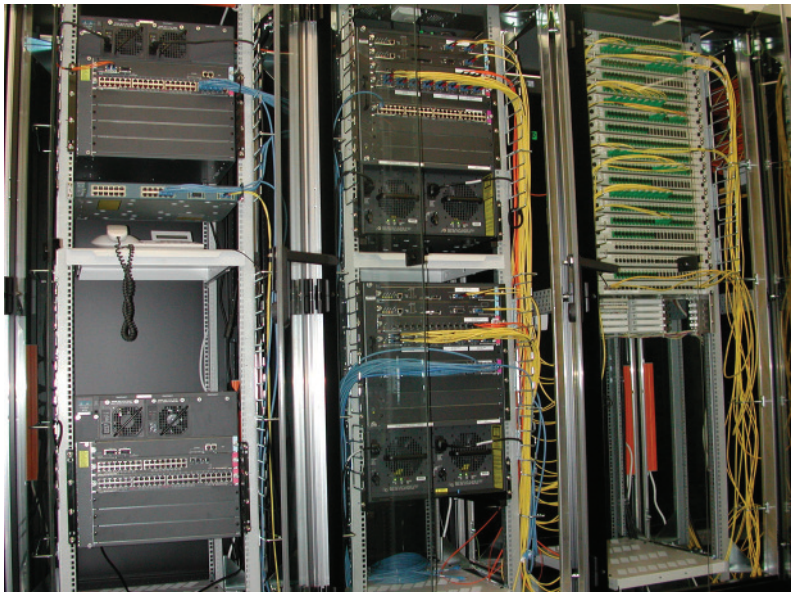
Time and again, TERACOM has proven its ability to integrate and manage complex technologies and help customers rationalise and streamline their IT environments to minimise operating costs and facilitate the efficient end-to-end control of critical business processes. For example, TERACOM optimises the client/server networks of telcos and high-tech businesses and provides the tools to optimise customer relationships, reduce the total cost of ownership, and increase the availability of systems to 99.9%. TERACOM has optimised license



Where ideas are born
The TERACOM headquarters in Berlin

is in a position to manage the computer centre, client systems and the help desks for service providers and the CRM systems for trading businesses.

With its systematic approach to integration, TERACOM is set for further growth. At present, the company has a subsidiary in Düsseldorf and future plans call for extending the network on a national and a European scale. *"Satisfied customers are the best reference", says our interview partner, "they are our major hub for growth along with partnerships and co-operations."*



The world of TERACOM
IT integration

paramount and here again, TERACOM offers state-of-the-art technologies to protect the IT infrastructure and ensure its constant availability.

management for several well-known toll service and logistics businesses and integrated MS Biz-talk for a leading customer contact centre. The company



TERACOM_

**TERACOM Verteilte
Informationssysteme GmbH
Carnotstrasse 7
10587 Berlin
Germany**

**TERACOM Produktmodellserver –
Neue Lösung für Produktmodellierung und Produktkonfiguration**

TERACOM erweitert sein Lösungsportfolio um eine neue, selbstentwickelte Lösung für das Management und die Anwendung komplexer Produktmodelle, wie sie z.B. in den Bereichen Banken, Versicherungen, Telekommunikation, Dienstleistungen, Fahrzeugbau etc. die Regel sind.

Anwender aus Marketing- und Sales-Abteilungen können jetzt mit einer intuitiven Bedienoberfläche komplexeste Produkte und Konfigurationsoptionen in einem zentralen, firmenweiten Produktmodell pflegen. Dabei können neben beliebigen Regeln für die Auswahl und Präsentation der Produkte auch Rabatte und spezifische Sichten für verschiedene Vertriebskanäle definiert werden. Enthaltene Transformationsregeln ermöglichen zudem die Übersetzung der Produktauswahl, z.B. bei der Weitergabe an Lieferanten oder ERP-Systeme.

Die Produktauswahl mit sofortiger, interaktiver Validierung und die Produktmodellpflege werden durch einfach zu bedienende, graphische Benutzeroberflächen unterstützt. Anpassungen an individuelle Bedürfnisse (z.B. Corporate Identity, spezielle Bedienkonzepte) sind darin problemlos zu realisieren.

Der Produktmodellserver ist komplett Java-basiert und J2EE-fähig. Die Einbindung in beliebige Geschäftsprozesse erfolgt über Service Adapter, typischerweise als Web Service.

Eine Offlineversion, die z.B. auch Außendienstmitarbeitern ohne Anbindung ans Firmennetz die Produktkonfiguration mit Hilfe eines PDAs oder Notebooks ermöglicht, ist in Vorbereitung.

Der TERACOM Produktmodellserver ermöglicht damit:

- Kostenreduktion
- Reduzierte Time-to-Market
- Effizienzsteigerung

Weitere Informationen auf www.teracom.de oder direkt bei

TERACOM

Verteilte Informationssysteme GmbH

Carnotstraße 7

10587 Berlin

Tel.: +49 (0) 30 - 394 05 - 600

Fax: +49 (0) 30 - 394 05 - 699

info@teracom.de