

itelligence uses SAP Solution Manager in a pilot customer project

- **itelligence gained experience with SAP's new implementation tool**

Frankfurt, December 03.2002 - SAP AG offers its customers and partners a new tool for the implementation and operation of mySAP.com solutions. SAP Solution Manager, a product which supports the introduction of SAP, will be generally available as of December 2002.

As part of a pilot customer programme, itelligence AG has been using SAP Solution Manager to support the introduction of SAP at DEUTZ AG, Cologne, since March 2002. DEUTZ AG is one of the world's leading independent manufacturers of diesel and gas engines. DEUTZ expects the some 2,000 employees of its product and service business units to benefit considerably from the introduction of mySAP.com.

DEUTZ AG introduces mySAP.com

DEUTZ and itelligence developed the documentation of 200 master data objects and 150 key business processes of DEUTZ in SAP Solution Manager. The tool is also used to manage all extensions, workflows, forms and interfaces required. Some 100 internal and external team members of the introduction project employ SAP Solution Manager. This increases the reliance and transparency of the DEUTZ project and allows to collect the company's knowledge in a structured way which will permit optimum use and operation of the SAP application going forward.

The new software tool is said to significantly shorten the implementation phase for system houses and customers. SAP Solution Manager serves as a central project repository permitting to design and document the enterprise mySAP.com solution in line with the company's process chains. Based on these structures, the system is customized and tested from SAP Solution Manager taking all mySAP components such as R/3, CRM and BW into account.

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itelligence also uses SAP Solution Manager for the administration of its own systems and a number of customer systems in the customer outsourcing segment. SAP Solution Manager has permitted itelligence to centralize a heterogeneous infrastructure comprising several help desk and support solutions. SAP Solution Manager provides all the tools necessary to manage a customer's IT solution - from the operation of the system to the support desk to the monitoring of the solution. Constantly increasing transparency have enhanced the efficiency of the service unit. A central web user interface allows the role-based login of all users irrespective of the type of hotline support services provided.

About SAP Solution Manager

SAP Solution Manager is the central service platform of SAP's solution management. It supports the entire life cycle of a software solution - from its implementation to the integration and operation of the system to its continuous optimization. SAP Solution Manager uses the following technologies and applications: SAP Web Application Server as a component of the mySAP technology, the functionality of the Customer Interaction Center of the mySAP Customer Relationship Management solution, Internet technology for cross-system cooperation as well as open interfaces for an automated help desk for mySAP.com applications. SAP Solution Manager permits SAP customers, system houses and SAP experts to access the same service and support technology.

About itelligence AG:

itelligence AG is a leading international full-service provider for SAP employing some 1,450 highly qualified employees at 44 branches in 19 countries. As a mySAP.com Channel, Service and Support Alliance as well as Hosting Partner, itelligence realizes complex projects in the SAP environment for over 1,200 customers worldwide. The company's services range from SAP consulting and licensing to outsourcing and services to proprietary industry-specific SAP solutions and individual software technology. In 2001, itelligence AG generated total sales of EUR 182.9 million (ISIN DE 000 730 040 2).

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