

itelligence AG and servit announce cooperation

itelligence and servit join forces for the marketing of the new SAP solution, SAP for Hospitality

Frankfurt, October 21, 2003 - itelligence AG, Bielefeld, and servit GmbH & Co. KG, Hamburg, have agreed to cooperate in the marketing of the new SAP for Hospitality solution in Germany. The new SAP solution enables the hotel and restaurant industry to benefit for the first time from a comprehensive integration of its business and IT processes from front-office systems to full back-office functionality to CRM and portal solutions. SAP for Hospitality is hence a genuine ERP solution for the hotel sector. Isolated solutions permitting to control only individual service areas such as room occupancy through front-office consulting can now be replaced by SAP for Hospitality.

itelligence, the successful full-service provider of IT solutions in the SAP environment, will be responsible for the back-office connection to the SAP world, while servit will provide front-office consulting, building on its experience in the hotel and restaurant industry. The two companies complement each other in that itelligence has already made its mark as an SAP Special Expertise Partner for professional services and logistic services in the service sector while servit's edge as a provider of IT and logistic services is based on its long-term experience in restaurant concepts and the hotel sector. servit has been a SAP SME partner in the hotel sector since mid-2003.

The new SAP solution expands itelligence AG's range of industry solutions to the hotel and restaurant industry, which will enable itelligence to tap into another market with high growth potential in the SAP environment. The cooperation between servit and itelligence will initially be restricted to Germany; an expansion to Austria and Switzerland is planned. SAP for Hospitality is available as of now.

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Michael Gutschmann, Managing Director of servit: "We are happy to work with itelligence, an experienced partner in the SAP environment which is familiar with the requirements of the service sector and able to fulfil them."

Kirsten Bruns, Head of the Services Line of Business of itelligence AG: "Our cooperation with servit allows the hotel industry to benefit from the provision of consulting services for an industry solution by a proven industry expert which understands the specific processes and requirements of this sector. This cooperation permits us to tap into a new market segment which ideally complements our current portfolio as a service provider."

Given the fierce competition faced by the industry with its great variety of concepts, hotels and restaurants are looking for an integrated IT solution which allows to realize sustained cost savings through reliable occupancy management. A simple booking system does not meet their IT requirements. Two industry specialists now offer the German hotel and restaurant industry an excellent, industry-specific solution: SAP for Hospitality.

The front-office functionality of SAP for Hospitality covers, for example, booking, reception, payment, pricing, room occupancy, room service management, discount strategies and data output via the switchboard, door signs or TV screens for the information of guests.

In the back-office area, a single point of access has been realized. The different entries made at the front end are automatically available at the back end, which helps to identify input errors for more reliable occupancy management. Important back-office areas such as deliveries and incoming goods, currency conversion, active sales support, finance and administration, banks, cash, investment management, controlling and personnel management, which are invisible for guests, but key for permitting hotels and restaurants to offer a coherent service, can now be analyzed thanks to a direct link to the SAP software.

Press release of itelligence AG

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About servit

servit specializes in restaurant concepts, hotels, catering and meat processing. The company established from a market leader in this sector has been SAP partner for hotel solutions in German-speaking countries since mid-2003. Its focus on the highly networked processes within the hotel sector permits servit to use its expertise in all areas of IT functionality to the benefit of its customers. The company has about 20 employees and expects to generate annual sales of MEUR 3.5 in 2003.

About itelligence AG:

itelligence AG is a leading international full-service provider for SAP employing some 1,100 highly qualified employees at 38 branches in 18 countries. As a mySAP.com Channel, Service and Support Alliance as well as Hosting Partner and Global Services 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. In 2002, itelligence AG generated total sales of EUR 168.5 million.