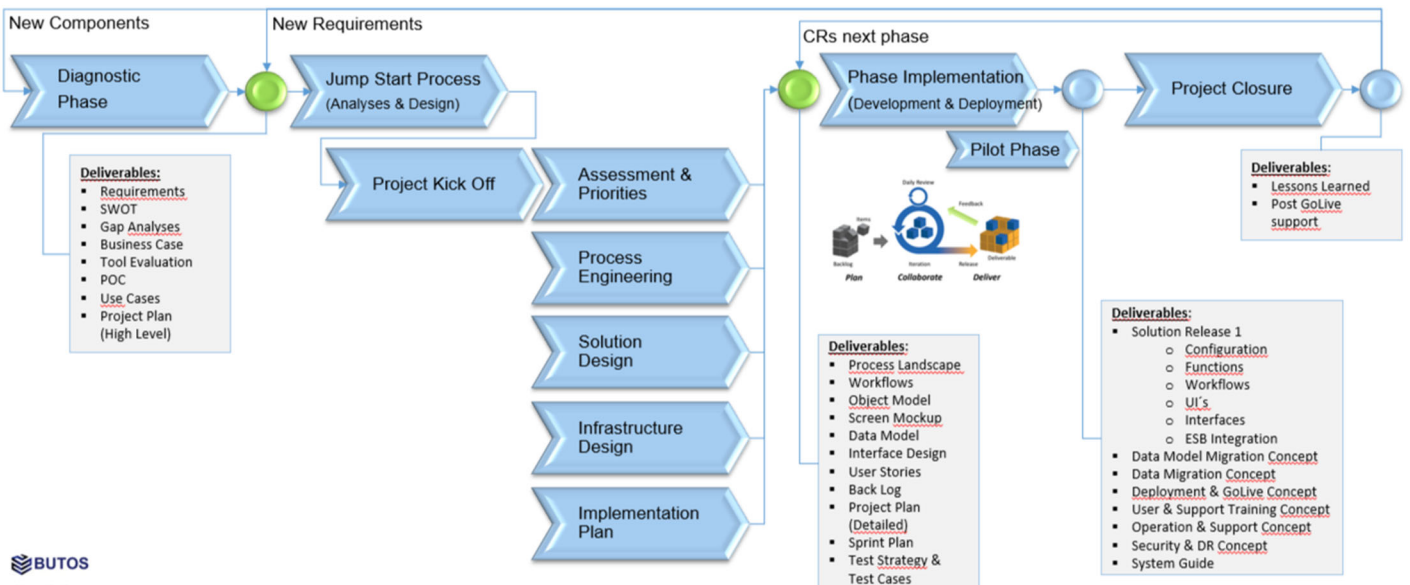
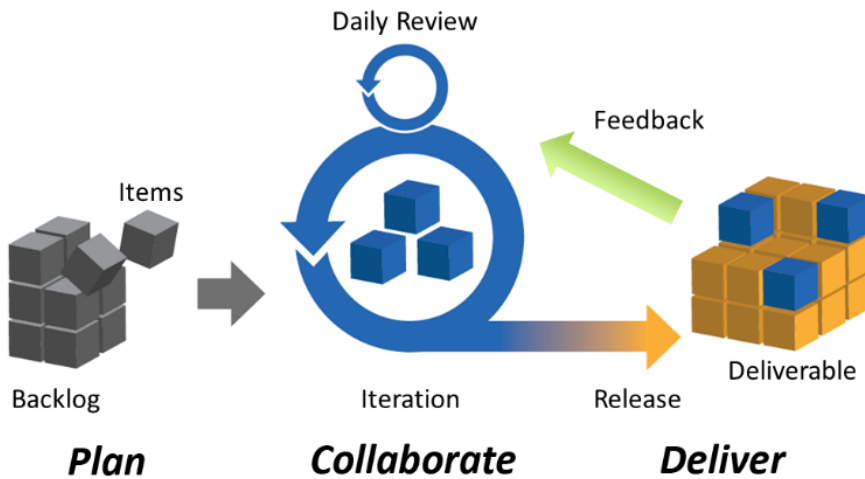


BUTOS Service Catalogue

Diagnostic Phase

- Within the Diagnostic Phase we develop integration conditions as well as fit & gap status in addition to our existing smart models.
- A time period of 2-3 months is planned for this phase.
- Within this phase the following roles are mainly necessary: Project Manager, Business Analyst and Solution Architect.
- The target within this phase is to define a clear scope for DDC/MDM/Data Privacy projects and to fix the financial key figures

Process for DDC/MDM/Data Privacy projects



Implementation / Sprint Planning

- After the Diagnostic Phase, we carry on the specific implementation and provide our parametric smart components for example on a cloud-based or an on premise test environment to enable comprehensive tests (see section “Cloud Services”)
- Depending on the complexity of a project a time period of 3-6 months is planned for this phase

Support Services

- For the Integration Phase we offer a diversity of expert know how through our Integration Support Package.
- Mainly, there will be used the roles Project Manager as well as Configuration and Deployment Supporter to support the project with different engagements and layouts.

From the Development to the Production

- This is the transition to the new solution. Main activities in this phase: Training of end users, testing of user acceptance, conversion to the new, updated production environment, transformation into the support of the production, finalization of performance tests.
- The samrt.GoLive solution package of BUTOS is very helpful and efficient to automate, to monitor and to steer builds to a high degree.
- In addition, this approach supports the traceability from the request to the test until the implementation.

Operation Services

- Within the Operation Phase we define the activities which are necessary for monitoring of production, provision of support after the migration, measurement of performance and finalization of the project. Main targets of the project finalization are implementation of a final audit of quality and to handover the solution and the know-how to the customer.
- We offer our technical support for different applications within several service level agreements. Through our administration center we can supply additional business services within the ongoing operation.

Description of Cloud-based Service (Azure Cloud)

- With Cloud Operation Service our customers will be able to transmit a set of operational responsibilities and services in connection with Public Cloud Services. This are the management and the operation of operation systems (OS), backups, cloud-based networks, security, middleware, data bases and application servers.

This Service includes the following Aspects:

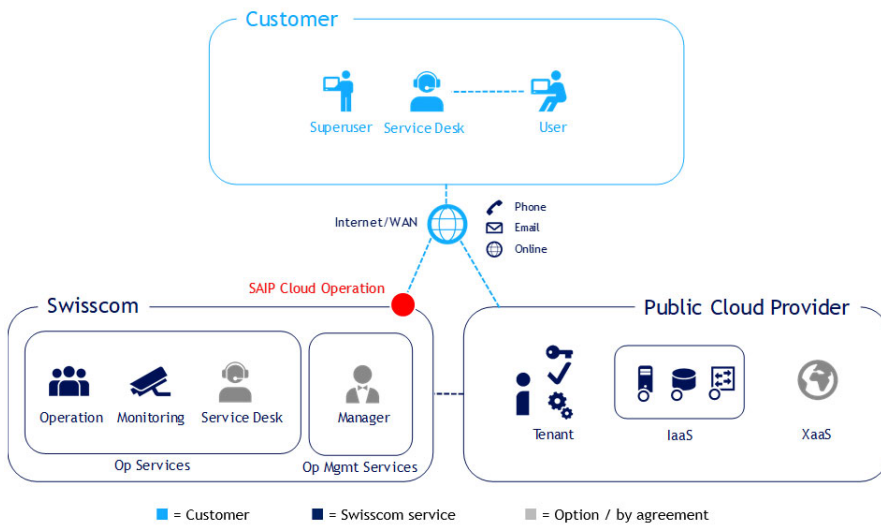
- The operation team manages the agreed, legal information systems. Therefore, the customers can exclusively concentrate their IT resources for internal main applications.
- Management of incidents, problems, changes, releases, events (monitoring and alerting), capacity and service levels as well as reporting are integral elements of our services.
- Various application and data base services enable the complete transformation of data base and application management at BUTOS.
- Negotiated Service Level Objectives (SLO) and KPIs with report generation build a stable foundation for operation and business applications.
- BUTOS or one of our partners, e.g. Swisscom, will provide all operational services worldwide.

Cloud Infrastructure (Azure Cloud)

- 24x7 remote operation platform (VM, DB, application)
- Operation system (4 patches / server / year)
- Monitoring / alerting / capacity / health checks
- Incident / problem / event- & alert management
- Change / release and deployment management (just minor changes)
- service asset & configuration management
- Documentation
- Governance: review and reporting every three months

Definition Service Access Interface Point SAIP

- Service Access Interface Point (SAIP) is the legal agreed and geographic and / or logical location where we deliver our services to the customer. This location is also the one where all services will be monitored and service levels will be set up. This is the transformation of the scope of the reported definition of services to the customized connectivity.
- The following schematic diagram visualize the services and service components of a cloud operation:



smart.Academy, Training

Butos services

smart Academy

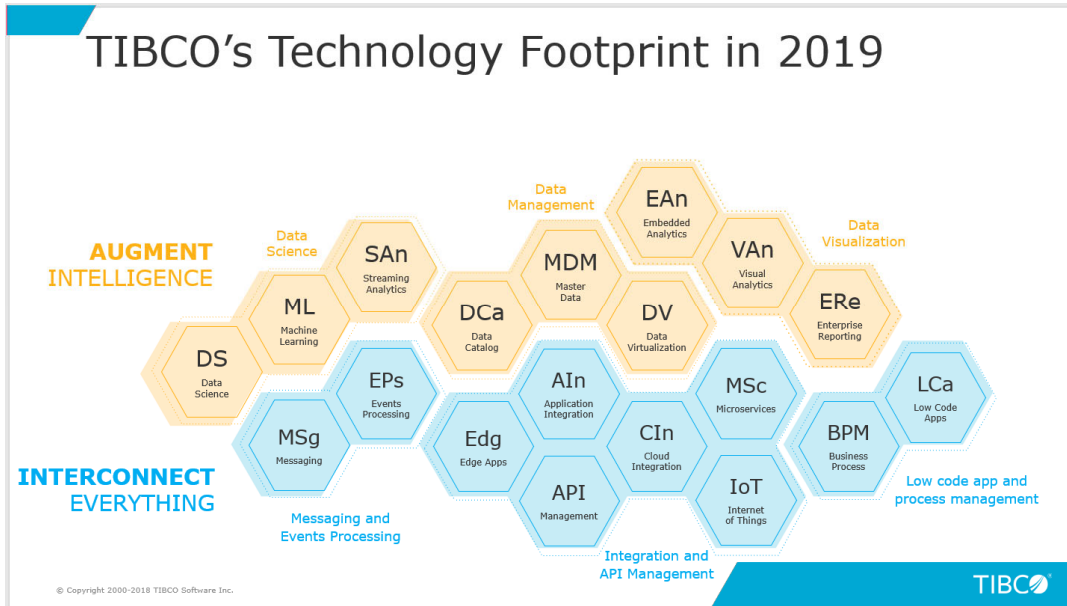
Voraussetzung

Business & Focus Topics	Methods & Standards	Technology & Tools
<p>B-001 Business Driver GDPR/DSG (Deloitte)</p> <p>B-002 Chart of accounts challenges (Deloitte)</p> <p>B-003 Strategy Data Driven Company</p> <p>B-004 GDPR/DSG Useful Roles & Permissions</p> <p>B-005 GDPR/DSG Change Management</p>	<p>M-001B Business Process Engineering (Basics)</p> <p>M-002B Data Modelling (Basics)</p> <p>M-003B Agile im Kontext EBX (Basics)</p> <p>M-004 User Stories (How to slice & write)</p> <p>S-001 Contract for Agile Approach</p>	<p>T-001 EBX intense - Overview (Capabilities of MDM)</p> <p>T-002B EBX intense - User Training (Basics)</p> <p>T-003B/A EBX intense - Configuration (Basics / Advanced)</p> <p>T-004B/A EBX intense - Development (Basics / Advanced)</p> <p>T-005B JIRA & EBX (Basics)</p> <p>T-006 Run & Change EBX (Operate & Deploy)</p>

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Products

- TIBCO Portfolio



- Remarks: We provide the entire sortiment of TIBCO within our BUTOS offer. Through TIBCO network we are able to sale TIBCOs complete product portfolio and as a partner we are also allowed to integrate and implement those.
- BUTOS focus on the following TIBCO products:
 - TIBCO EBX (Master Data Management)
 - TIBCO DV (Data Virtualisation)

BUTOS Roadmap overview of the self-developed products

