



Communications on the
right track.
HiPath Services.

www.siemens.com/hipath

SIEMENS

Global network of innovation



It's time to

Increase your productivity

Siemens has created a consistent, standardized communications infrastructure for thousands of companies worldwide with first generation IP – delivering greater stability and significantly lower costs for hardware, network management and administration. Now “2nd Generation IP” is here to enable your communications to work even more economically and effectively.



2nd Generation IP offers innovative applications and solutions which enable your company to leap forward in productivity.

2nd generation IP solutions introduce new and intelligent ways to communicate, unifying your users' experience and integrating applications, independent of distance, media and time.



simplify.

with new technology.

Siemens is the world leader in real-time communications – and you can benefit from our experience.

With more than 6000 HiPath Voice-over-IP solutions implemented worldwide, Siemens has the experience to equip your business for greater productivity, reliability and maximum security.

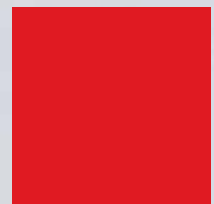
HiPath Services – because every IT strategy is as unique as the company that implements it.

We help you protect your existing investments by deploying technology so that it improves your business processes and generates new business opportunities. This approach ensures your communications systems are always reliable, and that you enjoy a sound return on investment and low total cost of ownership, whether your operations are in one country or one hundred.



Secure, fast and
cost-efficient.

Reach your targets with
HiPath Services.



HiPath Services offer you a wealth of experience that helps you implement a real-time communications solution with the greatest security.

Tailor-made services for companies of any size – regional, national, global.

You can entrust HiPath Services with the complete management of your network or with individual services to help you maximize the performance of your communications infrastructure and supplement your existing IT resources.

Services that deliver positive results – no more and no less.

Our broad portfolio of services offer you flexibility and choices ranging from competent consulting to complete communications management. In addition, we offer 24-hour moves, adds and changes (MAC), support via the web and a 24-hour customer support center. All of our services have only one aim: to get the best out of your infrastructure, your resources and to make the most of your business processes.



■ **Professional Services**

Siemens HiPath Professional Services address all aspects of resilience, by ensuring your communications network and applications reach their full potential with consulting, systems integration and customization services. Our experts can custom-design a communications plan to meet your unique needs, while achieving operational improvements by intelligently integrating your business applications and processes.

■ **Lifecycle Services**

Siemens HiPath Lifecycle Services accompany your solution from implementation through to continuous support. Our services offer end-to-end quality of service and virtually 100 percent availability and security of your communications. Thanks to our comprehensive investment in advanced technology, you can be sure of receiving state-of-the-art monitoring and support at all times.

■ **Managed Services**

With a complete range of management and operational services, Siemens HiPath Managed Services lift the burden of communication management from your shoulders. On the basis of a defined service level agreement, we take over such complex tasks as asset management, help desk support, maintenance and remote monitoring. The advantages for you: first class customer service, a secure and resilient network, freedom from technology life cycle issues and reduced operating costs.



Your success is our business.

HiPath Services give you security at all levels.

Siemens adds resilience to real-time communications with a wide range of services that increase reliability, efficiency and security.

Competent personnel ensure that your business never falters at any stage. HiPath Services are able to access a broad global infrastructure and our highly qualified teams have the training and certification to support your communications infrastructure in such a way that any problems only have a minimal effect on the work processes in your company. We offer a single, convenient point of contact and a high level of coordination in the quality of service.



It's not about the technology...

■ Consult

Our Consulting Services begin by analyzing your business, your infrastructure, your potential and your future goals. Our multi-disciplinary team includes experts at all levels of communication – voice, data, security, CRM, mobility and IP solutions. Having analyzed the information carefully, we present you with a wide range of technical and commercial options and help you decide which solutions are most appropriate in your case in order to achieve leaner procedures, lower costs and to get your business moving forward.

■ Design

Our Design Services focus on the best solutions for securing your communications for the future. We draft customer solutions, test their feasibility, and create detailed functional descriptions for the most efficient and cost effective workflow model. Our aim is always to secure the greatest return-on-investment and to bring your communications strategies into line with your corporate strategies by using a customized solution.

■ Build

Fast and professional implementation is required in order to implement your chosen solution on time. Project planning, management and control – focused on defined targets – ensure a high-speed, high-quality implementation using tried and tested technologies.



...it's what it can do
for your business.

Our aim is to give optimum protection
to your corporate communications and
technology investments.

**You're not in business if you can't
communicate.**

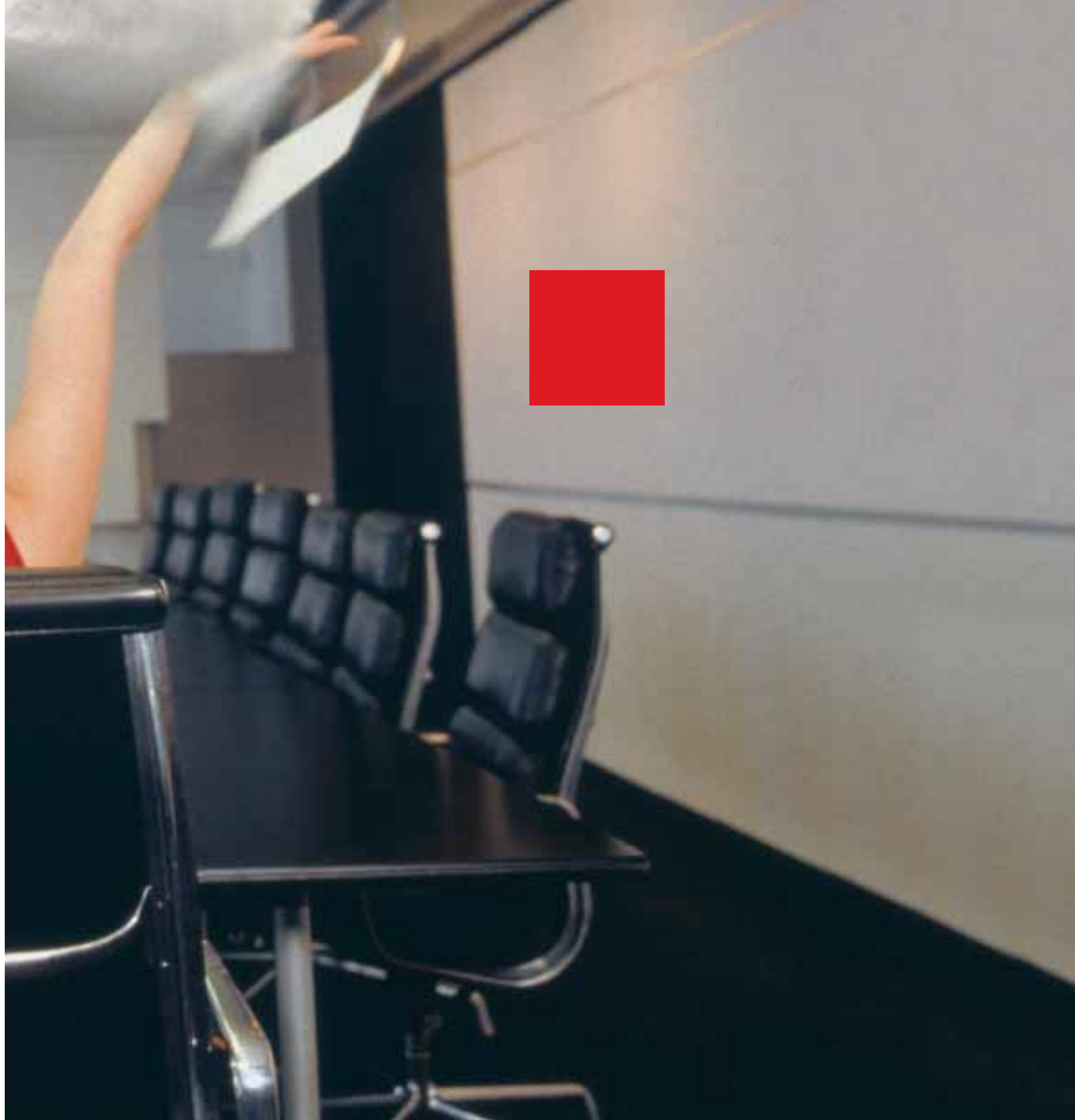
We offer you every type of service you
need for maximum security and smooth
operation – from supervision and service
monitoring, to fault management and
performance reporting.

■ **Support**

Our Support Services offer flexible solu-
tions on a national or global scale to match
your requirements. To ensure that real-time
communications solutions in your compa-
ny operate at the high level for which they
were designed and to minimize interrup-
tion to your business operations, we ensure
a consistently high quality of service.

■ **Manage**

You need more than the latest technolo-
gies. You need personnel who operate,
maintain and understand your systems in
order to fulfill the potential of your core
business. Simply leave everything to us
and you can be assured that service and
maintenance is held firmly at an agreed
level. We have developed unique methods
that include close cooperation with your
suppliers and partners in order to tighten
up processes, define standards and to
achieve agreed levels of service.



We can manage selected areas of your communications in order to help you trim costs, improve service and install a first-class customer service. But we also offer you total management of your communications solution. There is also the option of a performance-related program of services at protected prices that converts your communication system from a cost center into a strategic asset.

■ **Educate**

The success of your IT investment depends not only on careful planning, implementation and management, but also on the people who use this technology: your personnel. We provide the necessary knowledge and qualifications that enable them to get the best from our innovative solutions. Siemens has the training staff and consultants to help you fully exploit the potential of your human resources.





Optimum use of your communications infrastructure means greater profitability.

You can invest vast sums of money in the latest technologies, but unless you have the knowledge and necessary experience to adapt your business processes and gain the maximum technical benefit, you will simply be throwing money away.

We ensure profitable use of your communication resources.

We first analyze the potential of your existing communications infrastructure. We then draw up a plan for the future and exploit all the hidden benefits of the latest technologies. Regardless of whether your company has 30 or 30,000 employees.

Our solutions will pay for themselves soonest.

There is no need to delay any longer in implementing the latest real-time IP systems. HiPath Services help you gain the maximum cost and productivity benefits offered by 2nd Generation IP from day one. For a faster return-on-investment and lower operating costs.

Realize your dream of seamless communication.

Your ability to compete depends largely on whether it is possible for your employees to exchange information quickly and automatically in real-time – regardless of the communication channel chosen. We offer you the solutions to achieve this goal easily and quickly.

■ **Voice networks and convergent networks.**

By improving the reliability and efficiency of the system through proactive monitoring and management of the infrastructure we can help you reduce the costs of network management.

■ **Customer relationship management (CRM).**

We develop integrated CRM solutions that strengthen your ties with customers by improving business processes and customer relationships.

■ **Real-time, presence-based, multi-resource communications.**

By exploiting the benefits of real-time communication and cooperation, we make maximum use of your human resources in terms of greater efficiency and productivity.

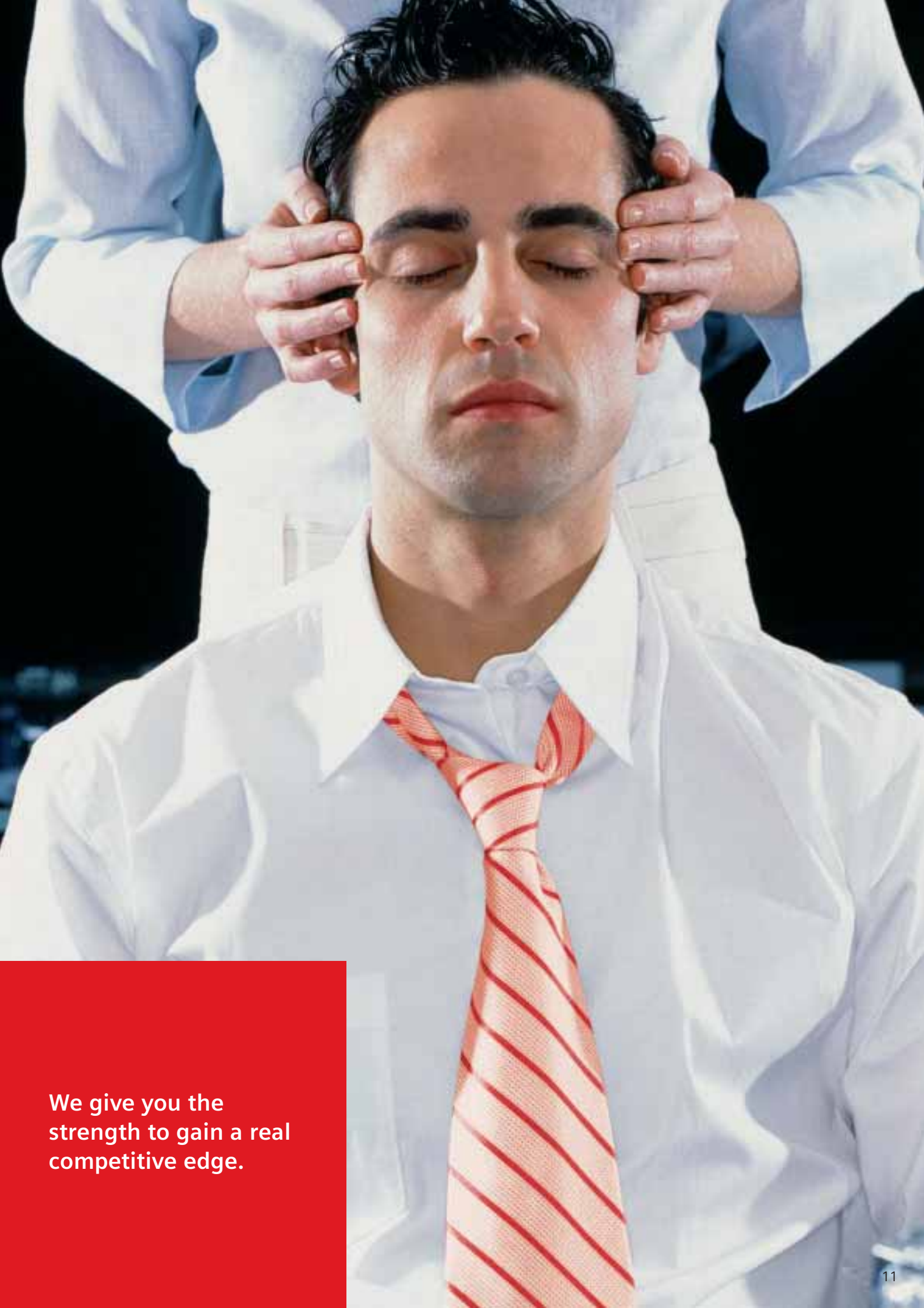
■ **Security.**

We improve network security by subjecting your communications infrastructure to continuous, critical testing. Existing risks and threats are immediately recognized and the necessary improvements are carried out to establish a permanently secure communication solution.

Unleash your creative powers.

With HiPath Services, communication becomes a factor of productivity.

It is not the technology itself that is crucial, but what it does for your company. For this reason, we offer you a wide range of consulting services that help you to develop more effective business models and to improve business processes. On request, we will even take over the day-to-day management of your communication system so that you can concentrate on your core business.



We give you the strength to gain a real competitive edge.

Experience meets competence.

No wonder that companies all over the world trust HiPath Services.



Think of service and you think of Siemens. Our global infrastructure enables us to offer services of the highest quality and consistency anywhere in the world.

HiPath Services have the experience, history of success and global capacities that you expect.

Siemens has developed a global standard for the implementation of communication systems. Our approach is more than methodical – it is geared directly and exclusively toward your requirements. We work on the basis of expertise in the industry, business-case analyses, tried and tested processes and technological solutions.


Professionalism in project processing and deployment of personnel.

Our tried and tested HiPath Solutions methodology is based on the experience that we have been able to acquire in countless installations in many different countries, industries and market segments, working with companies of every size. As a global supplier, we have both the breadth and depth of resources that you need. In addition, we are able to collate the information collected all over the world to make your communication as secure as possible.

Reap the benefits of more than 150 years of experience and a strict certification program.

The program covers not only Siemens products but also industry-standard software. You can be assured that the consistent, high-quality work of our certified consultants will help maintain the value of your company and attain your targets, both now and in the future.





With compliments:

**Raise your return-on-investment
with a no-risk introduction to the
latest technology.**

**HiPath Services turn innovative
Siemens solutions into future-proof
investments.**

Siemens helps you gain a competitive advantage by using innovative communication solutions that raise your productivity. HiPath Services help you to improve your network performance and reduce the operating costs of your IT infrastructure in the long term. Both factors help to guarantee that your investments in communication progress will be amortized in the shortest possible time.

**It is our goal to protect your
investments and make best use of
your capital.**

Existing capital investment is retained. Building on this, we develop a feasible, evolutionary path to the future. In addition, we improve your business processes to such an extent that your IT investments has the maximum effect on capital and resources.

**Higher productivity and greater
competitiveness result in faster growth.**

Our innovations free your desk-bound personnel to communicate without restrictions at any location, at any time and with any partner. Better communication also means better access to important customer information, the key to greater customer satisfaction and additional sales opportunities.

Our strengths – your gain.

HiPath Services offer companies of any size anywhere in the world a broad spectrum of services. With international experience, competence and qualified personnel,

HiPath Services guarantee a highly productive communications infrastructure that raises your ability to compete.

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Siemens Communications is one of the world's largest players in the telecommunications industry, active in more than 160 countries. Unique in global comparison, Siemens Communications consolidates experience and competence in every key market segment – mobile or fixed-line telephones for consumers as well as complex network infrastructures, solution packages and applications for enterprises and network operators. In addition to its hardware and software portfolio, Siemens Communications offers comprehensive service along the entire value chain. For each and every customer, anytime, from A to Z.

On this basis Siemens Communications is developing solutions for tomorrow's communication. The road to the future has a name: "LifeWorks@Com", an innovative concept aiming at making communication easier and more effective. Both in business and private life, for every network and every device. Concentrating on what's important for our customers, that's what LifeWorks@Com and Siemens Communications stand for.

More information about Siemens Communications at www.siemens.com/communications

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