

Building the future //

IT SERVICE MANAGEMENT APPLICATIONS



IT SERVICE SOLUTIONS

// The primary maxim for our work is customer benefit. It is only through placing the needs and objectives of the customer at the forefront that truly worthwhile products can be developed. //



Horst Haag
Managing Partner

Nikolaus Albrecht
Managing Partner

// Cooperation begins with getting to know each other.
Thinking describes character.

At FNT GmbH we would like to show you who we are, what we offer and how we think. This includes our strategy, our core competences and vision, but also our self-image and values. Innovation, quality and high customer benefit are the basic pillars of our company philosophy. See for yourself.

- 04+05 // Company
- 06+07 // Business Segments
- 08+09 // Core competences
- 10+11 // Customers
- 12+13 // Investment security
- 14+15 // Command
- 16+17 // Human resources
- 18+19 // Vision



Facts // 15 years of experience in the field of IT service management. / More than 100 employees – of which more than 60 are in software development. / High quality standard through clearly defined development processes. / 100% orientation towards our Command product suite.

Services // Introductory support / System consulting / Adaptation development / Data consolidation / Product training / Hotline

Locations // Ellwangen / Berlin / Bremen / Munich / Duisburg / Wolfsburg

Our company pursues a long-term strategy. //

If it is true that knowledge is the central resource of the 21st century, then the management of knowledge is the key competence of the future. The founding motivation of FNT was to be a part of this – to enable the efficient processing of existing knowledge and the creation of new knowledge.

// Lots of experience packed into a short history

If one were to measure the significance and competence of a company by its age, there would surely be companies ahead of us. However, our company is earning an exceptional position by reason of a remarkable development history, not least evident in the number of research and development years, in connection with excellent customer projects. Founded in 1994 in Ellwangen/Jagst – where our headquarters are still located today – FNT has global customers both at home and abroad.

// A company with a future

FNT is an independent and owner-managed software vendor, which after years of continuous growth now employs around 100 employees, the majority of which are in software development. We have branch offices close to our customers in Berlin, Bremen, Munich, Duisburg and Wolfsburg. The company is expanding internationally, extending its network of partnerships and strengthening its market position as an innovative software vendor in IT service management.

The Command software suite forms the platform for your IT service management. //

Converging technology requires consistent management that transcends system limits and offers practical solutions.

Command is the only software incorporating all aspects of a modern IT infrastructure in an integrated data model and at the same time always keeping in mind the requirements of the user. Central elements of Command are the ergonomics and functionality of the user interface, modern software architecture and a sophisticated roles and rights concept. At the same time, these aspects are the prerequisites of successful deployment in a multi-user environment.

// Cable management

Cable management with Command means planning and documenting a cable infrastructure, regardless of the medium and location. The software has all of the necessary elements such as trays, slots, components (cabinets, junction boxes and patch panels) and of course cables. Plausibility checks, calculations and routing functions make Command an efficient tool for cable planners. The output options include documents such as splicing plans, schematic network representations, shunt lists, photo-realistic rack views, etc. Trays and cable routes can be displayed with no sheet lines in all conventional GIS systems using the neutral graphical interface.

// Telecommunications

Command enables centralized and efficient management of telecommunications networks and their resources. Operating processes such as for example Operation & Maintenance, Service Provisioning and Network Planning are thereby supported and optimized. The physical, functional and logical network resources of current network technologies such as SDH, PDH, MPLS, DWDM and ATM networks as well as satellite and broadband cable networks are mapped in a central database. The whole heterogeneous telecommunications network together with its locations, corresponding equipment and its connections can be planned, documented and visualized. In order to be able to plan and implement a fast and efficient customer connection, patching can be done on a technology-independent basis via manual and autorouting functions. In this way, all layers of a telecommunications network can be mapped – physically, functionally and logically.

// Data Center Management

With Data Center Management, Command offers a solution for the management of your data center. Room plans, cabinet management, a component library with over 33,000 elements, cable routing, air conditioning and electric circuit management are key words that underline the scope of the software. Command does not end with the physical layer of your IT system. The mapping of virtual servers, software and applications as well as service are also themes that are relevant. In this way the software supports the central aim of establishing an integrated, service-oriented data center.

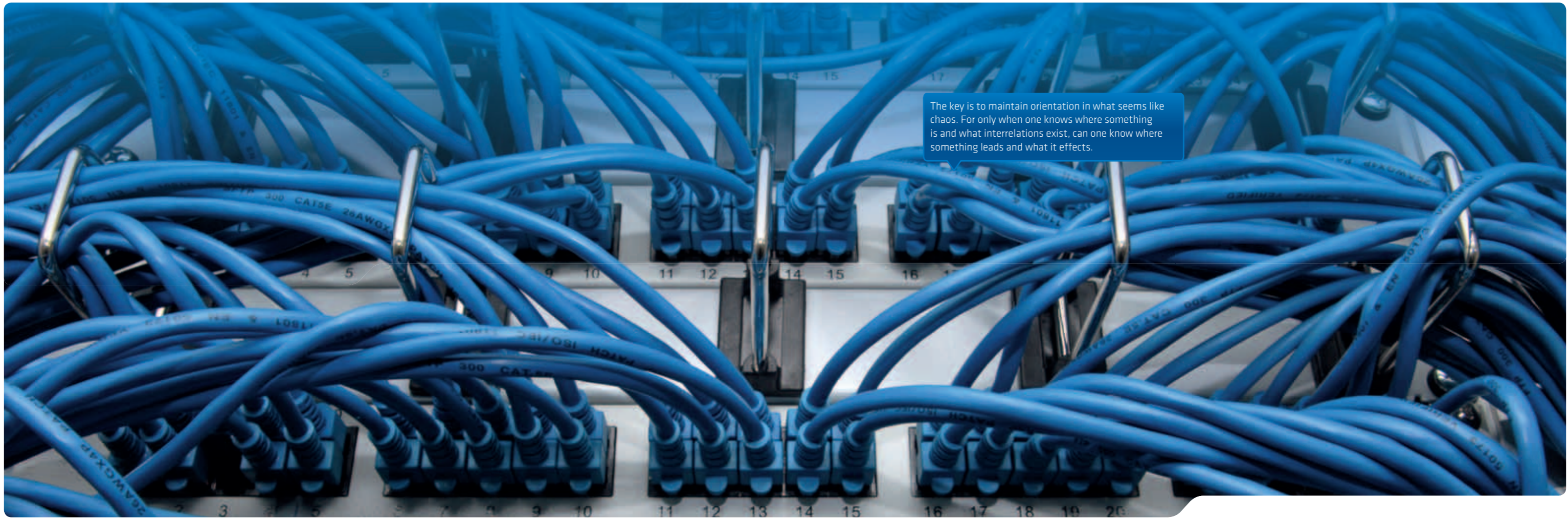
Command // FOUR TASKS – ONE GOAL:
PROVISION OF HIGH QUALITY IT SERVICES

- Cable management**
- Telecommunications**
- Data Center Management**
- Configuration Management**

// Configuration Management

Command supports IT service management with Configuration Management. The aim of Configuration Management is to supply a picture of the actual situation that is as complete and realistic as possible. In this context the data model in which the Configuration Items and their relations are described play just as important a role as the modules and functions with which the data is maintained. The Command software combines all of these requirements. More than 30,000 CIs are available to the user via the object libraries. Passive elements such as cabinets, patch panels, sockets and cables

are included, as are network components, servers and software. A complex relation model links the CIs. For the purpose of maintaining the data content, Command has numerous modules, the suitability of which has been proven through more than 15 years of experience with numerous customers. The modules are divided into the following areas: Physical infrastructure, Logical relations, Interfaces. The interfaces are particularly important in the context of data maintenance, as they are used to collect the data, evaluate it and store it in the overall model. This emphasizes the open data structure of Command.



The key is to maintain orientation in what seems like chaos. For only when one knows where something is and what interrelations exist, can one know where something leads and what it effects.

It's easy to maintain an overview.
For an IT structure, that's
a big compliment. //

The sheer untapped possibilities of modern IT structures are both a blessing and a curse in equal measure for the provider. Everyone loves diversity, but hardly anyone likes complexity.

Things used to be easy – but today life is increasingly complex and it is harder to maintain an overview. If in previous years the problem lay in the procurement of information; today it lies in ordering the flood of data in order to be able to evaluate it properly. In this context, IT structures are no different to the other areas of professional and private daily life.

// Making complex structures transparent and thereby enabling effective information management

FNT is a software manufacturer specialized in mapping all facets of a modern IT structure in a data model.

What speaks for our work? Good customers and their good name! //

The fact that almost half of our customers are companies listed on the German stock exchange (DAX 30) is a powerful statement of the performance of our company.

Nearness is best. For it is only when we know the individual requirements of customers with precision that we can provide the relevant optimal products and services. For FNT, a permanent personal dialog with its customers is an elementary component of the company philosophy.

// Partnership cooperation

We continuously develop our products and services on a partnership basis, and always respond to the individual situation of our customers. Hence, we are extraordinarily flexible. We respond immediately to the continuously and increasingly quickly changing requirements of the market – as a holistically thinking and acting problem solver – with appropriate concepts, products and services.

// Successful and satisfied customers

Consistent customer orientation at FNT is never a question of marketing, but rather a question of attitude. For this reason there is for us only one yardstick for measuring the quality of our work: Customer success. For only when the customer is satisfied, are we satisfied.



Ralf Gründer / Bayer Business Services GmbH /
Head of Network & Client Management

// It is beyond question that the complexity of modern IT structures can no longer be managed without utilizing integrated information management. FNT's Command software is the fundamental management tool in our corporation in order to meet the daily challenge of seamless service provision. //



Klaus Schultz-Fademrecht / Fraport AG /
Senior Manager Networks

// Teamwork is a must at Fraport. FNT is a partner with whom we have been working for more than 10 years with success and trust. The Command software is the central memory of our communication infrastructure. //

Automotive industry / Audi AG / BMW AG / Daimler AG / EDS Deutschland GmbH / John Deere / Volkswagen AG / Porsche-PIKS GmbH // **Banking and insurance** / AOK Baden-Württemberg / Bayerische Landesbank/IZB / Börse Stuttgart / Commerzbank AG / Deutsche Bank AG / Deutsche Börse Frankfurt / Deutsche Bundesbank Frankfurt / Finanz Informatik GmbH & Co. KG / Hamburg Mannheimer (ITERGO) / Hamburger Sparkasse / HSH Nordbank AG / HUK Coburg / HypoVereinsbank UniCredit Group / Landesbank Berlin / LBBW Landesbank Baden-Württemberg / LBS Grundstücksverwaltungs-gesellschaft Potsdam / Provinzial Versicherung / Sparkassen Informatik / Victoria Versicherung AG / West LB Systems // **Mining and technology** / DSK Deutsche Steinkohle & Evonik / Industries // **Chemicals** / Altana AG / sanofi-aventis Deutschland GmbH / Bayer Schering Pharma AG / Boehringer Ingelheim / Evonik Industries AG // **Energy** / EnBW AG / E.ON edis AG / MIRO Karlsruhe / RWE Power AG // **Airports** / Flughafen Hamburg GmbH / Flughafen Hannover / Flughafen Köln/Bonn GmbH / Flughafen München GmbH / Fraport AG Flughafen Frankfurt // **Clinics** / Diakoniewerk Schwäbisch Hall e.V. / Diakonische Dienste Hannover GmbH / Inselspital Bern / Klinikum Augsburg / Klinik am Eichert / Klinikum Ludwigs-burg / Universitätsklinikum Aachen // **Media** / Axel Springer AG / Heinrich Bauer Verlag KG / Media Broadcast GmbH / NDR – Nord-deutscher Rundfunk / ProSiebenSat.1 Produktion / SR – Saarländischer Rundfunk / SWR – Südwestrundfunk / WDR – Westdeutscher Rundfunk // **Public institutions** / BAM Berlin / Bayerisches Landesamt für Statistik und Datenverarbeitung / Bayerisches Landesamt für Steuern / Bayerisches Rotes Kreuz / Bundesamt für Wehrplanung & Beschaffung Koblenz / Bundeswehr / Dortmunder Systemhaus / Informationsverbund Bonn – Berlin / Landeshauptstadt München / Polizei Hamburg / Real Time Center AG Bern // **Engineering and industry** / Airbus / Leitz GmbH & Co. KG / EADS Deutschland GmbH / Liebherr Logistik GmbH / MTU AG / Nexans Deutschland Industries / Siemens AG / Voest-Alpine Stahl GmbH Linz // **Telecommunications and IT service providers** / Alcatel Lucent / Autodesk GmbH / Central Telegraph Moskau / Controlware GmbH / Dataport / DTM Datentechnik Moll / Freenet AG / gkv Informatik / Hewlett-Packard GmbH / HL komm Telekommunikation GmbH / I.T.E.N.O.S. GmbH / IBM Rechenzentren & IBM Böblingen / Imtech GmbH & Co. KG / Kabel BW GmbH & Co. KG / Messe Berlin / Motorola GmbH / NextiraOne GmbH / Siemens AG / Slovak Railways / T-Systems / Vodafone D2 GmbH // **Universities, science and research** / Deutsches Elektronen-Synchrotron (DESY) / Forschungszentrum Karlsruhe GmbH / RWTH Aachen / Universität Bern / Universität Hamburg / Universität Konstanz / Universität Paderborn // **Mail order trading and mass mailing** / Eurogate GmbH & Co. KgaA / Home Shopping Europe GmbH / Otto GmbH & Co. KG

Our customers don't invest in software, but rather in a secure future for their company. //

An investment must be secure and must pay off as quickly as possible. A simple yet highly complex statement. For in particular in the field of IT there are numerous factors that can influence the success of an investment.

FNT is a "trustee" for your investment – it depends on the returns from our work. As a medium-sized enterprise, FNT has all of the features to successfully act for you. Quality, the power of innovation, experience and flexibility are the parameters of success. Measurable customer benefit is the objective. They define the objectives against which we measure ourselves. By way of our employees, customers become references. Close contact with the user is an important impulse generator for further development.

// Quality

Good just isn't enough for us. For this reason, we strive to continuously improve ourselves and to improve our products and services in order to fully respond to the requirements of the customer.

// Innovation

Always think ahead. Predict trends and anticipate future developments. Standing still is effectively moving backwards. We are always looking for rational innovation to propel our customers forward to increased success.



Constantly improving together. In dialog, we are continuously developing ourselves and our work above all so that our customers can profit by developing too.

// Experience

We've done it all once – and we keep on doing it: Facility, networks, hardware, applications, services and business processes. For years, as a competent partner we have been rendering IT structures transparent for demanding customers. Because we not only think ahead, but we also think ahead in a holistic way.

// Flexibility

Everyone at FNT is well-versed in adapting again and again to new situations. For we know that every customer has individual objectives and requirements. We are always in a position to successfully implement every project in its full complexity.

// Customer benefit

A product is useless unless it brings with it a benefit. Therefore, it is our primary objective to provide customers with solutions that bring with them significant benefits and a real increase in value.

// Safe is safe

Those working together with FNT can be sure they have a long-term partner on whom they can rely. That gives the customer a good feeling – and the certainty of moving the company forward with a secure investment.



Transparency with Command. //

Being service management software with a holistic approach, Command supports technical departments in their specific tasks and at the same time enables an interdisciplinary “big picture” view of the whole installation.

The bandwidth extends from the buildings via networks and servers to the application and its relation to the business process.

// Modularity

Differing needs result not from arbitrariness, but from requirements anchored in a business process. The modular approach of the software means that Command can be integrated into your system landscape in an optimal way.

// Planning

Command administrates the target state of your IT infrastructure. Only if you know the objective, can the reality be evaluated and reactions to deviations taken. A particular feature in this context is the planning function of the software, with which it is possible to simulate, terminate and process changes.

// Interfaces

More than 15 years of project experience is evidenced for example in a variety of standardized interfaces. Using the Programming Interface application in conjunction with Staging Area means that Command can be easily and flexibly linked with other software products.

// Product structure

The architecture of the Command software has three tiers. Using the Web frontend, users can start their work environment from any machine. The Java-based middleware and the relational database are installed on corresponding servers. A sophisticated mandate and roles concept enables simultaneous work of any number of users or user groups.



Good work also means working well together. At FNT we therefore look not only for technical competence, but also above all the cooperation of employees.

Employees are our future – the company grows with each individual. //

A company is only as good as its employees. If a company wants to grow, the employees must grow too. Values and company philosophy play a decisive role in this context.

At FNT, value orientation and a purposive personnel policy are not empty phrases. We know that without staying true to our values and without the commitment of our highly-qualified pool of employees, we are nothing. With them however, we can achieve everything.

In the course of the years, at FNT certain values have been distilled and have a primary influence interaction with each other within the company and with customers:

// Trust

The most important basis of our cooperation is trust – both within the company and of course in our relationships with customers. Further, we believe that trust is always the basis for creativity and innovation.

// Show appreciation

Interaction is determined by mutual appreciation – both internally and externally, and regardless of taskings and hierarchies.

// Act consistently

Consistent action is at the forefront of everything we do. We define clear and demanding objectives and consistently check our achievement. This applies to internal target agreements with employees and also to project management with customers.

// Show commitment and identification

We want to impress our customers with outstanding services and our employees with outstanding working conditions and a considered company strategy. We promote and demand commitment, motivation and full identification with company objectives.

These values accompany us in our daily work and provide an orientation guide for our route into the future. And they should convey to customers, partners and our employees an image of FNT's "soul": Who we are, how we think, how we act and what we plan to do. We see our employees as individuals with a high degree of own responsibility, who think for themselves and are open to new ideas – also because from this comes a clear benefit for our customers.



Take a chance. Courage and a dynamic approach are needed in order to secure continuous success. We at FNT are here to take up the challenges of the future and transform them in each case into optimal solutions for our customers.

Others may also have vision – but we will realize ours for you. //

Strategies and visions don't have to be fanciful dreams if they are consistently implemented. They are then a clear promise to make facts out of opportunities and ideas. In addition, this needs, courage, commitment, creativity, responsibility – and in order for the customer to profit – a keen eye for the realities.

The decisive factor is implementing customer visions, not thinking them. If like FNT you think ahead and aim for the objective, even taking unconventional and new routes, visions can be realized.

// The basis for our vision

The basis for our vision serves as a clear and consistent strategic positioning: FNT orients itself towards the needs of the customers, is an owner-managed software vendor and is a growth-oriented company.

// A joint future

The future begins anew every day – and every day brings new challenges. In particular in the fast-moving IT sector it is therefore of advantage to have a partner whom one can trust at all times.

Go with us into a successful and better future, in which visions become reality. With FNT.

// Our objectives, our vision

We are and we remain an independent, growth-oriented software vendor in the field of IT service management with an international orientation and an active network of partners. // Together the management board and the employees formulate and implement ambitious objectives. //

As a leading software vendor, we are only too conscious of our responsibility vis-à-vis our employees, society and the environment. In addition to our technical competence, we are also always distinguished by our high social competence. // Innovation, quality and high customer benefit are the fundamental pillars of our company philosophy. The brands FNT and Command are well-known and well-recognized in the circles of the relevant decision-makers. //



IT SERVICE SOLUTIONS

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