

Infrastructure Services



SkyInteract

Web Hosting and Web Application Hosting Services
managed by Lufthansa Systems

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Put your eBusiness platform on a reliable basis

In a global economic system, intensive customer communications and rapid response to enquiries, customers' wishes and complaints are becoming a key competitive advantage. A professional, interactive website is one of the most important instruments. Excellent customer service is also demonstrated by a portal that provides customers with all relevant information on prices and products, as well as the status of orders and deliveries. As business life becomes increasingly virtualized, a company's employees are also reliant on the use of web applications.

Managing the infrastructure of such web applications is becoming more and more complex – and as these applications are absolutely essential for the survival of your company, service levels play a vital role.

Having the right and efficient infrastructure at your disposal usually means up-front investment. In addition, you need sufficient qualified staff to administer the upgrades, extensions and patches. This all costs time and money.



Questions you should ask yourself

- Do you need a secure, highly available IT infrastructure for new eBusiness initiatives?
- Do you need additional infrastructure management capabilities for your web-based applications?
- Are you looking for a partner who can master highly complex eBusiness infrastructures?
- Do you lack the necessary resources for the further expansion of your eBusiness strategies?
- Do you have duplicate costs for the administration of an Intranet and an Extranet?
- Would you like to dramatically reduce the operating costs for your portal and web environment using a virtual approach?
- Are you looking for a provider who can integrate all web-related services?
- Or would you prefer to begin by outsourcing just individual components such as the portal?

If you have answered one of these questions with yes, then please read on.



Count on Lufthansa Systems to improve your sales and services

Lufthansa Systems offers you a modular managed service that meets your needs for a reliable, secure, highly available eBusiness environment.

As a multivendor service provider we employ the very latest innovative technologies. We make a selection on your behalf in a complex environment. This ensures that you receive more features and a wider range of functions. And we can cope with the interfaces of the entire eBusiness infrastructure. It goes without saying that you can expect consistent SLAs and an excellent service quality. The integrated Lufthansa Systems quality management provides numerous activities that ensure service quality. Your applications are hosted at one of Europe's most advanced data centers.

When you decide in favor of a hosting model from Lufthansa Systems you transform variable costs into fixed costs, thereby making them more calculable. The long implementation periods usually required for eBusiness projects are significantly reduced by the hosting services. An adaptation to your company's CI guidelines is possible at all times.

Your benefits at a glance

- Hosting at a high-performance data center
- Low operating costs due to a virtual web server management
- Reduction of the total cost of ownership (TCO)
- Fast implementation
- Scalable and flexible SLAs that guarantee data protection and security
- End-to-end SLAs
- BSI-compliant web security standards (CERT Services by Lufthansa Systems)
- Single point of contact due to integrated service center
- Multivendor service
- High service quality (based on ITIL service processes)
- Interface governance
- Customizing for your corporate design guidelines
- High functionality due to the use of the latest technologies
- Access to Lufthansa Systems' test systems

Our services

The perfect package solution to realize complex transaction-oriented web infrastructure projects from one-stop. The solution includes the following packages:

Web Hosting (shared or dedicated)

This service embraces web server management, including domain service and monitoring.

Managed eBusiness Platform

With this service we take over the operation of the complete basic infrastructure of your web presence. This includes web server management, domain service, content integration, application integration, and the integration of the back-end systems. Besides monitoring, we also provide con-

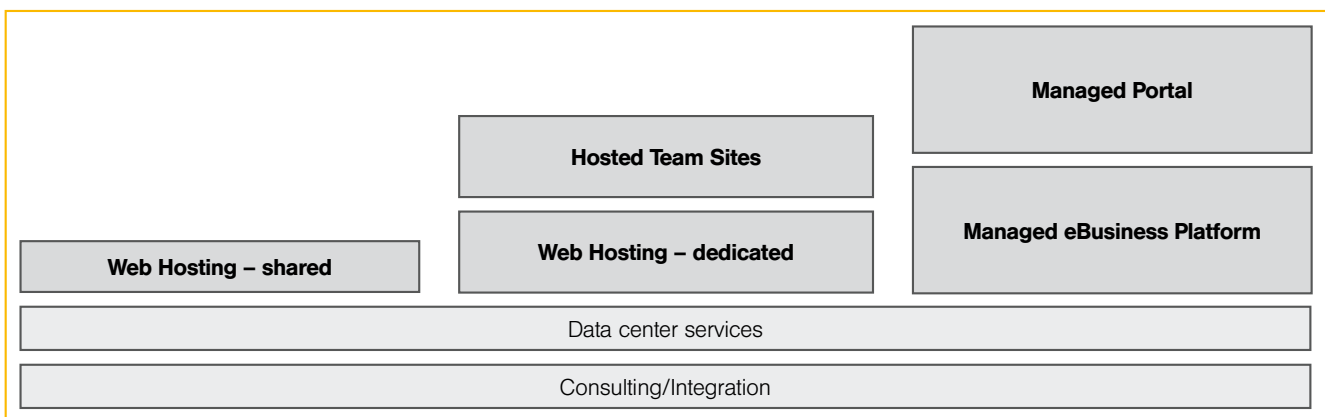
tent management and the integration of call centers.

Hosted Team Sites

We offer the basic hosting and maintenance of your enterprise portal as an entry-level package. This includes the management of both the web servers and the entire spectrum of networks involved. Here we employ one of the leading standard portal products, the Microsoft SharePoint Portal Server. This service also includes the domain service.

Managed Portal

Should you require the additional integration of collaboration applications such as calendar, document sharing and task management, this portal service is also available as a managed portal. We then look after user authentication, content integration and management, as well as the integration of the back-end systems, and the appropriate project management and consulting.



References

Deutsche Lufthansa AG

Operation of the Enterprise Portal

- One of the largest SAP enterprise portal installations worldwide
- 3-stage system environment (production, consolidation, development)
- Highly available production environment with fail-safe clusters for database, application servers and file systems
- Very high volume of traffic
- 24 servers, spread over 2 data center hubs in the highly secure Lufthansa Systems data center in Kelsterbach
- Several network segments, including own backup segment
- Complex security requirements
- 70,000 users

Tourism corporation

Operation of the eCommerce Infrastructure

- The hosted portals belong to the top travel portals in Germany and worldwide
- Hosting of several Internet sales portals in the B2B and B2C segments
- Operation of various sub-systems for flight/hotel bookings, content management, catalogue production, etc.
- Various back-end links to host-based systems and content providers (e.g. Marco Polo)
- Linux servers

Almatis

Web Hosting

- Clustered Microsoft SharePoint Portal environment
- Replacement of previous Intranet for approx. 800 employees, spread over different locations worldwide
- Consolidated information on production data also from SAP systems via integration with MS SQL Analysis Services
- Integration with MS InfoPath and other Microsoft products

On request we will also provide you with our global IT help desk service skyHelp®. By adding Business Continuity Services/ Recovery Services and Security Audits we can cope with any security concerns you may have. And it goes without saying that the latest multimedia services such as video conferencing can also be integrated into the solution.

SkyInteract is part of an integrated infrastructure service portfolio. On request, we will provide you with add-on service modules up to complete IT outsourcing.

- Global Managed Network Services SkyConnect
- Managed Mail and Messaging Services SkyMail
- Managed Security Services SkyProtect®
- Managed Desktop Services
- Managed Server and Storage Services SkyFlex®
- Managed Mainframe Services SkyFrame
- Managed Converged Communications Services SkySpeech





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