

Facts & Figures

Swisscom IT Services Group

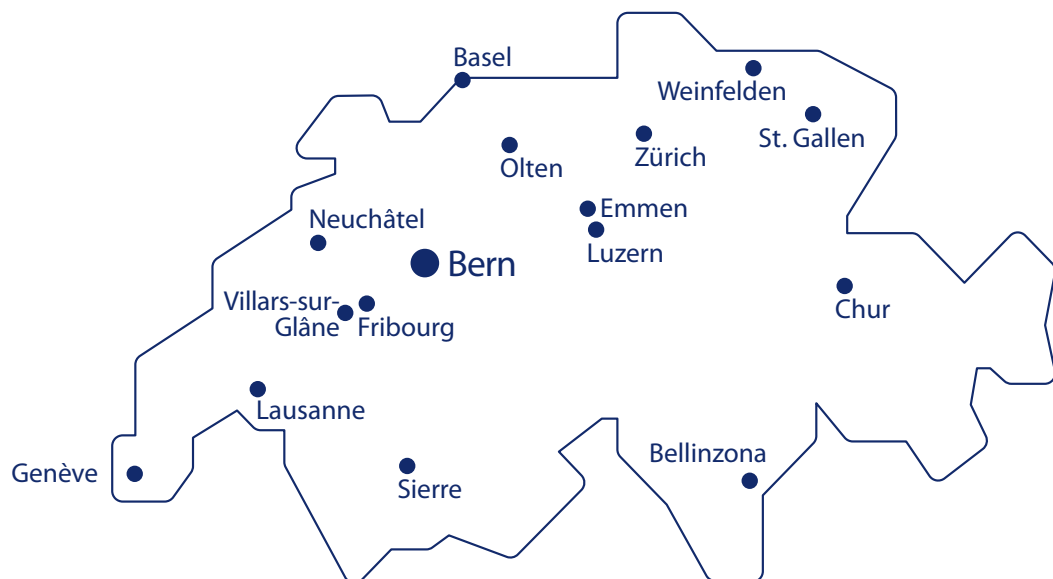
Ownership

Wholly-owned subsidiary of Swisscom Ltd

Head Office

Swisscom IT Services Ltd, Ostermundigenstrasse 99, 3006 Berne

Locations



Employees

2010: 2,860

Annual revenue

2010: CHF 907 (531) million*
 2009: CHF 841 (435) million
 2008: CHF 871 (435) million
 2007: CHF 901 (430) million
 2006: CHF 836 (346) million
 2005: CHF 736 (249) million
 2004: CHF 709 (207) million
 2003: CHF 754 (214) million
 2002: CHF 834 (213) million

*external revenue

Management Board

Eros Fregonas, CEO
Patrick Dudli, Chief Financial Officer (CFO)
Wolfgang Eger, Head of Outsourcing Services
Andrej Golob, Head of Workplace Services
Silvia Hunziker, Head of Human Resources
Marc Römer, Head of Business Development
Bruno Schmid, Head of SAP Services
Roger Semprini, Head of Group Commercial
Marcel Walker, Finance Services

Board of Directors

Ueli Dietiker, Chairman, CFO Swisscom
Daniel Ritz, Head of Strategy & Business Swisscom Group
Bruno Bonati, independent management consultant
Claudio Cisullo, CC Trust Group
Mario Rossi, Head of Steering, Swisscom Switzerland
Paul A. Stodden, CEO ORION Cable GmbH

Milestones

2002

Launch of the Swisscom IT Services Ltd brand

2003

Securitas AG transfers its electronic workplaces to Swisscom IT Services to become the first large third-party market customer in desktop outsourcing.

2004

- Ascom transfers its IT infrastructure and IT systems to Swisscom IT Services
- The Tamedia Group selects Swisscom IT Services as its IT outsourcing partner
- Five cantonal and 11 regional banks select Swisscom IT Services to run the Finnova platform.
- Swisscom IT Services puts the largest blade server infrastructure in Switzerland into operation.
- Swisscom acquires AGI Holding, making Swisscom IT Services a wholly-owned subsidiary of Swisscom.

2005

- Swiss International Air Lines transfers operation of its IT infrastructure, including basic SAP system, to Swisscom IT Services.
- Swisscom Fixnet enters the VoIP (Voice over IP) business for private customers. The conditions for the future commercial triple-play offers are created together with Swisscom IT Services.

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- In the year's biggest outsourcing deal in Switzerland, Swisscom IT Services
 - wins the order for desktop management and SAP user support for Swiss Federal Railways (SBB).

2006

- As of 1 January 2006, Swisscom IT Services acquires Zurich-based Comit Ltd. The new Comit, integrating the former Business Line Financial Services, acts as financial specialist within Swisscom IT Services.
- With the acquisition of JW Service AG, an IT service provider based in Olten, Comit enhances its offshoring expertise.
- Coutts Bank von Ernst AG awards the order to implement and operate Avaloq to Comit, becoming the latter's first internationally active customer in the private banking segment.

2007

- Comit takes over International Financial Business Solutions (IFBS AG) in Zurich. This enables it to strengthen its portfolio of special banking solutions such as securities lending and repo.
- Eros Fregonas becomes the new CEO of Swisscom IT Services as of 15 May 2007, replacing Michael Shipton as the head of the company.
- Swisscom IT Services, as a general contractor, implements the universal medical archive system, synedra AIM, at the University Hospital in Zurich, allowing it to build on its existing competence in the healthcare market.
- The existing outsourcing contract with Securitas Group Switzerland is extended. Swisscom IT Services is now responsible for supporting all the SAP systems of the security specialist.
- Swisscom IT Services is restructured as of 1 November 2007: the focus is on profitable growth in the external market. Within Swisscom, the IT specialist offers efficient, high-quality solutions.

2008

- Swisscom's new data centre is commissioned in Zollikofen. This enables it to offer customers one of the most modern IT outsourcing infrastructures in Switzerland.
- Unisys and Swisscom IT Services join forces in the Swiss outsourcing market with the objective of providing multinational companies based in Switzerland with complete end-to-end IT outsourcing solutions.
- Swisscom IT Services becomes the strategic IT partner of Mobiliar. The IT specialist supports the insurance company with the operation and engineering of its future IT workplace infrastructure.
- Comit undergoes restructuring due to its rapid growth. This allows it to lay the foundation for expanding its investment portfolio as well as the industrialisation of the implementation business. Marcel Walker becomes the new CEO of Comit.
- Swisscom IT Services is one of the first IT service providers in Switzerland to obtain ISO certification for professional IT Service Management (ISO 20000).
- Swisscom IT Services creates a new SAP competence centre with 250 specialists. The team is responsible for the comprehensive evaluation, smooth implementation and ongoing optimisation of SAP solutions for customers throughout Switzerland.

2009

- Swisscom IT Services acquires SAP specialist Resource Group Ltd, incorporates its SAP competence centre into Resource and continues to run it as an independent subsidiary under its own name. Under the umbrella of Swisscom IT Services, Resource becomes Switzerland's leading SAP full-service provider. The main target group is large and medium-sized Swiss companies.
- Swisscom IT Services acquires a 60 per cent majority stake in Sourcag Ltd. Together with Comit, its subsidiary specialising in banking, Swisscom IT Services enters the field of Business Process Outsourcing (BPO) and thus expands its portfolio of services for the finance sector. Sourcag is run as an independent subsidiary of Swisscom IT Services. The aim is to expand the company's strong position and service portfolio in the banking sector and become Switzerland's leading provider of back-office services for banks.

2010

- Swisscom IT Services takes over the Panatronic group of companies in a move aimed at expanding its expertise in the services business. At the end of 2010 a new autonomous subsidiary comprising Panatronic and employees from Swisscom IT Services will be created under the name Swisscom IT Services Workplace. It will have a staff of 500 and offer comprehensive expertise in the field of IT workplace services.

2011

- Since 1 June 2011, all companies in the Swisscom IT Services Group will operate under the Swisscom umbrella brand. Former subsidiaries Comit and Sourcag will form the Finance Services division, while Resource will become SAP Services.

2012

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Business units

IT Outsourcing

In the Outsourcing Services unit we offer our customers all services related to infrastructure outsourcing. We design, implement and operate complete and customised solutions that are tailored to the wishes and requirements of our customers. Our cloud computing services allow our customers to react quickly to the ever-changing needs of markets. With its Conextrade marketplace, Swisscom IT Services offers a platform where production and consumer goods as well as invoicing and payment processes can be purchased. The division is headed by Wolfgang Eger.

Workplace Services

Workplace Services is the Swisscom IT Services specialist for everything related to workstation computers. We support our customers with the operation of their entire office communications

infrastructure. Our service offer covers logistics, hardware, software packaging and distribution as well as the management of desktop PCs and the secure operation of centralised back-office systems, including first and second level support. We also operate entire printing systems and cover all requirements related to company networks. The business division is headed by Andrej Golob.

SAP Services

Swisscom IT Services, with its SAP Services, is the leading Swiss company for planning, development, implementation and operation of SAP solutions, no matter what the question is that our customers first ask when approaching us. SAP Services offers turnkey industry solutions and non-sector-specific NetWeaver expertise, and it also has extensive experience with well-known SAP projects, the reliable operation of SAP platforms and the integration of major outsourcing projects. SAP Services is headed by Bruno Schmid.

Finance Services

Swisscom IT Services, with its Finance Services competence area, is the reliable service-oriented partner for our customers in the Swiss financial industry. Finance Services realises end-to-end solutions along the entire value chain – beginning with strategic consulting, then moving on to the implementation of new systems and rounding it off with IT operations. Our customers find continuous solutions in the areas of core bank solutions, investment management, risk management, integrated financial information, payment, BPO services and insurance.

Data centres

Locations Berne and Zollikofen

Servers: 10,000 customer servers in its own data centres, over 1,000 blade servers

Mainframes 2 mainframes (with 5,000 MPS)

Memory capacity: 8 petabytes (1 petabyte = 10^{15} bytes)

More figures

~ 28,000 users on SAP platform

~ 110,000 desktops and notebooks operated by Swisscom IT Services

~ 35,000 printers operated by Swisscom IT Services

~ 400,000 calls per year to its service desk

~ 160,000 orders per year to eOrder

> 1,000 local servers on site at customer premises

> 850 customers with B2B e-procurement solutions

Press contact

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