

**CeBIT from March 10 to 16, 2005 in Hanover**

### **Trade fair innovation: mobility with it.mobile service in SAP**

Bielefeld, March 10, 2005 – itelligence AG, the complete IT service provider in the SAP environment, will be presenting it.mobile service at the CeBIT for service-oriented field staff using mySAP Customer Relationship Management (CRM). it.mobile service was developed as an add-on for itelligence AG's industry solutions and supports the electronic capture of daily customer service information for field staff in the SAP system.

it.mobile service makes it possible to dispense almost totally with "paperwork" in the field, by providing a digital signature in the service. This allows companies to streamline and accelerate their service transaction processes considerably.

As part of the solution, the service technician is provided with complete information on the fault and all the historic data relating to the equipment. The service technician can thus access data on previous maintenance work and faults and so reduce equipment down-time and provide the customer with an improved service. The information subsequently recorded including, for example, proof of payment or records can be transferred directly into the integrated SAP system via it.mobile service following the maintenance work, where it can be used to record feedback, material receipts and issue invoices, thereby considerably accelerating internal processes. Field staff can also retrieve new, relevant service contracts or changes to the customer base directly from the SAP system for their next customer visit. This avoids the duplicate recording of data in the service process and provides the technicians with optimal information to handle faults.

The information is initially recorded and stored in the notebook. At the end of the contract or working day, an online connection is made to the central computer and the encoded data is transferred. The service documents are immediately digitally stored and are also available in the SAP system. This means processing can take place at any time and in any place. Thus, documents could, for example, be printed out by the service staff at the customer's premises or be sent automatically by e-mail or fax to the customers.

it.mobile service is now available across the whole of Europe.

Press Release itelligence AG  
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**About itelligence AG:**

itelligence AG is a leading international full-service provider for SAP employing some 950 highly qualified employees in 15 countries and in 4 regions (America, Western Europe, Eastern Europe and Germany/Austria). As a mySAP Business, Service and Support Alliance as well as Global Partner Hosting and Global Services Partner, itelligence realizes complex projects in the SAP environment for over 1,200 customers worldwide. The company's services range from SAP consulting and licensing to outsourcing and services to proprietary industry-specific SAP solutions. In 2004, itelligence AG generated total sales of EUR 131 million.

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