

THE HAYS EFFECT

... and how you can
benefit from
IT Services & Solutions.



SO WHAT IS THE HAYS EFFECT?

Strong partners are a prerequisite for your business success.
So get to know us – because the Hays Effect makes all the difference.

As a passionate amateur photographer, Markus Niemann places a great deal of importance on even the smallest details – an approach that also serves him well in his work.

Lighting, focal length, depth of field – everything has to be perfect before Markus presses the shutter button. And the same applies to his professional life: This Hays expert also leaves nothing to chance when it comes to his work. Markus, who is a Microsoft expert, is currently responsible for data migration at a financial IT services provider.

Modern bank customers like to take care of business both online and while on the go. But when it comes to handling really important matters, they prefer talking to an actual person. This makes it all the more important that the individual they deal with is well informed about their customers at all times.

More mobility

To make sure these exchanges work even better in the future, a leading IT financial services provider is currently replacing local data storage with a cloud-based collaborative solution based on Microsoft

Exchange and SharePoint. By 2018, more than 100,000 bank employees will be able to use the latest communication and collaboration tools – regardless of whether they are sitting in the office or are on the road.

Detailed planning

However, this new environment has to be set up and the corresponding information and functionalities must be migrated over first. This is where Markus Niemann comes in: This SharePoint specialist makes sure the transition to the new setup runs smoothly. He does this, for example, by pointing out changes needed for the IT infrastructure, defining security requirements and designing billing models.

The view from the outside

Markus Niemann offers IT services providers twice the value. He is very familiar with both the banking industry and Microsoft solutions while at the same time bringing an objective, independent perspective to the project. "As a Hays partner, I can assess the opportunities and risks of migration and provide customers with tailor-made solutions," says Niemann. And he should know. After all, he has already successfully overseen many other similar implementations.

LET HAYS DO IT ...

Statements of work are an attractive solution for collaborating with our partners. With Hays Technology Solutions, you benefit from our high-performance infrastructure, efficient **HAYS Project Management** methodologies and our specialists, who professionally complete your tasks and assignments.

Statements of work and managed service contracts are an attractive solution for working with partners to get tasks done. With Hays Technology Solutions, you can rely on a capable partner, who, using highly efficient HAYS Project Management services and an extensive pool of specialists, can expertly support your tasks and needs.

The big picture

This makes it all the more important that you always keep a reliable overview of your projects and efficiently manage and guide every step along the way. As a comprehensive provider of engineering services solutions, we're here to give you the right support. Right from the start. And that's important, because many projects fail due to an inability on the part of stakeholders to grasp their complexity. So if you want to be

first off the starting line, you need us in your crew! At Hays Technology Solutions GmbH, we offer you the services of a company that focuses exclusively on statements of work. We ensure that your engineering projects are implemented just as you envisage them.

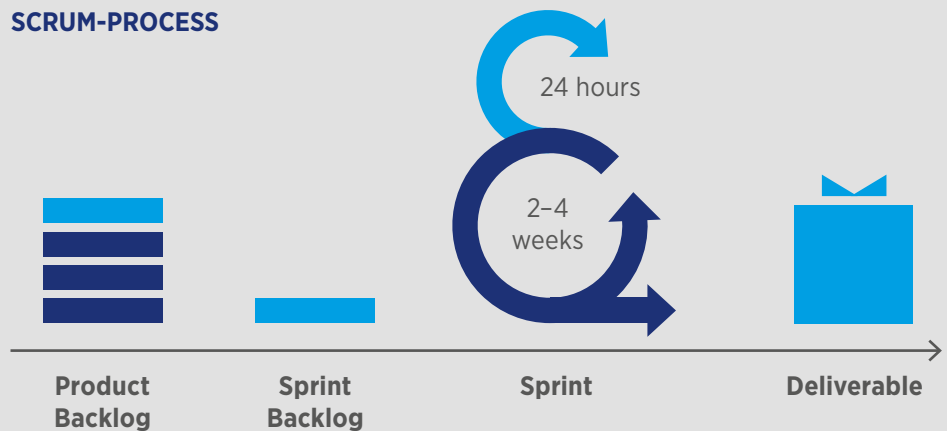
Well planned and securely implemented

Our certified methodology - **HAYS Project Management** - always provides the roadmap for a successful implementation. It combines different measures such as detailed feasibility and resource analyses, well-thought-out kick-off workshops and checklist-based risk management. It also ensures that all project stakeholders are always informed about work packages, responsibilities, schedules, costs and risks.

A perfect fit!

Step by step success: The Scrum process is just one of many ways in which we lead your projects to their successful conclusion. Generally speaking, by using this process we choose the method that best suits your project and organisation - be that an agile or traditional solution.

SCRUM-PROCESS



Bespoke project implementation

Regardless of project size, we work with you to develop a solution that is optimally tailored to your requirements. For example, if you want to outsource IT tasks in order to reduce the workload on your internal IT department, we can provide you with a managed service contract containing individually tailored services and service levels. Do you have a backlog in software development projects or are you facing important migration projects? Then let's define these tasks as part of a statement of work.

Certified compliance assurance

You can also rely on Hays for all your compliance needs. Our project teams can work either on or offsite – as required. And, of course, always in compliance with the strictest guidelines in accordance with audit standard TR CMS 101:2015. Plus, we can offer you both a managed service option and statements of work to cover all your compliance needs. And because compliance is so important to us, we are proud to hold TÜV Rheinland certification, ensuring both you and Hays always meet all statutory requirements.

Specialists for every need

Hays Technology Solutions GmbH, an independent subsidiary of Hays, is the world's leading personnel services provider and has specialised in providing customer solutions using statements of work since 2014. With us, you'll benefit from our ISO-certified processes as well as from our extensive pool of highly qualified employees and partners, who both have comprehensive IT and project management skills and are also well versed in your industry. This means you can rely on us to manage your projects reliably, efficiently and in accordance with all compliance guidelines.

IT Services & Solutions: Your added value at a glance

By using IT Services & Solutions, you can benefit in numerous ways.

- **Reliable base-level costings for complex IT projects**
- **Strong financial subsidiary of the publicly traded parent company, Hays plc**
- **Meeting compliance requirements by working with a company centred around statements of work**
- **Provision of experts for even niche technologies**
- **Separation of commercial and technical competencies**
- **Professional quality and project management in line with ISO 9001 and GPM**



Consistent Quality –

As a member of the GPM German Association for Project Management, we regularly have our processes reviewed and ISO certified by independent institutes such as TÜV Süd.

Our services at a glance

IT SERVICE DESK

We provide 1st, 2nd and 3rd level support for users and IT infrastructure – either on or offsite. We use the ITIL framework role and service concept.

MANAGED WORKPLACE

We support your IT infrastructure with professional IMAC services that cover your desktop, notebook, tablet and smartphone needs. Complete rollouts and migrations complete our portfolio.

MANAGED NETWORK & SECURITY

We operate and manage your networks, including your security solutions – whether LAN or WAN, terminal devices or a centralised solution. We can also design new solutions and ensure their smooth migration.

MANAGED SERVERS

We can offer you a comprehensive server management service – from architecture and installation to the operation of common application, DB and mail servers. And of course, we also cover server virtualisation and high availability.

MANAGED APPLICATIONS

We can manage your applications for you – whether in a private, virtual or hybrid cloud. You concentrate on your company-specific applications and we'll take care of all your other IT applications

APPLICATION DEVELOPMENT

We can offer you state-of-the-art software development across all current platforms – from analysis and conceptualisation to implementation and testing.

The complete package – our services



IT service desk, managed servers and application development are just three of the areas we can manage for you. We can offer you a comprehensive range of services, such as taking the pressure off your internal IT and implementing tasks or projects competently, quickly and in a targeted manner.

You can find an overview of our services here!

Clear roles, optimal results

While the Business Development Manager looks after commercial considerations, the Project Manager handles all the technical responsibilities.

Five steps to a successful project

Are you looking for a team that can reliably and quickly carry out defined tasks for you? No problem – in five steps we can guide you to implementing a successful project.

Step 1 – The Task

Our Business Development Managers (BDMs) conclude a managed service contract or statement of work with you and, together with the technical Project Managers (PMs), guide and direct every aspect of your project – from offer to acceptance.

Step 2 – The Concept

With the help of our four-phase model, BDMs and SMs/PMs together with your corresponding department define the service or discipline to be performed. Then, working from your requirements, all parties agree the job specifications or project deliverables.

Step 3 – The Experts

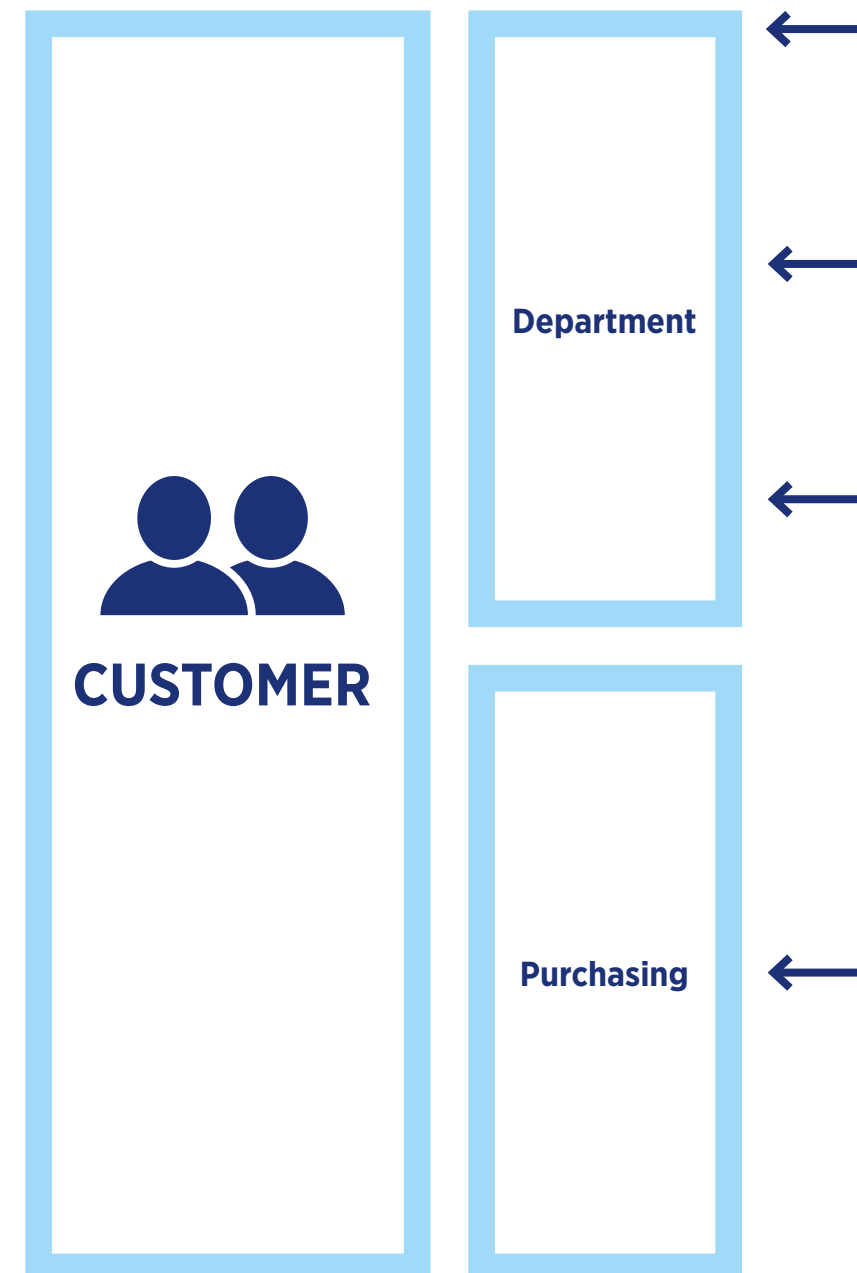
Based on the tasks and specifications, BDMs and SMs/PMs select the appropriate project team members from our pool of specialists or from our Hays Solutions partners.

Step 4 – The Implementation

The PM monitors the progress of the project. The SM ensures adherence to the Service Level Agreement (SLA) and provides guidance, should this be required. The BDM is always involved in the process and provides the next level of escalation, should this be necessary.

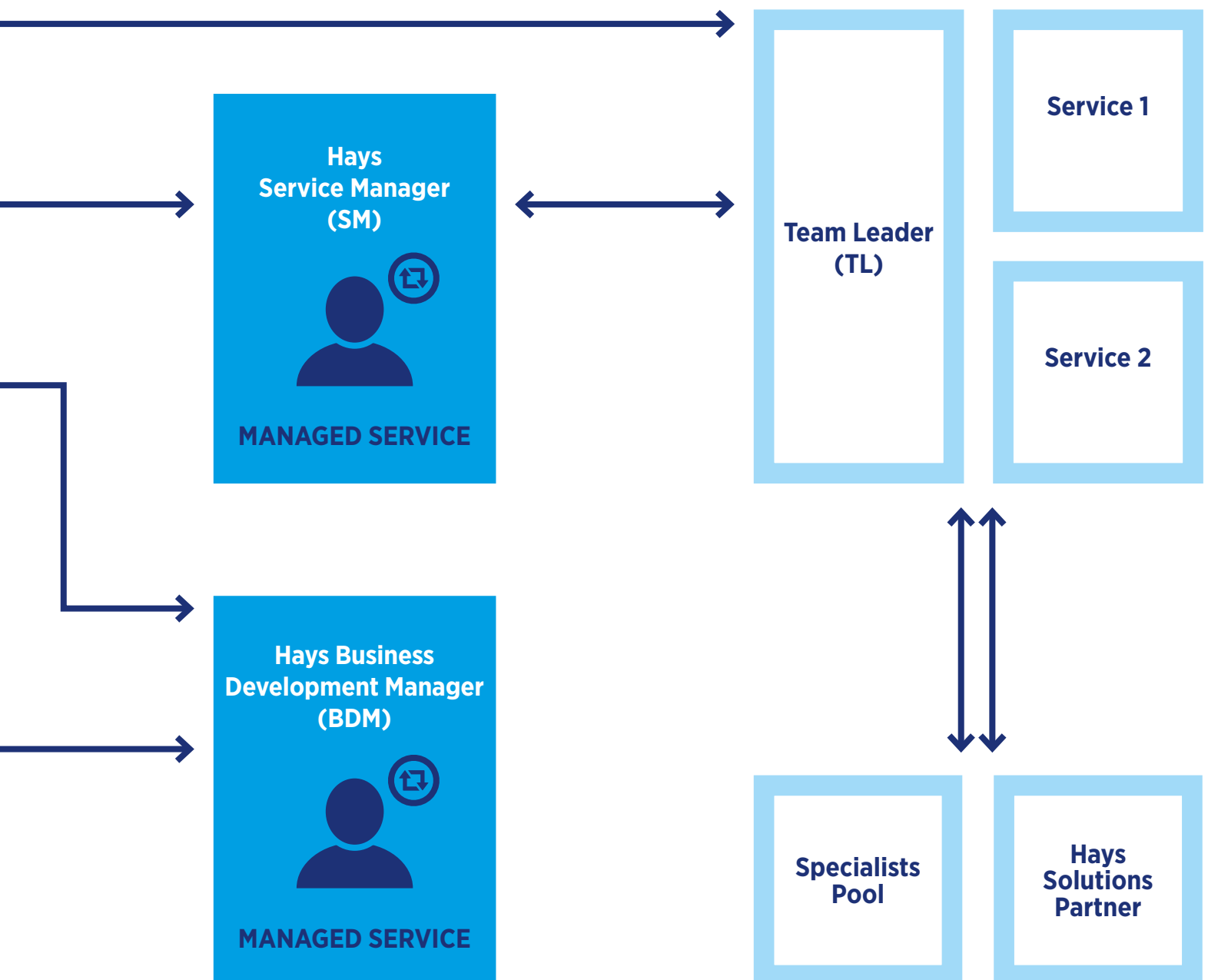
Step 5 – Concluding the Project

For statements of work, remuneration is based on either the achievement of clearly defined project milestones or upon completion and final handover of the project. For a managed service solution, you are billed monthly, based on the service levels achieved.



HAYS EFFECT CHECK

- ✓ **Security:** Successful project implementations using GPM or Scrum methodology
- ✓ **Forward thinking:** We keep a comprehensive overview of your projects and respond flexibly to new requirements



SUCCESSFUL IT SERVICES & SOLUTIONS

Success assured – with the support of Hays, Dräger, a leading international company in medical and safety technology, precisely calculates the prices of complex products and services in line with market requirements.

The fact that fire fighters can breathe easy in dangerous situations, premature babies get a good start in life and miners can move about safely underground is often thanks to Dräger. With protective clothing, incubators and numerous other safety products, this listed company protects, supports and saves lives around the world.

In addition to first-class medical and safety technology, Dräger also leads the way with its bespoke services. These are based on a variety of different components. For this reason, numerous data has to be entered for each service offering and then consolidated in a calculation tool.

To ensure this process works even faster and more reliably in the future, Dräger relies on the support of Hays Technology Solutions GmbH for its Pricing Excellence & Operations work. Our experts put the Group's Excel-based calculation tool to the test, asking the questions: How can data exports be accelerated? How can additional reporting and analysis options be realised and the risk of errors be reduced through automatic sanity checking?

At Hays, we provide answers to these and other similar questions. In doing so, we contribute to Dräger being able to securely and reliably calculate complex offers. And with great success: The continuously growing list of orders at Dräger is the proof.



"If you want to keep up with the market, you have to constantly evolve. Thanks to Hays, we are able to calculate complex services promptly and reliably."

**Thomas Scharnofski,
Pricing Excellence & Operations
Manager,
Drägerwerk AG & Co. KGaA**

- ✓ **Partnership:** Successful projects thanks to carefully tailored teams
- ✓ **Safety:** Milestone-based, regular performance monitoring

"Thanks to the Hays experts we work with, we're always able to optimise our software applications and migrate to new environments on schedule."

Martin Mirgel,
Head of Development Business
Systems, 1&1 Telecommunication SE
(United Internet AG)



Perfect relationship: For its data qualification and IT migration needs, the mobile communications provider 1&1 relies on Hays Technology Solutions – and continues to expand its market-leading position.

Founded in 1988 in the tranquil city of Montabaur, 1&1 Internet SE is today one of Germany's leading telecommunications providers. 1&1 is mainly known for its web hosting and DSL products as well as mobile phone service rates and for its multi-award-winning customer service.

In order to maintain a first-class relationship with its customers, all master data in the customer database must be quickly and reliably available at all times. And the team of experts at Hays Technology Solutions help ensure this is so: They detect duplicates and delete out-dated entries. This enables the 1&1 service staff not only to uniquely identify incoming calls or emails and provide their customers with individualised support, but by reducing the volume of data through regular data cleansing, they can also ensure that IT system response times are significantly reduced and employees can react even faster to customer requests.

But that's not all. 1&1 also uses the support they receive from their Hays experts to ensure that all IT systems are always up-to-date. Because certain system migration tasks are carried out entirely by Hays Technology Solutions. Moreover, the Hays team works with 1&1 to analyse existing system landscapes, develop a new target platform and define milestones for required application migrations. This means 1&1's telecommunications experts in Westerwald are well prepared for the opportunities and challenges of increasing digitalisation.



Want to know more?
Here you can find more information
and practical examples of how our
customers benefit from the Hays Effect:
> hays.de/it-services-solutions

HAYS IT AT A GLANCE

6,300 employees and freelancers,
27 locations and competence centres
and many years of experience from more
than 57,500 successfully implemented
projects with over 1,500 customers.

As a provider of IT services and solutions, we form the central link when companies want to implement their IT projects as part of a managed service or statements of work. As our customer, you benefit from an extensive pool of specialists, flexible project management and individual advice and consultation. And thanks to our extensive network of locations, we are always available to assist you. You can find more facts and figures at:
> www.hays.de/it



Hays Information Technology*

Well connected. Well positioned



Our customers – some examples

More than 1,500 companies rely on Hays



* As of November 2017

** Since the founding of Hays in the D-A-CH-region

This is the Hays Effect:

PARTNERSHIP

We find the best solution – together with you.

ASSURANCE

**We can find the right expert for every assignment
and ensure you always have full legal compliance.**

FORWARD THINKING

We think outside the box and support you in setting your course for the future.



Want to find out more?
Here you can find more information
and practical examples of how you
can benefit from the Hays Effect:
> [hays.de/benefits](https://www.hays.de/benefits)

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