



COMPANY PROFILE

REALTECH
Driving Value With IT

COMPANIES TURN TO REALTECH TO SHAPE THEIR IT OF THE FUTURE.

» Today, more than 1.000 customers all over the world rely on theGuard! software products to reduce error rates and process downtime by up to 85 %. «

» REALTECH has delivered more than 350.000 days of SAP consulting, giving us the expertise to put SAP applications to efficient use and make them more secure. «



Proven Expertise and Many Years of Experience in the Software and Consulting Industry

Our employees work closely with the customer to drive value with IT solutions. With two business divisions that perfectly complement each other – technological IT consulting and software products for IT service management – REALTECH supports companies of all sizes along the value chain.

REALTECH relies on a dual business model of providing both software products and consulting services to ensure that our customers will always benefit from the most up-to-date expertise in the latest technologies.

This applies particularly to our deep knowledge and understanding of technology that spans from the network to the most complex applications. And we know how to apply this knowledge in state-of-the-art operations management solutions like SAP Solution Manager – integrated with SAP IT Infrastructure Management.



REALTECH Software – theGuard!

With theGuard!, you will significantly lower the cost of your IT and greatly improve the quality of your infrastructures and applications. Benefit from automated processes that allow you to focus staff resources on strategically important activities.

REALTECH decided early on to align its products with the IT Infrastructure Library (ITIL), the worldwide de facto standard in IT operations.

theGuard! products support any of the processes involved and allow for the management of complex system landscapes of any size. Every customer with more than 500 PCs, a slightly more complex network, and business-critical applications will benefit from our integrated solutions.



Software to Support IT Service Management in Line with ITIL

Our theGuard! products use all major management protocols to ensure the automatic discovery of the entire IT infrastructure. The collected data is then correlated and made available in a central and ITIL-compliant Configuration Management Database (CMDB).



The information stored in the CMDB keeps accurate track of hardware and software inventories and serves as a basis for theGuard! to provide solutions for the following disciplines associated with IT operations, services and support:

- Monitoring and alerting
- Help desk, incident, problem and change management
- Configuration management
- Inventory and asset management
- Service level management
- Reporting

Business Service Management with theGuard!

theGuard! gives you a concise overview of how the various pieces of technical information are related and lets you freely define monitoring scenarios for your business services. With its modular design and ability to map technical parameters as well as customer data, contractual provisions, and even data from third-party applications, theGuard! is the solution for all your business service management needs.



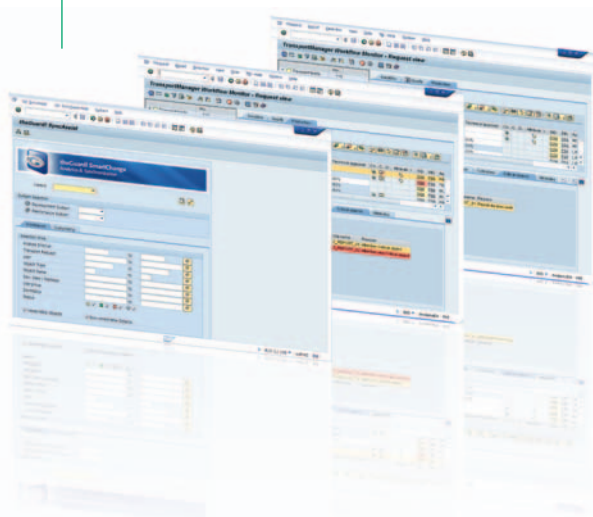
Providers of hosting, outsourcing, out-tasking, or cloud services will also benefit from the application's multi-client capability – in their operations, service level management, and reporting. Even SAP Cloud Services itself relies on theGuard! as part of its SAP Cloud operating platform, which is also used to provide the SaaS solution SAP Business ByDesign.

Thanks to the comprehensive coverage of available hardware and software along with the integration of all data into the CMDB, Forrester Research, a leading IT analyst firm, has recognized REALTECH as a leading provider in the new discipline of "IT financial management".

Components of theGuard! are also available as SAP IT Infrastructure Management integrated with SAP Solution Manager. The solution enables customers to apply commercial processes to IT assets and to compare them with their actual inventory. This combines the standards of SAP ERP and ITIL/CMDB.

SAP Change Management with theGuard!

SAP applications and related SAP systems place particular demands on your change management and on specific solutions for everyone involved in the change process: developers, quality assurance professionals, and decision makers in the business departments. Their project responsibilities include carrying out changes to SAP applications, testing and finally releasing the changes within the application.



For years now, many high-profile customers from around the world have been relying on REALTECH solutions that were designed for this very purpose. They cover the following disciplines:

- Complete audit trails of application changes
- Automatic transport of changes that take release workflows into account
- Organization of change projects and combination of individual changes to form release packages
- Automatic synchronization of SAP systems
- Identification of vulnerabilities and inefficient program routines in the source code

REALTECH – Premium SAP Technology Consulting

Our consultants combine proven technological expertise with the necessary soft skills to quickly turn projects into a lasting success. Our vendor independent approach allows us to make decisions that are always unbiased and objective.

You can count on REALTECH from concept design to implementation.

REALTECH's consulting unit addresses the technological challenges of IT in general. We provide consulting services on a management and expert level and turn your project plans into reality. Our many years of experience in working with all types of operating system and database platforms and particularly with specific SAP technologies always result in successful project outcomes.

With more than 700 successfully completed platform migrations over the past 15 years, we have developed a worldwide reputation that is second to none.



REALTECH SAP Consulting stands for quality, expertise, and on-time project delivery.



Efficient IT Operations

REALTECH is also a specialist for SAP and the operation of other IT applications. We offer on-site and remote services that are tailored to meet individual requirements.

Process standards like ITIL or specific security requirements are taken into account at any time and thanks to our international presence this means 24 hours a day, 365 days a year.

REALTECH was the first SAP partner to be fully audited and, drawing on its many years of consulting experience, fully complies with all security policies.

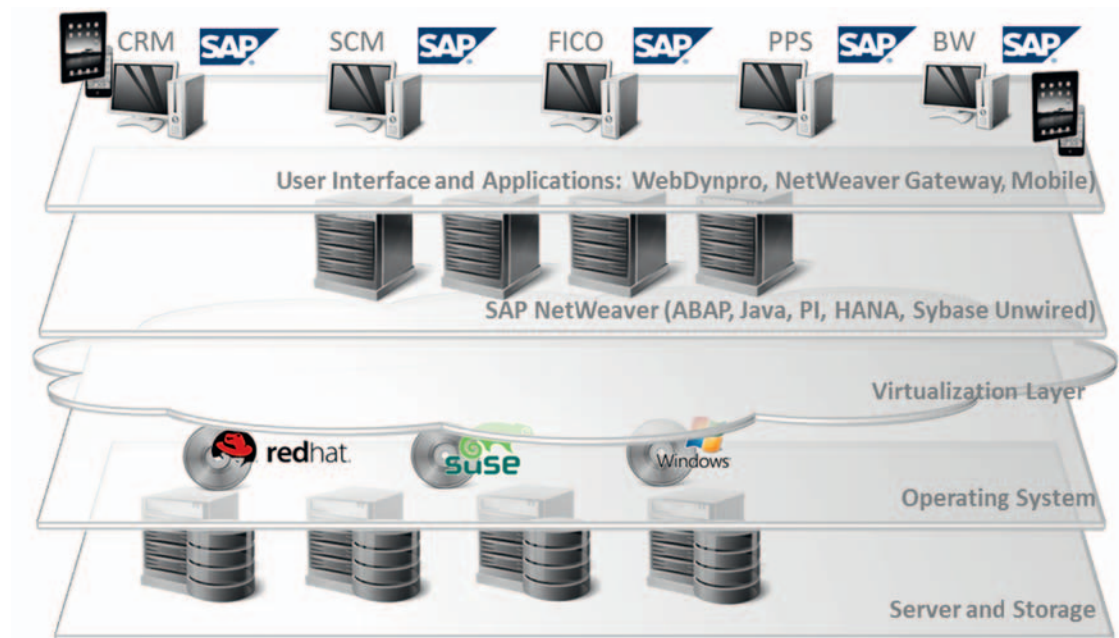


Application Solution Consulting

We go beyond platform consulting and IT operations to offer additional consulting services aimed at making the most out of innovative technologies.

These include:

- the efficient use of SAP Solution Manager and all of its modules
- mobile and web-based SAP applications tailored to customer needs
- Compliance & SAP Security with SAP authorizations and SAP IDM
- ABAP code analysis and enhancement of customer applications



Our Knowledge is Exceptional in the Market

Our close partnership with SAP, our participation in ramp-up programs, and our close proximity to SAP's global headquarters give us early access to innovative technologies like HANA, Sybase ASE or SAP NetWeaver Gateway and the advance knowledge we need to provide our customers with value-creating solutions ahead of time.

So naturally, many of our projects require specialized expertise that is almost impossible to be found

elsewhere in the market. That is why we spend about EUR 700.000 every year to train and develop our consultants. More than 80% of our consultants are SAP-certified and can draw on more than five years of experience in SAP. On top of that, they have a thorough understanding of ITIL processes. Our project managers are certified in accordance with the international standards set by the Project Management Institute (PMI) and have vast hands-on experience in the management of complex projects.



Our Corporate History

Founded in 1994 in Walldorf near Heidelberg, Germany, REALTECH has been listed on the German stock exchange since 1999 (Prime Standard, ISIN: DE0007008906, ticker symbol: RTC).

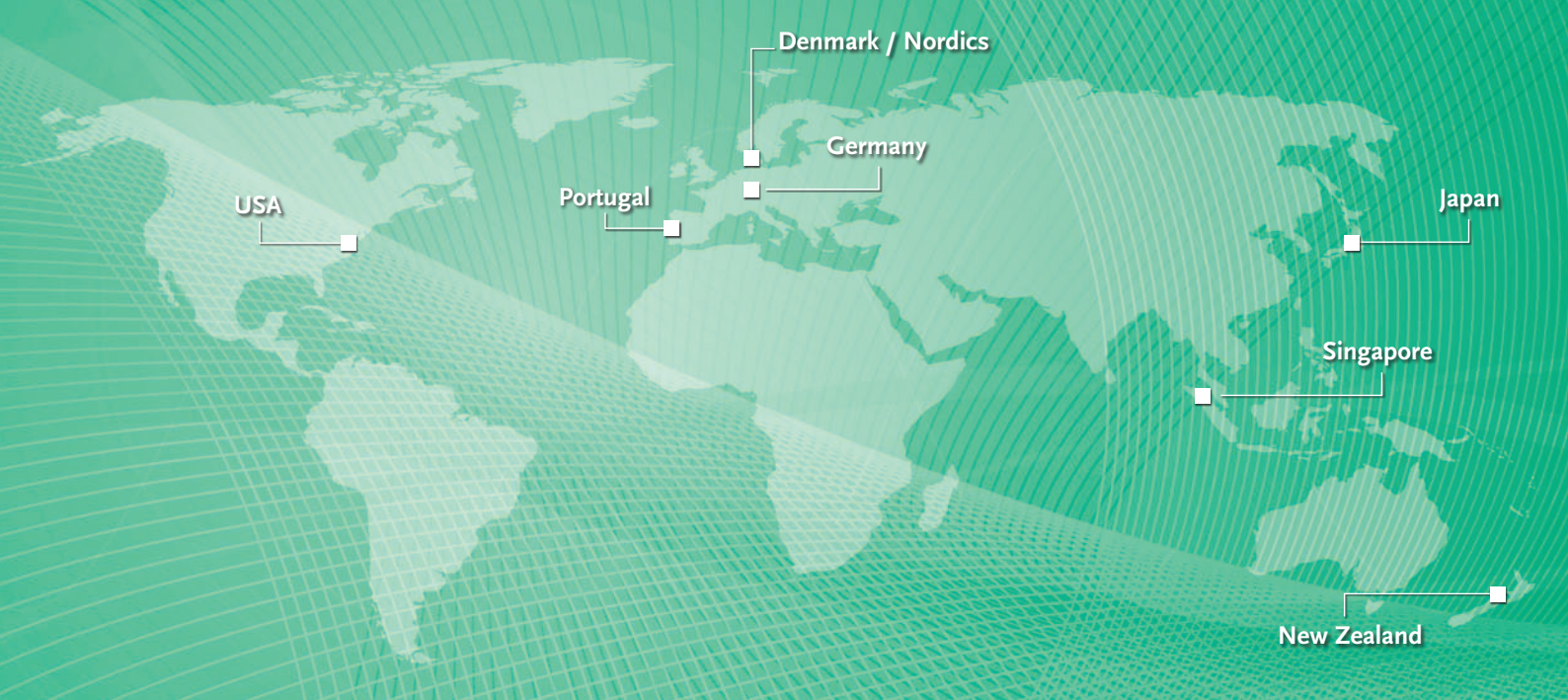
Today, REALTECH has three offices in Germany, as well as subsidiaries in Europe, the Asia/Pacific region, and North America.

In fiscal 2010, the company posted revenues of more than EUR 39 million and had about 330 employees.

Satisfied Customers

More than 2,000 companies from all industries have already chosen REALTECH to provide services and technologies. Our international customers include:

- Andreas Stihl AG & Co.
- AUGUST STORCK KG
- Capgemini Outsourcing Services GmbH
- Freeport-McMoRan Copper & Gold
- Fujifilm
- Gardena GmbH
- Griffins Foods Limited
- John Deere
- Jungheinrich AG
- Kimberly-Clark
- Munich Re (Münchener Rück)
- Osram GmbH
- Paramount Pictures Corporation
- Sony Pictures
- TRIUMPH International
- Zeiss
- etc.



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