



Ladies and Gentlemen,

The closing years of the first decade of the 21st century may be regarded as an exceptional period once we take a closer look at what's happening at the cutting edge of business and ITC. Just now, many of the truths and myths advocated over the last couple of years – by both IT experts fixed on bits and bytes and by business people painstakingly supervising costs – are being verified.

Above all, IT experts and business people have finally understood that they must talk to one another. They have to communicate using a common language, because – without communication – perceptible and measurable profitability limitations appear. The complexity of business IT infrastructure and its undeniably huge role in business, especially in profit-generation processes, has brought a competitive advantage to those businesses that know how to manage IT effectively.

The right way to manage IT turns out to be business perspective management. The role of CompFort Meridian Polska is to

deliver products and services which help in utilizing current IT investments in a way that enables businesses to operate more efficiently. Every technical aspect of each infrastructure layer – be it performance, capacity, availability, security, etc. – must be closely tied to respective business processes, using tools which allow these dependencies to be measured.

Only when a business is furnished with such a business service management system, irrespective of the industry it represents – telecommunications, banking, manufacturing or public services – is it able to quickly and cost-effectively react to today's rapid market and customer requirement changes. For years the CompFort Meridian Polska team has been helping the country's top enterprises to attain such goals. I would therefore like to invite you to take a look at our business profile and portfolio.

Maarten Goslings,
Chairman of the Board,
CompFort Meridian Polska Sp. z o.o.

“The goal of every IT system is to support critical business applications. The solutions that are deployed by CompFort Meridian Polska help businesses to react promptly and cost-effectively to market changes and customer requirements.”

Company information

CompFort Meridian Polska delivers solutions which ensure optimal performance of business IT systems and enable business perspective management of these systems. Our solutions streamline the business by increasing system and application availability and performance, ensuring efficient sharing of critical business information, securing data as well as the IT environment, and enabling effective IT service management. Our portfolio is designed for large and mid-size enterprises representing all industry sectors, including telecommunications, banking, insurance, mining, the power industry, the fuel industry and public sector institutions.

The CompFort Meridian Polska portfolio is designed for those enterprises that regard their IT systems as very important or even critical to their business. We help our customers in optimizing IT system usage so that these systems can bring measurable benefits business-wise, for example cost reduction, productivity increase, risk mitigation and customer satisfaction growth through increasing product and service quality. Through proposed systems, we help enterprises to use cutting edge IT and security management practices in accordance with ITIL best practices and ISO standards.

A modern enterprise striving for the top of a competitive marketplace has to be able to use modern IT technologies effectively,

and this requires: Business Perspective for IT Infrastructure and Services Management, Security Management, Optimization of Data Centers.

CompFort Meridian Polska delivers professional services, including consultancy and project management, installation and configuration of selected solutions, user training, and system maintenance. The solutions that we deliver cover all the key platforms: Microsoft Windows, various UNIX and Linux flavors, AS/400 and even IBM S/390 and Z/OS.

CompFort Meridian Polska is also the Polish market representative for some of the top software manufacturers in the world namely BMC Software, Symantec, Serena Software, Check Point, RSA Security, Juniper, Information Builders, and SafeStone. In addition the company is an authorized IBM Solution Provider for OS/390 and DB2 systems. Issues related to this part of the portfolio are managed by our Łódź branch office, which employs top-class experts in this field.

CompFort Meridian Polska Sp. z o.o. has been operating in the Polish market since January 1, 1990, with a majority interest of Dutch equity. The company employs more than 110 people. In 2005, the company turnover amounted to PLN 90 million (equivalent of Euro 23 million).

Business Perspective IT Management

IT systems are the key to efficient operation of today's businesses. They support all important business processes, both the internal ones and those that manage the relationships with customers, partners and suppliers. Therefore they have to work efficiently, continuously, and support new functions and business processes. End users of IT systems should be supported promptly and adequately. IT systems must also enable rapid adjustment of existing processes so as to meet changing market requirements. Only such an activity model can directly bring market success. That is why continuous monitoring and streamlining of business processes and supporting IT systems are of strategic importance to the business.

The concept of Business Service Management (BSM) is a proven way to manage IT from a business perspective. It is based on the dependencies between business processes and supporting infrastructure elements (networks, systems, applications and data). This approach brings about a performance increase in IT organizations.

The process of managing IT systems from the business perspective helps to:

- Monitor the health of all elements involved in delivering IT services to a business process
- Understand the impact of each element on service quality
- Ensure that critical services are delivered within a defined service level
- Introduce proper changes at the right time and to the right place so that IT may better meet the requirements of the business
- Proactively manage IT infrastructure changes according to business change requirements
- Efficiently allocate resources and make investments
- Lower the costs; both overall IT expenses and one-time IT service costs
- Increase the quality, speed, comprehensiveness and reliability of business services
- Increase the turnover and profits through better use of emerging business opportunities and through better business efficiency.

For many years CompFort Meridian Polska has been using Business Service Management and Change Governance strategies to help customers increase the performance and security of the IT systems managing key business processes.

A business perspective for IT management processes means that it is possible to increase turnover and profits through better use of emerging business opportunities and through better business efficiency.

Security Management

The security of IT systems is an extremely complex issue. It covers multiple layers, starting from the technical all the way through to formal and legal, organizational, and finally ending up at the end user. Changes in business practices force businesses to be increasingly open to the outside world (customers, business partners, suppliers, etc.), and enable a growing number of internal users increasing access to strategic information (reports, plans, cost and profit information, etc.). This brings with it a growing need for the protection of this information and these resources.

The CompFort Meridian Polska portfolio for security management includes:

- Monitoring of IT systems compliance with security policy and regulations
- Managing the IT security across the enterprise, including user identity management and resource access rights
- Implementing integrated IT security solutions, ensuring antivirus and anti-spam protection and encryption of data stored on hard drives
- Protection against attacks both at the server and the network level
- Ensuring wide availability to various operating systems, applications, hardware components and complete data centers
- Data backup and recovery.

Solutions proposed by CompFort Meridian Polska help to describe the data center infrastructure, to define current application requirements, and to automatically allocate the right resources.

Optimization of Data Centers

As the number of servers deployed in data centers grows, the maintenance costs start escalating. The complexity of issues related to managing these servers also increases. How to ensure the best quality of IT services? How to accommodate the requirements to resource capacity, and keep the infrastructure operational costs under control? How to rapidly implement new applications with minimum failure risk, and ensure wide data availability? The solutions proposed by CompFort Meridian Polska help to describe the data center infrastructure, to define current power, capacity, application-version requirements, and to automatically allocate the right resources. Control is maintained over the impact of introduced changes, especially at particular service levels that have been agreed upon with the business.

Concerning data center optimization, the solutions offered by CompFort Meridian Polska enable:

- Detection of all data center infrastructure components and analysis of their impact on the services
- Analysis of current technology operations and planning of future usage
- Cost settlements for particular infrastructure components
- Control of the change introduction process and automatic change implementation
- Cost-effective control over resource and capacity usage in accordance with business requirements
- Wide data availability, backup and archiving Integration of open system technology and mainframes,

All of these are supported by our services and consultancy.

CompFort Meridian Polska adheres to the standards and best IT system management and control practices, such as ITIL, Six Sigma, CMM, CMII, BS15000 (ISO 2000) for IT service management, BS7799:2 (ISO PN 17799:2) for security management, and Prince and PMI for project management.

We are ready to take on new challenges and to support your business in the process of increasing IT system efficiency, ensuring effective IT service management and guaranteeing top-level IT security.

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