

itelligence's Support Organization Certified by SAP; Achieves Partner Center of Expertise Certification

SAP channel partner now certified to deliver support for SAP® Business All-in-One and SAP BusinessObjects™ solutions following rigorous validation testing

CINCINNATI, Ohio — Nov. 22, 2011 — itelligence, one of the leading SAP channel partners, today announced it has achieved Partner Center of Expertise certification from SAP AG. Following an extensive audit of its service and support organization, itelligence has been verified as offering support to its customers in accordance with SAP's current technical and organizational standards.

The Partner Center of Expertise certification is a support center certification offered by the SAP Active Global Support organization, supported by SAP's Partner Services Delivery team. It covers a channel partner's entire support center, including support staff, support processes and infrastructure. Certification validates that a channel partner's support organization fulfills the minimum requirements needed to provide high-quality support services to its customers for SAP® Business All-in-One and SAP BusinessObjects™ solutions. The certification will become mandatory for all partners selling, providing and delivering compliant customer support processes.

"Achieving this certification is a key differentiator in the marketplace for itelligence," said Brad Wolfe, senior vice president for customer service and support for itelligence. "It clearly shows that our support operations and services in support of SAP solutions comply with SAP standards. As such, our customers can be confident that they are receiving high-quality support of their implementations of SAP solutions."

Through itelligence's certification, customers benefit from a number of key features, including expert and continuous knowledge transfer by SAP; a single point of contact that provides consistent service for the duration of support; service based on a maintenance contract; and high global standards in data security that allows itelligence to structure the kind of service that customers have come to expect on a global scale.

To qualify for this certification, itelligence uses SAP Solution Manager as a key element of its support infrastructure, and 300 of its support consultants are SAP-certified. Partner Center of Expertise certification

Partner Center of Expertise Certification – Press Release Template

is valid for two years. As one of SAP's largest partners in the world with reliable, deeply skilled experts and a 20-year history of success, itelligence meets the managed hosting and support needs of more than 600 companies and 90,000 users around the globe.

About itelligence

itelligence Inc. is a wholly owned subsidiary of itelligence AG, an international full-service solution and consulting company with a global presence in 20 countries. itelligence provides a broad range of consulting and customer support services to maximize SAP solutions, including implementations, application support, hosting and training. itelligence AG has a global value-added reseller (VAR) agreement with SAP AG, a highly selective program via invitation through SAP management only, developed to transform itelligence from a high-growth midmarket partner and local reseller into a managed, global partner. itelligence is a gold-level SAP channel partner authorized to resell SAP Business All-in-One and SAP BusinessObjects solutions and is one of only six SAP global services and global hosting partners also SAP-certified as a global provider of application management services. itelligence also holds global quality accreditation by the SAP Active Quality Management organization for demonstrating clear quality standards and processes. For more information please visit <http://www.itelligencegroup.com>.

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