

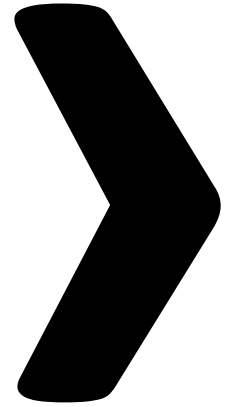


«WE WILL IMPRESS YOU
WITH OUR **PEOPLE SKILLS**
AND **EXPERTISE.**»

**LET OUR
EXPERTISE &
PEOPLE SKILLS
CONVINCE YOU**

PLAN CONSULTING

Strategy
Architecture
Concept



EXCELLENT OPPORTUNITIES

Are you looking for an IT partner who will meet your IT requirements by combining a well thought-out, holistic approach with great passion? For more than 14 years, we have done everything in our power to become – and to remain – the most popular IT solutions provider in the business. We would like to share our philosophy with you.

A CLEAR VISION

Our business segments are geared to your needs based on the action principle 'PLAN-BUILD-RUN'. In other words: we also implement and operate the projects we plan for you.

STRATEGY

The IT strategy specifies the basic approach and thus creates guidelines for the configuration of the IT organisation, as well as the design of the IT architecture. It creates principles and standards, index values and the required regulatory framework. With our unbiased outsider's view, we will work with you to come up with a holistic and future-oriented IT strategy, taking into consideration the basic orientation of your organisation – pragmatically and according to the tried and tested KISS approach.

ARCHITECTURE

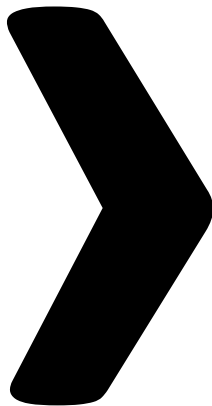
We will help you to understand the existing architectures, gradually develop your landscape in the direction of company IT architecture and, in this way, will create future-oriented development plans and application portfolios. In addition to the IT design content (shopping basket and reference architectures), an architect also determines the schedule for implementing the corresponding projects and in doing so, develops the medium and long-term development plan on the basis of the objectives of the IT strategy. Hence, IT architects do not differ from conventional architects in terms of their strategic orientation, for their fundamental work tools are the plans.

CONCEPT

With regard to an IT concept developed for you (detailed concept, draft solution, detailed specifications, operating concept, user instructions, etc.), our consulting skills are combined with our implementation expertise. In this process, priority is given to your need to receive prior notification of a procedure or the nature of the solution, in order to be able to make progress with the IT resources of your company or organisation without having to worry about anything. The funds invested to this end should begin to bring in profits and adapt to the prevailing economic conditions (outsourcing, rolling restructuring, ROI, etc.).

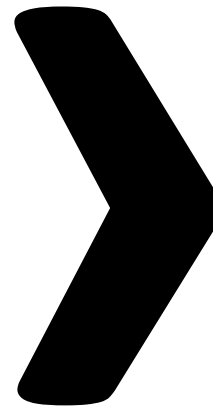
BUILD PROJECT

Information Worker
ILM
Infrastructure



RUN OPERATION

Help Desk
IT Support
Monitoring



INFORMATION WORKER

Cooperation is always achieved through interaction between people - whether in a company, in public corporations or non-profit organisations. In every institution, it is the people who create added value and make the necessary contribution to achieve the common goal with their commitment, own personal styles and individual expertise. With its Information Worker products, Microsoft has internalised this conviction and puts people at the heart of its software. We will help you to use the comprehensive Microsoft product portfolio properly within the framework of your strategic IT orientation and will advise you on everything: from planning to implementation and throughout the entire project cycle.

ILM

Information Lifecycle Management (ILM) is not a product, but rather a combination of processes and technologies. The aim of ILM is to provide the right information at the right time and place - at the lowest possible cost. This aim is our focus and we offer you an innovative solution based on the ILM principle. Through our advice and the principle of simplicity, you will not only find the appropriate storage infrastructure, but we will also assist you with the application landscape, in which a significant part of the commercial benefit is generated.

INFRASTRUCTURE

Right now companies aim for cost-effective IT infrastructures which support all commercial processes. We will take care of your jobs relating to server and file virtualisation, client virtualisation, consolidation of data storage, implementation of a backup and recovery concept and software migration. UP-GREAT gives preference to hardware and software products from 'Best of Class' manufacturers whenever possible. Our systems engineers are certified with respect to the relevant products.

HELP DESK

Should you decide to outsource your company's IT Support and Help Desk to us, you simultaneously place your trust in us. There are several reasons why outsourcing your services to us will pay off:

- Focus on your core business
- Increased quality and response times
- Plannable and reduced costs
- A contact person with comprehensive know-how
- No in-house human resources management

The most important reason of all is that you and your users will feel completely at ease when working with us. A motivated team of technicians is available to assist you with recurring IT duties and specific customer requirements. Since our aim is to be your favourite IT service provider, our Help Desk team will do everything they can to respond to your call or problem personally and wholeheartedly.

IT SUPPORT

We offer a suitable service to ensure smooth maintenance of your IT infrastructure. More and more companies are placing their trust in our IT support service, which has been developed especially for small and medium-sized enterprises, and in our experienced Service Desk team. The satisfaction of these customers is evident to our technicians. The main duties involve on-site maintenance and the installation of new hardware and software. Depending on your requirements, different access times (5x9, 5x11, 7/24) and response times can be selected.

MONITORING

On request, we will monitor your IT systems 24/7. Alerts are sent directly to our Help Desk by SMS or e-mail. Preventive maintenance performed on your servers and systems, as well as topic-based audits, will protect your data and help you to focus entirely on day-to-day business. We perform regular updates of virus scanners, SPAM filters and firewalls in your IT infrastructure and, in doing so, increase the protection of your investment.



MORE THAN JUST AN OPPORTUNITY

We implement IT jobs of varying degrees of complexity for companies of varying sizes. Yet one thing remains the same: our desire to impress you.

BUILDING INDUSTRY

AGIR
Eberhard Bau
BRVZ/STRABAG
Erne
HG Commerciale
Impag
Inauen-Schätti
Nagra
W&L Partner

TRANSPORTATION

BMW Schweiz
Edelweiss Air
Emirates Airline

INDUSTRY

EMS Chemie
Ernst Schweizer
Ganzoni & Cie.
HakaGerodur
Jungheinrich
Letrona
METTLER TOLEDO
René Koch
SIKA
Stöcklin Logistik
Trafag

FINANCE

Bank Wegelin
BHA Partners
Falcon Private Bank
Marcuard Family Office
Marcuard Heritage
Rieter Fischer Partners

AUTHORITIES

Abraxas
Baudirektion Zürich
Kanton Luzern
Kanton Basel-Landschaft
Kanton St. Gallen
Kantonspolizei Basel-Landschaft
Kantonspolizei Luzern
Pädagogische Hochschule Thurgau

SERVICES

Balanx
Beyer Chronometrie
BSG Unternehmensberatung
Cablecom
Compass Group
ERF Medien
MDS Pharma
Stiftung Wagerenhof
Strectchurch
René Ruepp
World Vision
Zürcher Oberland Medien

COMPANY PROFILE

As an innovative solution provider and system integrator, UP-GREAT provides complete services for information, infrastructure and system management. The company, founded in 1995 and with 36 employees, has its headquarters in Fehraltorf in the Zurich Oberland.

