

FNT

// when transparency matters.

SUCCESS STORY



FNT Command at Dataport

// IT Services for Public Administration in Four German States

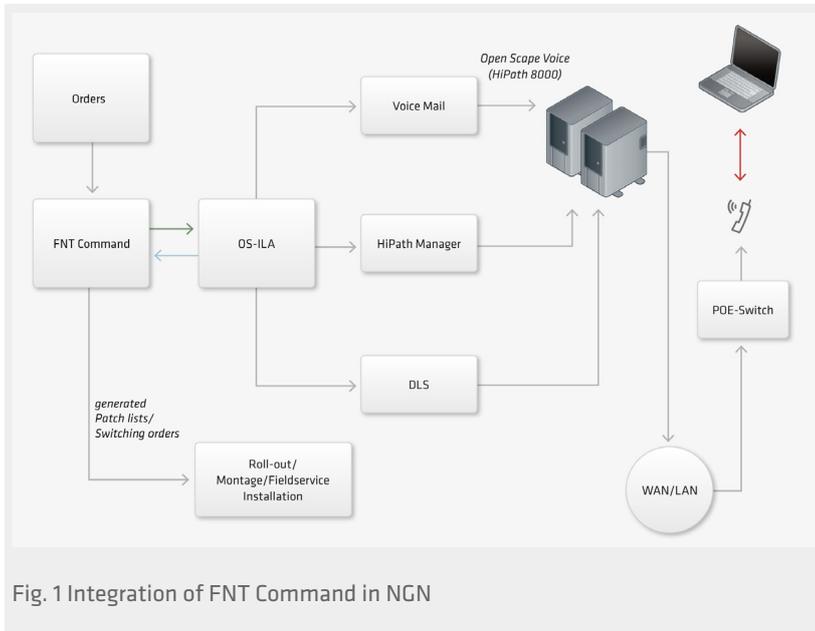
Dataport is the service provider for information and communications technology for public administration in the German states of Schleswig-Holstein, Hamburg, and Bremen and for tax administration in Mecklenburg-Western Pomerania.

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Dataport provides its state and municipal customers with a broad range of products and services, including network services for voice and data transmission, specialized applications for performing administrative tasks, data protection and data security strategies, ICT procurement, and training. The organization provides a standardized infrastructure for transregional e-government solutions. In addition, Dataport supports its customers' clients by offering a wide range of server and process operations in its data centers.

Current Use

FNT Command is used to manage around 2.7 million switching points, including approximately 800,000 connection sockets, several thousand kilometers of cable, 130,000 telephone lines, 2,000 switches, and 5,000 cabinets at approximately 2,000 locations. In the future, FNT Command will also be used to manage hundreds of servers performing data center operations. FNT Command is linked to various other systems, including CMDB, ITSM, and mail and fax servers.



Next Steps

FNT Command has been used as a key tool for migrating and operating an NGN (next-generation network) in Hamburg since late 2010. Currently, around 220 Dataport employees work in various cross-functional processes integrated via FNT Command.

Since January 1, 2006, Dataport has been operating a dedicated Tax Data Center in Rostock, which is used by the states of Hamburg, Schleswig-Holstein, Bremen, and Mecklenburg-Western Pomerania for handling specialized tax administration processes.

A public-law institution, Dataport is headquartered in Altenholz, near Kiel, and operates branches in Hamburg, Rostock, and Bremen. The company has approximately 1,630 employees and generated revenues of 270 million euros in 2009.

The Catalyst for Procuring FNT Command

Dataport began using FNT Command in 2007. Prior to that, there had been no order management system in place. Dataport wanted to deploy a standardized, shared, integrated product for telecommunications and LANs. A further objective was to keep up with market developments without having to bear the full cost of every development effort. An invitation to tender issued in 2005 culminated in the commissioning of FNT Command in 2007 for telephone services and cable networks. More recently, FNT Command has also been deployed to handle LANs and data center operations. Transaction management, which includes workflow and order management, is a further core component. FNT Command handles approximately 10,000 orders a year, including invoicing for services.

FNT Software

FNT is a leading provider of integrated software solutions for IT management, data center infrastructure management and telecommunication infrastructure management worldwide. With headquarters in Ellwangen / Germany, FNT's innovative software suite FNT Command is used worldwide as an OSS / IT management application for communications service providers, enterprises and governmental organizations by more than 25,000 users since 1994. FNT's customer base includes with more than 500 customers a wide range of well-known organizations working in various sectors, such as the automotive industry, banks, insurance, chemicals, energy management, airports, clinics, media, industry, telecommunications and IT service providers as well as public institutions. Almost half of Germany's DAX30 listed companies are part of the customer base. FNT operates internationally and has subsidiaries in the United States (Parsippany, New Jersey), Singapore, Dubai (UAE) and Russia (Moscow). FNT cooperates in close partnerships with well-known IT service providers and system integrators worldwide.

Further information: www.fntsoftware.com