



## What makes us stand out

### Industry DNA

As the only IT partner embedded within a global integrated technology company, with a 160 year history of continuous industry leadership, we have an unrivalled knowledge of all the industries and sectors we address. We understand our clients' specific process environment from the inside and we manage highly complex programs worldwide, improving competitive performance for all our customers.

### Practical Innovation

With our technical expertise, backed by a strong engineering culture, we provide innovation that delivers measurable value to our clients, both in the public and private space. Our high levels of reliability and security are supported by Siemens exceptional financial strength.

### Quality and Commitment

As a service company, with customer satisfaction and contract renewal rates among the very best in the global industry, we have the proven ability to guide the successful transformation of our customers' business processes and operations. We are known for always staying engaged, never walking away from difficulties and delivering on our promises.

## Facts and Figures

- **Siemens IT Solutions and Services**  
Cross-Sector Business of Siemens AG
- **Group profit (2009):**  
€ 90 million
- **Sales (2009):**  
approx. € 4.7 billion worldwide, thereof:

Germany	39 %
Europe (without Germany) / GUS	
Africa / Near and Far Middle East	47 %
The Americas	12 %
Asia / Australia	2 %
- **Employees:**  
approx. 35,000  
(thereof 9,700 in Germany)
- **International presence:**  
in more than 40 countries
- **Executive Management:**  
Christian Oecking  
Chief Executive Officer  
  
Dr. Martin Bentler  
Chief Financial Officer

All hardware and software names used are brand names and/or trademarks of their respective holders.

© Siemens AG 2010  
Right of modifications reserved  
Order No.: U29768-J-2111-3-7600  
02/10

**Siemens AG**  
Siemens IT Solutions and Services

Otto-Hahn-Ring 6  
81739 Munich, Germany  
Global Info Desk  
Tel.: +49-1805-444713  
it-solutions@siemens.com

[www.siemens.com/it-solutions](http://www.siemens.com/it-solutions)



Siemens IT Solutions and Services  
**At a Glance 2010**

[www.siemens.com/it-solutions](http://www.siemens.com/it-solutions)

**SIEMENS**



# Transforming IT into Business Value

Megatrends such as demographic change, urbanization, climate change and globalization are reshaping the competitive environment and forcing organizations to continually transform business models and operations. In this rapidly changing environment, every organization needs to manage complexity, reduce costs, speed up core processes, improve service quality and stay closer to their customers.

Siemens provides comprehensive answers to the great challenges of our time, and Siemens IT Solutions and Services delivers effective business solutions by connecting specialized, innovative technologies, from Siemens and other industry leaders, with core business processes via IT.



## Answers to the Megatrends

### Demographic Change

Siemens IT Solutions and Services improves medical care and integrates all parties involved in the health system. Making community health and social care systems safer and more efficient.

### Urbanization

The offerings of Siemens IT Solutions and Services ensure that key city systems (transport, traffic, water, power and emergency management) operate efficiently. Optimized administrative processes improve services for citizens.

### Climate Change

Innovative solutions from Siemens IT Solutions and Services are reducing the energy consumption of IT infrastructures, but also minimizing the use of resources in production and administration.

### Globalization

Siemens IT Solutions and Services helps customers achieve international success by managing complexity and by simplifying and speeding up processes – improving security at the same time.

## Portfolio

As a cross-sector division of the Siemens group working in collaboration with the Energy, Industry and Healthcare sectors, Siemens IT Solutions and Services develops comprehensive and industry-specific IT solutions and integrates them into the customer's IT infrastructure. In addition, the IT specialist offers a complete range of services and solutions for public sector organizations, financial services providers and the service industry, as well as for telecommunications and media companies.

Customers of Siemens IT Solutions and Services profit from a complete range of IT services from a single source. The ability to provide both industry-specific solutions and cross-industry IT services is one of the fundamental strengths of the IT service provider. The portfolio covers the entire spectrum, from consulting and systems integration through to full IT infrastructure management and software development. In this way Siemens IT Solutions and Services helps its customers improve the effectiveness of their business and lower costs.

### Mission

"We provide IT expertise and deliver industry-focused solutions by leveraging Siemens' capabilities to benefit our customers."

### Vision

"We continuously win industry leading customers through IT innovations created by teams of talented people, setting the benchmark in sustained customer loyalty."



### Scope of Performance of Siemens IT Solutions and Services

