

# SOFTWARE SERVICES

## EBS offers support for all phases of software life cycle

**Year of foundation:**

2000

**Headquarter:**

Cluj-Napoca

**CEO:**

Daniel Metz

**Number of employees:**

260

### What EBS can do for you...

Our service offering covers know how regarding information gathering and processing, customer support and payroll. The following products are part of our offer:

- Computer center activities (according to ITIL): monitoring of networks and services, availability management
- Application management and support (according to ITIL): 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> level support, problem management, SW-maintenance, SW-versioning
- Document handling in all EU-official languages: registration, reworking, update, junction and distribution, validation, format converting
- Call center: 1<sup>st</sup> level support, dispatching
- HR/human resource management, payroll, travel expenses management

### EBS achieves this through...

- Extensive knowledge of the Western European business administration rules regarding esp. the areas of controlling, material management, and human resources, financial management, and asset management.
- Very good language skills of its employees
- Functional training sessions and special trainings for all employees
- State-of-the-art technical infrastructure (server equipments, workstations and software).

Being a software development provider along the entire software life cycle at the same time, we have further knowledge and resources available.

### If you are...

- a software manufacturer of standard enterprise resource planning (ERP) software
- a utility or facility provider
- a service company

In this case, you are our perfect business partner.

### Extract from EBS'S client list

Customer	Services
<b>Cirquent (BMW-Group), Munic</b>	2 <sup>nd</sup> level support, monitoring , support for business critical applications
<b>Daimler Chrysler Computing Systems, Austria</b>	2 <sup>nd</sup> level support, monitoring
<b>Hansalog, Germany</b>	Software testing/QA, software installation and customization onsite, onsite application consultancy
<b>Haufe, Germany</b>	1 <sup>st</sup> level support
<b>Lexware, Germany</b>	2 <sup>nd</sup> and 3 <sup>rd</sup> level support