



**QSC AG:**

YOUR PARTNER FOR  
EXTENSIVE ICT SERVICES

June 2013

Company Presentation

Corporate Communications

**QSC**<sub>AG</sub>

# OUR MISSION STATEMENT

// QSC is the medium-sized provider in the ICT industry who creates sustainable value for medium-sized companies, cooperation partners and employees through highest quality and customer focus! //

# THE QSC MANAGEMENT BOARD



**Jürgen Hermann**

Chief Executive Officer

Jürgen Hermann began his career at QSC in 1997 as head of the finance department. Following his appointment as QSC AG's Chief Financial Officer effective April 2009, he was appointed the Group's Chief Executive Officer effective June 1, 2013. In addition, he has served simultaneously as the chief executive officer of INFO AG since April 1, 2012.



**Barbara Stolz**

Chief Financial Officer

Barbara Stolz joined QSC AG in 2005 as the head of Accounting. In September 2009, she took over the leadership of the entire Finance operation at QSC AG. Stolz has been QSC AG's Chief Financial Officer since June 1, 2013.



**Arnold Stender**

Board Member

Arnold Stender, a postgraduate physicist, has been a member of the QSC AG Management Board since September 2011. He had already headed up QSC's Indirect Sales and Resellers business units since 2007.

# CUSTOMER FOCUS BREEDS SUCCESS

Milestones	Customers' needs	QSC's responses
1999	<ul style="list-style-type: none"> <li>• Provide an alternative to Deutsche Telekom</li> </ul>	<ul style="list-style-type: none"> <li>• Built Germany's first alternative DSL network</li> </ul>
2002	<ul style="list-style-type: none"> <li>• One-stop shopping for Voice and Data services</li> </ul>	<ul style="list-style-type: none"> <li>• Acquired Ventelo GmbH</li> </ul>
2005	<ul style="list-style-type: none"> <li>• Provide an alternative to Deutsche Telekom's subscriber lines</li> </ul>	<ul style="list-style-type: none"> <li>• Provided IP telephony via DSL and built Next Generation Network (NGN)</li> </ul>
2006	<ul style="list-style-type: none"> <li>• Provide residential customers with nationwide ADSL2+ offerings</li> </ul>	<ul style="list-style-type: none"> <li>• Offered ADSL2+ Wholesale product and accelerated network expansion</li> </ul>
2007	<ul style="list-style-type: none"> <li>• Innovative Voice/Data services on an NGN basis</li> </ul>	<ul style="list-style-type: none"> <li>• Expanded IP telephony offerings and solutions</li> </ul>
2009	<ul style="list-style-type: none"> <li>• Cloud telephony</li> </ul>	<ul style="list-style-type: none"> <li>• Launched IPfonie®centraflex</li> </ul>
2010	<ul style="list-style-type: none"> <li>• Housing and Hosting</li> </ul>	<ul style="list-style-type: none"> <li>• Acquired IP Partner AG</li> </ul>
2011	<ul style="list-style-type: none"> <li>• IT Outsourcing and IT Consulting</li> </ul>	<ul style="list-style-type: none"> <li>• Acquired INFO AG</li> </ul>
2013	<ul style="list-style-type: none"> <li>• Secure and flexible communication from the cloud</li> </ul>	<ul style="list-style-type: none"> <li>• Cospace and QSC® -tengo</li> </ul>

# QSC AG AT A GLANCE

- The QSC Group, Cologne, offers small and mid-size organizations comprehensive ICT services – from telephony, data transfer, Housing and Hosting right through to IT Outsourcing and IT Consulting.
- Following the acquisition of IT specialists INFO AG and IP Partner AG, QSC is now among the first mid-size providers of comprehensive ICT services in Germany.
- QSC possesses its own Next Generation Network (NGN) and operates an Open Access platform that unites a wide range of different broadband technologies.
- QSC offers custom Managed Services that meet customers' specific ICT requirements, and a comprehensive product portfolio for customers and sales partners.
- QSC AG employs about 1,500 people and is listed on the TecDAX.

# QSC AG – KEY FINANCIAL DATA

## Key data for 2012:

- Revenues, 2012: € 481.5 million
- EBITDA, 2012: € 77.9 million
- Employees: approx. 1,500
- Company locations: 12
- Headquarters: Cologne

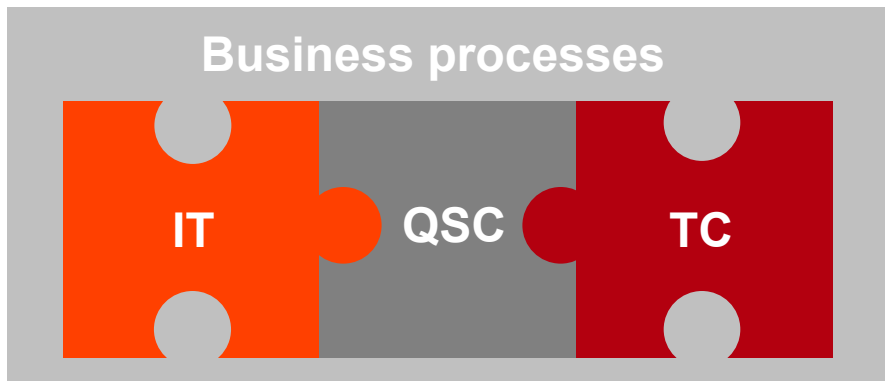
## Vision for 2016:

- Revenues: € 800 million to € 1 billion
- EBITDA margin: 25 percent
- Free cash flow: € 120 – 150 million

# QSC AG: THE ICT PROVIDER

## QSC unites the worlds of IT and TC:

- We cover the entire ICT portfolio
- We are able to offer our customers one-stop-shopping solutions
- Our innovative ICT solutions improve our customers' productivity and efficiency



# INFO AG: IT OUTSOURCING AND IT CONSULTING

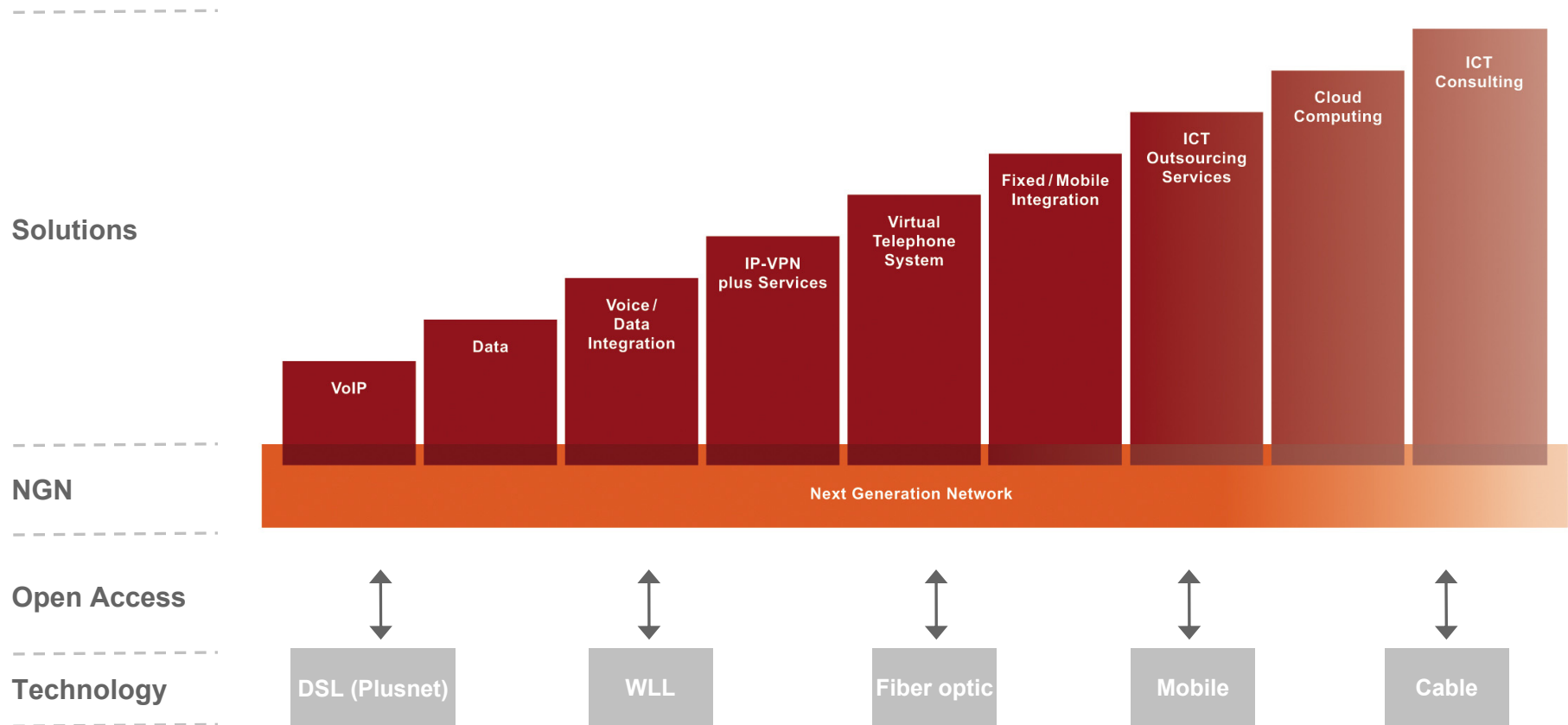
- INFO AG, founded 1982 in Hamburg, is a medium-sized and independent provider of IT Outsourcing and IT Consulting services in Germany
- Its portfolio includes the planning, implementation and operation of premium IT solutions. From advisory consulting to setting up the IT infrastructure and on to the process steering of entire value-creation chains, INFO AG offers a holistic service approach.
- Moreover, INFO AG is an SAP System House and a Microsoft Gold Certified Partner.
- INFO AG employs 700 people.



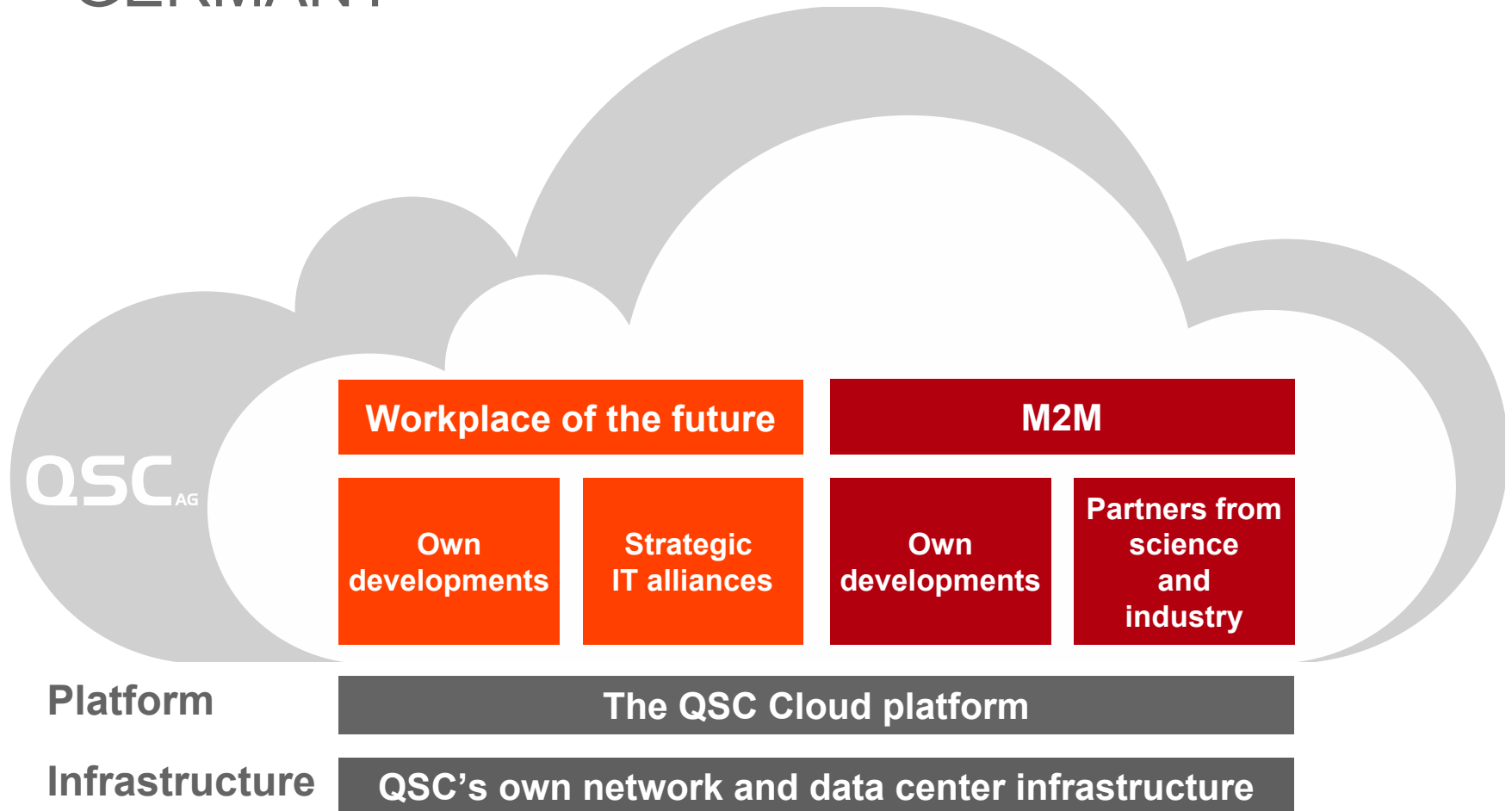
# IP EXCHANGE: FLEXIBLE IT OUTSOURCING

- IP Exchange GmbH and its co-subsiidiaries build and operate high-end data centers in Nuremberg and Munich.
- They are specialized in planning, implementing and operating custom data centers which are safe and efficient: from basic standard services to dedicated full-service data centers.
- The data centers are TÜV certified for their energy efficiency, customer service and infrastructure.
- IP Exchange GmbH and its co-subsiidiaries employ more than 80 people.

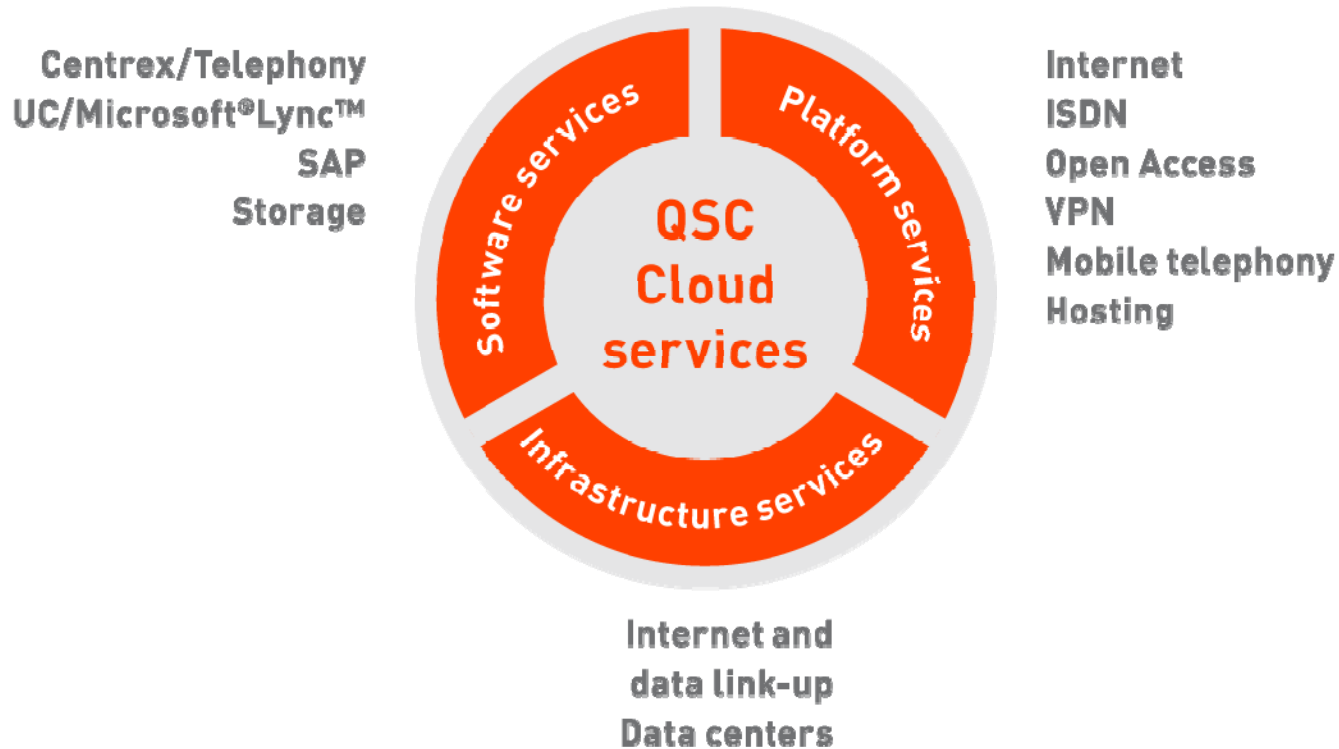
# QSC AG OFFERS ICT SERVICES ON ALL NETWORKS ...



# ...AND CLOUD SERVICES “MADE IN GERMANY”



# ... AND INCREASINGLY SO IN THE CLOUD



# QSC AG OFFERS HIGHEST END-TO-END QUALITY



- QSC offers end-to-end services along the entire path of Voice-Data communication – at the workplace to data storage and provision in data centers.
- In this connection, QSC has stood for highest quality and reliability from the beginning.
- Quite natural: More than 99 percent of all service level agreements are satisfied.

# QSC AG OFFERS THE HIGHEST DATA SECURITY



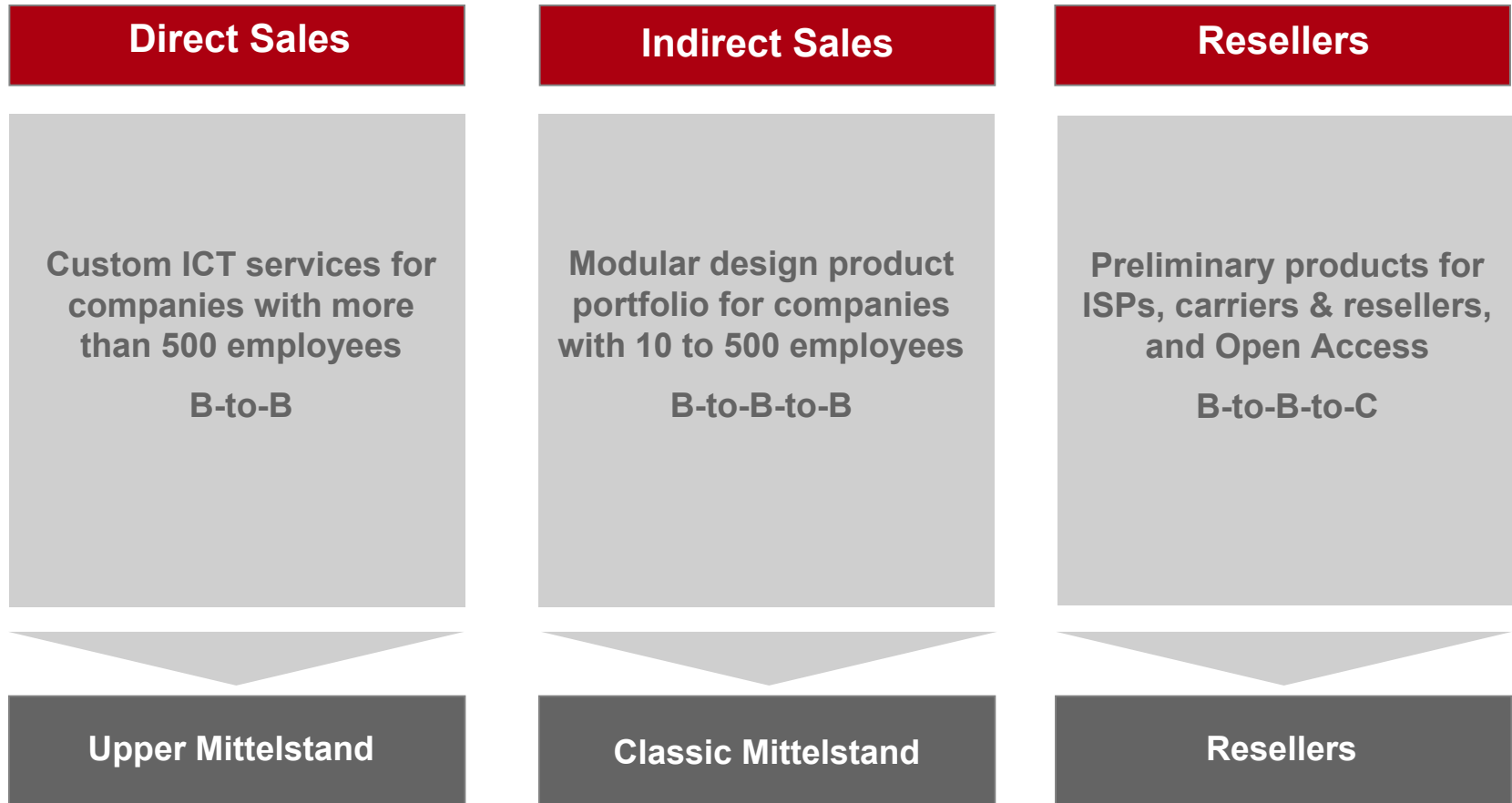
- As a German Company, QSC complies with Germany's strict data protection regulations.
- Internally, QSC also has the strictest security regulations in place.
- IT security is a matter for the Management: The Head of Security reports directly to the Chief Executive Officer.

# QSC AG HAS LONG BEEN A PARTNER OF THE GERMAN MITTELSTAND



- Founded in the year 2000, QSC AG has established itself as a partner of the German Mittelstand.
- QSC focuses on the German market.
- All company locations and data centers are located in Germany.
- QSC's own NGN coupled with the Company's own data centers serve as an outstanding basis for secure Cloud service offerings in Germany.

# QSC AG'S THREE BUSINESS UNITS





# DIRECT SALES (I)

## Custom TC services provided by QSC AG

- Provision of custom broadband infrastructures via IP-VPN in and outside Germany suited to the needs of the entire corporate communication
  - Cooperation with certified partners in 200 countries
  - 24/7 helpline in Germany
- Integration of Internet, fixed-line and mobile telephony
- Efficient and flexible voice telephony solutions – from traditional telephony to IP Centrex, Hosted IP-PBX and Managed IP-PBX solutions
- Flexible end-to-end service level agreements
- Custom service packages for ongoing support

# DIRECT SALES (II)

## Custom IT services provided by INFO AG

- IT Outsourcing
  - Data centers: Operated on several thousand square meters in Hamburg, plus additional data centers in Oberhausen
  - Operation of SAP Systems and Application Services
  - Operation of Microsoft Systems and Application Services
  - Service desk and local support
  - Managed Storage
- IT Consulting
  - SAP: over 150 SAP consultants, more than 250 implementation projects successfully concluded
  - Microsoft: 20 Microsoft Certified Professionals, more than 50 implementation projects successfully concluded
  - Expert services: CoreMedia, IBM, H&S, Software AG

# DIRECT SALES (III)

## Custom IT services provided by IP Exchange

- IT Outsourcing
  - High-end data centers operated on an area covering several thousand square meters in Nuremberg and Munich
  - Network link-up of more than 100 Gbit/s
  - We operate IT systems that are highly available, critical and related to security – for our customers.
  - Comprehensive service plan tailored to your needs
  - 24/7 monitoring
  - Full service: Our customer's data centers are planned, implemented and operated by an IP Exchange team of experts.

# INDIRECT SALES

## **Cloud Services**

- Services for the Cloud workplace QSC<sup>®</sup>-tengo
- Collaboration Services for business customers

## **Internet**

- DSL access of up to 20 Mbit/s
- Wireless Local Loop (WLL) of up to 100 Mbit/s

## **Telephony**

- IP telephony – from desk to the entire telephone system
- Mobile telephony for business customers

## **Site networking**

- Virtual Private Network (VPN) based on MPLS/VPLS technology

## **Data Centre Services**

- Housing for servers and IT systems in data centres of QSC

Trainings and workshops are offered in connection with all services

# RESELLERS

## **Residential customer resellers**

- Preliminary ADSL2+ products for the residential customer market (1&1, congstar, freenet, Tele2) and preliminary voice products for cable network operat

## **Business resellers**

- Preliminary ADSL/SDSL and voice products for enterprise customer product offerings (regional and nationwide ISPs and international carriers)

## **Resellers**

- IP-based access services for the enterprise customer market
- Mapping and handling of the entire process chain, including customer management and end-user device logistics

## **Open Access platform**

- Link-up of local providers of fiber optic connections with users of nationwide broadband services on an FTTX basis

# FOCUSING ON THE CUSTOMERS' NEEDS

## Reliable planning/high investment security

- Transparent cost structure
- Pay-as-you-grow pricing models
- Precise planning & reliable roll out

## Productivity and flexibility

- Solution-driven consulting at eye level
- Tailored customer solution
- One-stop shopping for ICT services

## Excellent customer support

- 24/7 customer service
- Clear, binding and custom service level agreements
- Personal contact person

**One-stop shopping for comprehensive state-of-the-art ICT services**

# ALLGEMEINE RECHTSSCHUTZ- VERSICHERUNGS AG

Nationwide MPLS VPN, voice and data services



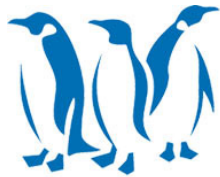
“Our clients expect us to be at their side as a strong partner in all aspects of life. We expect the same from our partners when it comes to our communication infrastructure.

We are confident that we have found such a strong partner in QSC AG.”

*Hartmut Hoyk, Head of Production  
ARAG IT GmbH*

# HECTAS GEBÄUDEDIENSTE STIFTUNG & CO. KG

Europe-wide MPLS VPN and high-performance data links



**HECTAS**  
GEBÄUDEDIENSTE

ALLES IN ORDNUNG.

“Even after signing the contract, QSC has constantly been a dedicated and idea-rich problem-solver that has proactively looked for new solutions in the customer’s interest. That’s how we view a true partnership.”

“We opted for QSC not only because of its highly favorable price-performance ratio, but also because of its expertise and flexibility.”

*Hartmut Schröder, Head of IT*

*Hectas Gebäudedienste Stiftung & Co. KG  
Wuppertal*





# RHEINLAND VERSICHERUNGEN

MPLS-VPN networking of sites & data center server hosting

# RheinLand

VERSICHERUNGEN

“With QSC, we are enjoying far better service than we did with our previous service provider.”

“True partnership is of utmost importance to us as ‘partnership’ has been a loaded term in the past. We have felt very comfortable with QSC for many years.”

*Herbert Bender, Head of IT  
RheinLand Versicherungen, Neuss*



# SELECTED QSC AG CUSTOMERS



# SELECTED INFO AG CUSTOMERS

## Commerce & Consumer Goods



## Banking & Insurance



## Media



## Industry, Energy & Other



## Logistics

# SELECTED IP EXCHANGE CUSTOMERS



**QSC<sub>AG</sub>**