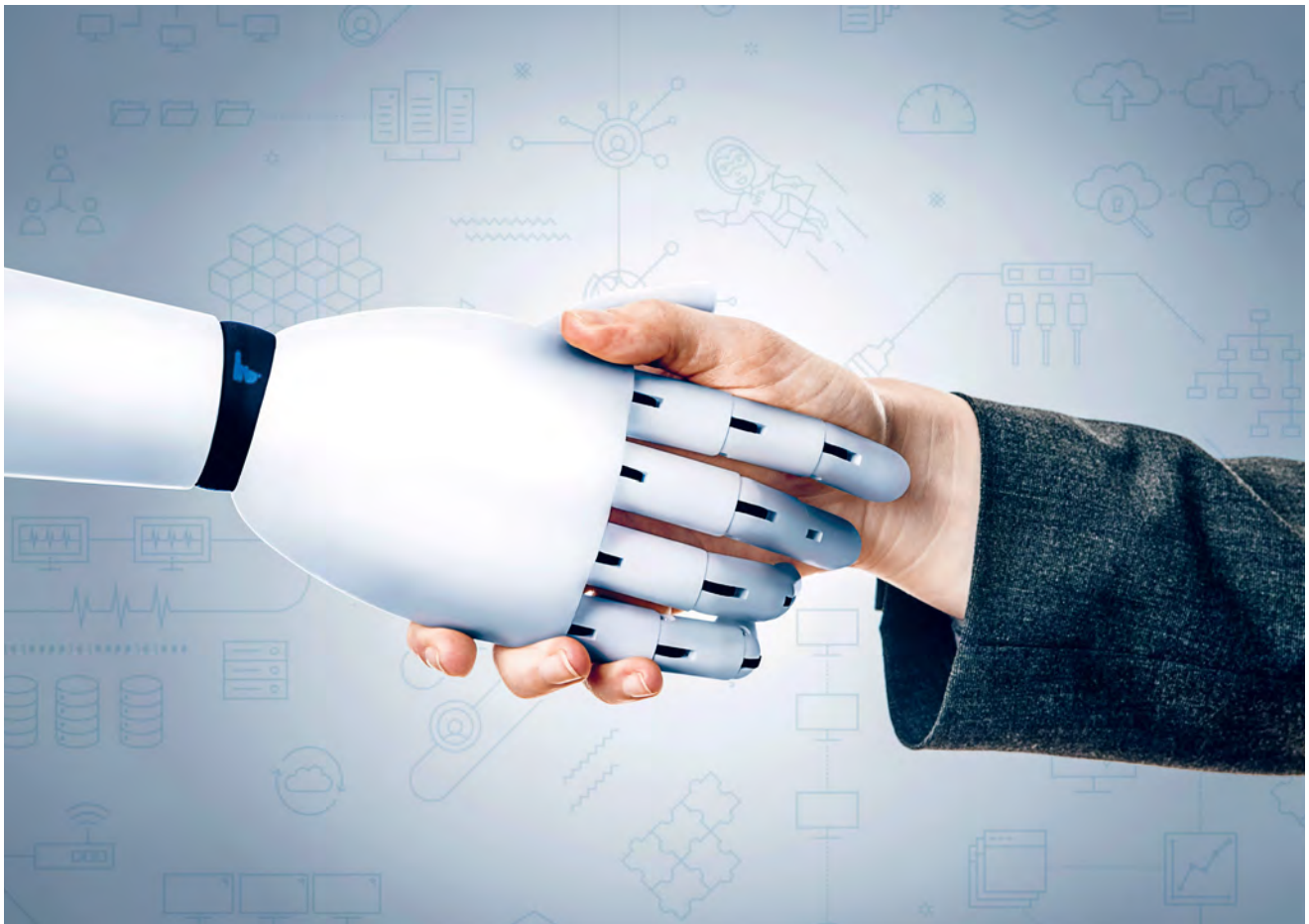




RELAX

N°1 2018

WECARE://FILE01/NTS.MAG



NTS EAST/WEST

Together we accomplish everything!

LOCATION FEELING

VIP tours around the NTS world.

SUPER SERVICES

What are the pros?
What's behind it?

IMPRINT

MEDIA OWNER AND EDITOR

NTS Netzwerk Telekom Service AG

MANAGEMENT BOARD

Alexander Albler, Hermann Koller

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Styria Content Creation GmbH & Co KG,
Hainburger Strasse 33, 1030 Wien

MANAGEMENT BOARD

Mag. Alexis Johann and Eva-Maria Kubin, MA

EDITORIAL STAFF

Harald Müller, Michael Samec, Kunigunde Weissenegger,
Daniela Haag, Franz Lammer, Wolfgang Jöri (NTS)

PROJECT MANAGEMENT

Katharina Tieber (Styria), Franz Lammer (NTS)

ART DIRECTION AND GRAPHICS

Bozica Miloseska, Joanna Jagiello, Silke Haar (NTS)

PHOTO EDITOR

Silke Haar, Wolfgang Jöri

PROOFREADING

Barbara Hofmann

TRANSLATION BY

Lenka Lorber

PRODUCTION

Styria Media Design – m4! Mediendienstleistungs GmbH & Co KG,
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COVER PHOTOGRAPH

Shutterstock/NTS

EDITORIAL

RELAX, WE SHARE!

What is the core of a company like NTS? How does the cooperation between regional locations in a multi-national business work? Which technological challenges are waiting for our customers?

In this first edition of RELAX, our very own NTS magazine, we will be providing you with answers to these fundamental questions. For this purpose, we sent three editors into the NTS world. With an inquisitive eye from the outside world, nine NTS locations were visited, charming features for specific regions were learnt and exciting (customer) tales were discovered.

One of the main central findings from many discussions and conversations were: over the last 23 years, we grew, but we managed to maintain our enthusiasm, our pioneering spirit and our flexibility. The cooperative interaction between customers, partners and our locations create the much-quoted NTS spirit. For us it is clear – but being put into words by our customers and partners is the most rewarding compliment of all.

We wish you much pleasure in reading this along with some thought provoking inspirations and we hope to bring some smiles to your faces when reading this very first edition of RELAX.

RELAX, WE CARE.

With best regards,

ALEXANDER ALBLER
CHIEF EXECUTIVE OFFICER

HERMANN KOLLER
CHIEF FINANCIAL OFFICER

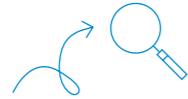


Owner managed NTS:
in the safe hands of Alexander Albler (left) and
Hermann Koller (right), for more than 23 years.



CONTENT

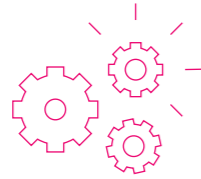
6 SUCCESS STORY
How NTS has grown



8 INTERVIEW
RELAX, THEY CARE!
Talking to the Board members



12 SUPER SERVICES
About the S in "NTS"



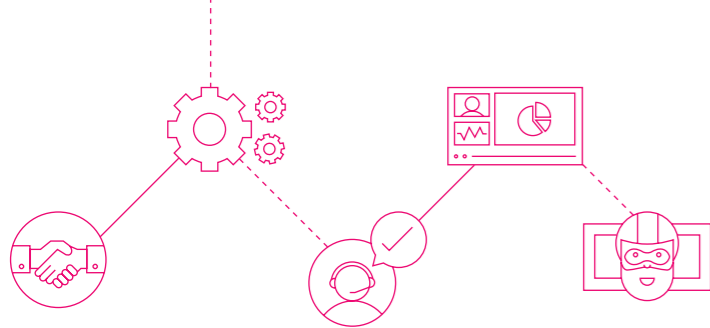
14 INTERVIEW
DIRECTORS EAST/WEST
Two men for all cases

8 THE NTS FOUNDERS
FIELDING QUESTIONS



SUPER SERVICES
AN OVERVIEW OF THE
NTS SOLUTIONS

12



18 TOP CUSTOMER RED BULL
280 times 24/7 NTS



20 LOCATION REPORT
FRIEDRICHSFHAFEN
The first ones in Germany,
customer story: Bogner



22 LOCATION REPORT
VIENNA
Professionals for major
customers, customer story: BRZ



24 OPENING VIENNA
Arrived well
in VIERTEL ZWEI



27 CUSTOMER STORY
BARMHERZIGE BRÜDER
Healthy network
in the hospital



28 LOCATION REPORT
INNSBRUCK
A view of the top dog,
customer story Plansee



30 7IT FORUM
Talking brings
people together

14



DREAM TEAM FROM EAST TO WEST
WHEN TWO PEOPLE UNDERSTAND EACH
OTHER, THE THIRD REJOICES

00010010010100
0101000101000



50 SOC
WHERE IT RUNS
SMOOTHLY AROUND
THE CLOCK

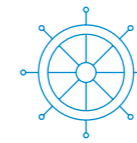
34 LOCATION REPORT
GRAZ
The nerve center of NTS,
customer story: Energie Steiermark



36 LOCATION REPORT
LINZ
Here, the chemistry is right,
customer Story: eww ITandTEL



38 LOCATION REPORT
SALZBURG
The Sound of NTS,
customer story: Pappas



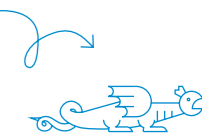
42 LOCATION REPORT
BOZEN/BOLZANO
Chi NTS fa, l'aspetti,
customer story: Milchhof Sterzing



44 TOP CUSTOMER STYRIA
NTS is the Alpha and
Omega for good news

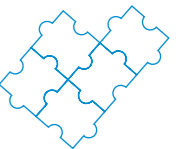


46 LOCATION REPORT
KLAGENFURT
When NTS works, it works!
Customer story: FH Kärnten



48 LOCATION REPORT
DORNBIRN
Handshake quality in the province,
customer story: IMA Schelling Group

50 A NIGHT IN THE SOC
(Not) in bed with the
problem solvers of NTS



54 REFERENCES
NTS recommends itself

56 BLOG
Good News!

58 TEAM
The brightest heads



24

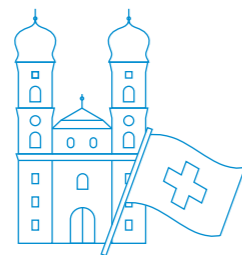
CAPITAL CITY
THE NEW QUARTERS
AS A FURTHER STEP
INTO THE FUTURE



30

7 IT FORUM
WHERE NTS KNOW-
HOW ORIGINATES
(AMONGST OTHERS)

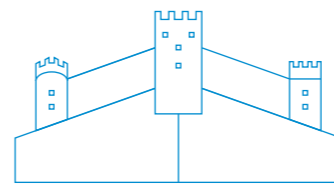
WHO HOW WHAT WHERE WHEN



2017
Foundation of NTS Germany and Switzerland, partnership with Microsoft, 250 employees in 12 locations, with a revenue of 92 million Euros



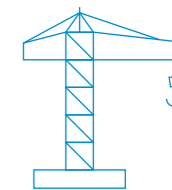
2016
Foundation of the Klagenfurt location, revenue of more than 80 million Euros, 200 employees



2015
Foundation of the Salzburg location, with a revenue of more than 70 million Euros



2014
Foundation of the Dornbirn location and NTS North America



2013
Expansion of the NTS headquarters in Raaba-Grambach



2012
NetApp gold partner, 127 employees



2011
Foundation of NTS Italy, first Cisco silver partner in Trentino-Alto Adige, VMware partner



2010
77 employees in 4 locations



THE CLOSENESS TO THE CUSTOMER IS OF TOP PRIORITY, DESPITE DIGITALIZATION AND GLOBALIZATION. THAT IS WHY YOU CAN FIND US EVERYWHERE IN AUSTRIA, NORTHERN ITALY AND NORTH AMERICA AND AS OF LATE IN SWITZERLAND AND GERMANY.

LUCK IS ELUSIVE - BUT THE SATISFACTION OF OUR CUSTOMERS CAN BE MEASURED. ALWAYS LIVE AND UP-TO-DATE ON OUR WEBPAGE WWW.NTS.EU



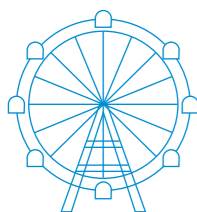
1995
Founded by Alexander Albler and Hermann Koller as Koller und Albler OEG



1996
Partnership with Cisco as premier partner



1999
Relocation to the present location Raaba-Grambach



2000
Foundation of the Vienna location, 14 employees



2002
Change of legal structure from OEG to AG

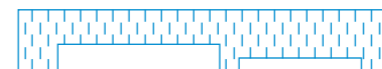


2005
32 employees in Raaba-Grambach and Vienna

2006
Dell EMC as manufacturing partner



2007
Foundation of the Linz location



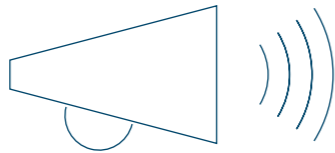
2009
Foundation of the Innsbruck location

INTERVIEW

YES, WE CARE!

Why NTS Board members Hermann Koller and Alexander Albler would have failed with their original business idea – and why they should go vacation more often at the same time.

Words by: Michael Samec
Photos by: NTS/photoworkers.at



» THOSE WHO KNOW
NTS ALSO KNOW
THAT THEY
CAN RELY ON US. «

Hermann Koller

» You are prompting your customers to “RELAX, WE CARE”. Do they stick to it?

Hermann Koller: I think so – perhaps not from day one, but once they got to know our company and then they realized that they could rely on us...

Alexander Albler: At least they appear to be relaxed most of the time.

What about yourself? When last did you relax?

AA: Recently I went on vacation to Asia – this was genuine holiday.

HK: Well, the timing for this question is maybe a bit awkward – I just returned from the US, where we will soon open our next regional office. But for me it is enough to switch off for a couple of days. I don't have to disappear for three weeks.

Who takes over the “CARING” when you are gone?

HK: Our employees. They have everything under control and are able to manage without our input.

AA: And how! Last year we both went on vacation at the same time. Coinciden-

tally this was the week with the most order intake. We should not take ourselves too seriously! Perhaps we both should go more often ...

Both of you started the business in 1995 – was this a classic garage start-up?

HK: It was not a garage, but a storage room. We met each other at the Wifi (an education and training facility of the Austrian Chamber of Commerce). I worked as coach for Windows applications there ...

AA: ... and there I was an IT supervisor implementing the internet. It was our plan to open an internet café. But then the official regulations of the Austrian food and beverage authorities were too much

and too expensive. That's why we switched to network technology

Just yesterday, someone was looking desperately in a facebook group for an internet café in Graz ...

AA: I don't even dare to think where we would be today if we had followed this path.

HK: There is apparently no need for this any more in times of the mobile broadband... But we did not contemplate this. We wanted to start without huge investments. Therefore, we simply sold our know-how as a service provider

Sounds pretty easy ...

AA: Yes, it was somehow like that. Of course, we worked a lot, but today the start-up would not be as simple as it was back then. Today one has to invest a great deal of money to set up such a business. In those days, we didn't even have a business plan!

HK: And no existential fears, too. They only came in 1998 when we employed the first full-time employee. Then, did I only realize, how much responsibility for this person you were taking on.

„NTS did not start in a garage. It was a storage room.“



NAME: Hermann Koller
BIRTH DATE: 4 September 1965
DOMICILE: Vienna
POSITION: Founder and Boardmember NTS
EDUCATION: Dipl.-Ing. Technical Physics at Graz Technical University, MBA Controlling and Finance at the Vienna University of Economics

„From the beginning we sold our know-how – without a business plan“



NAME: Alexander Albler
BIRTH DATE: 8 February 1976
DOMICILE: Graz
POSITION: Founder and Board member NTS
EDUCATION: Executive MBA General Management at the University of St. Gallen, Cisco certified internetworking expert CCIE #11113 Emeritus, several other CISCO certifications

» WE OFFER TO
OUR EMPLOYEES
A SEMESTER ABROAD
IN CALIFORNIA. «

Alexander Albler

**And now you are facing this issue
240-fold?**

HK: No, it does not surprise you with the second employee. Nowadays it is the biggest challenge to find good employees.

AA: In our line of business, there is a big demand for qualified employees. Experienced people can choose in Austria from around 5 jobs, and globally from most probably 100 jobs for which one that suits them the best.

So how do you recruit?

AA: We have a cooperation with universities and colleges, we offer students internships as well as possibilities to work on their thesis or to carry out projects at

our company. We aim to associate people with our company; we want to interest them, attract them to join us – and we want to keep them.

How does this work?

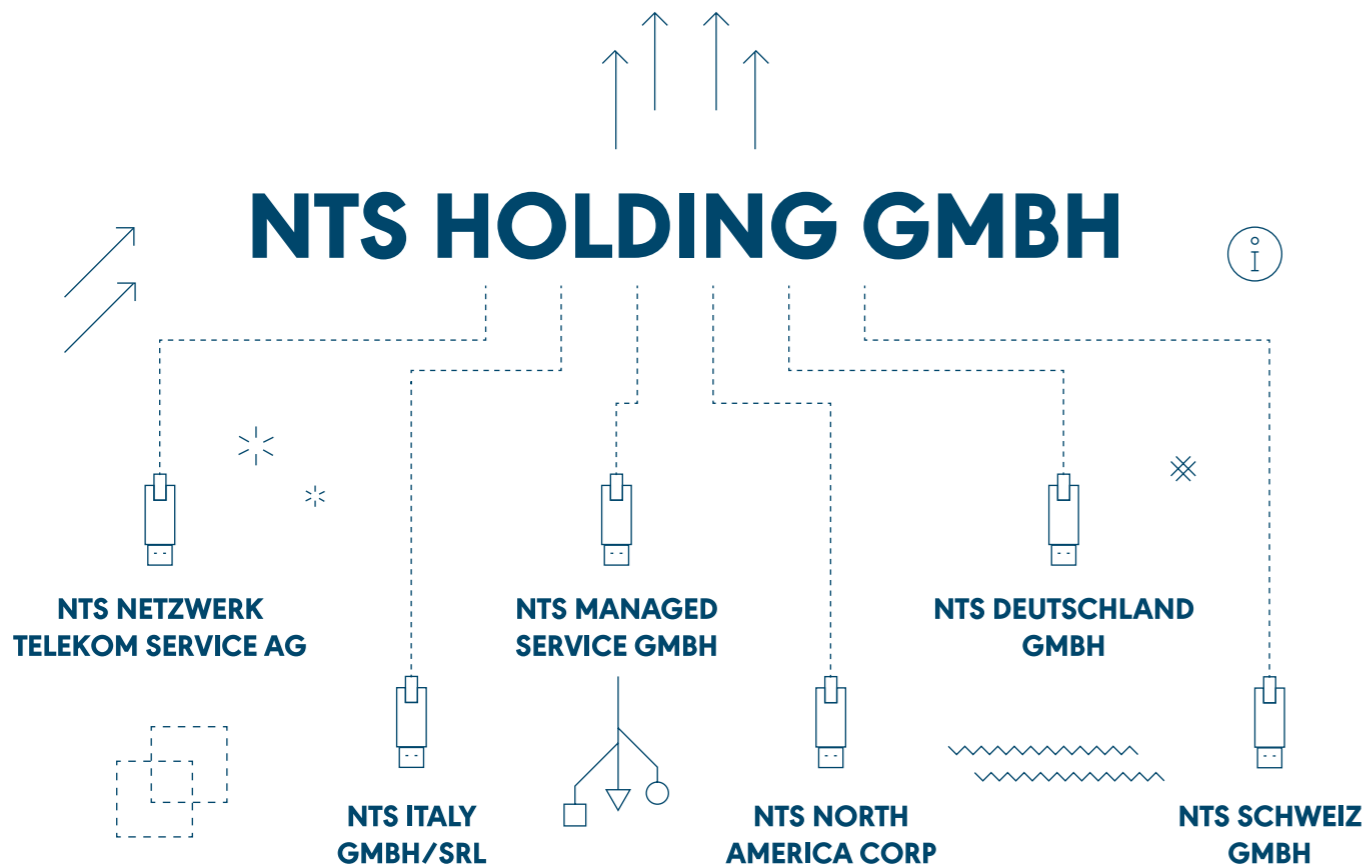
HK: We focus very much on the satisfaction of our employees. Currently 85% state that they are very satisfied. We want to achieve more than 90%.

AA: For this purpose, we are introducing an Employer Excellence Program. A part of the income of the management depends on the satisfaction of the employees. For exceptional performances, we give awards and travel rewards to which families can be brought along. We also offer the opportunity to spend a semester abroad at our new location in California.

Is the very first employee that you took on still in the company?

HK: He was the first full-time employee. I am making this difference as we already had a part-time employee prior to that. And yes, both still work for us.

AA: It is time to celebrate! <<



The six subsidiaries are brought together under the common umbrella of NTS Holding GmbH.

**RELAX,
WE CARE**

NTS

SUPER SERVICES

We assume the responsibility for the monitoring of your systems, processes and their analysis. Heroic, intelligent and secure. Precisely to the extent that you require!

www.nts.eu/super-services

DOES ANYONE HAVE A PLAN?
The Head of Business Development and the Team Leader of this unit of specialist, Helmut Hödl has the overview.

HEY, I'VE GOT IT! Michaela Stöckelmayr captures ideas for new NTS products, and takes care of maintenance, support conditions and new product developments.

WHAT'S ON? Birgit Sußmann has the overview of supplier events and funds as well as current partner management projects.

EXCEL(LENT) MASTER?
Alexander Riedl helps with tailor-made finance solutions for customers and knows all the better kinds of calculations.

SUCCESS OR FAILURE
Mario Wiedner knows. He is in charge of partners, partner onboarding, partner processes, certifications and audits.

COLLABORATION COLLAPSE?
... Never, as long as Christoph Grasmugg takes care of virtual meeting rooms and digital white boards and a whole lot more.

DOES DATA CHAOS TORTURE?
Walter Langmann joins the battle with all data center questions and queries.

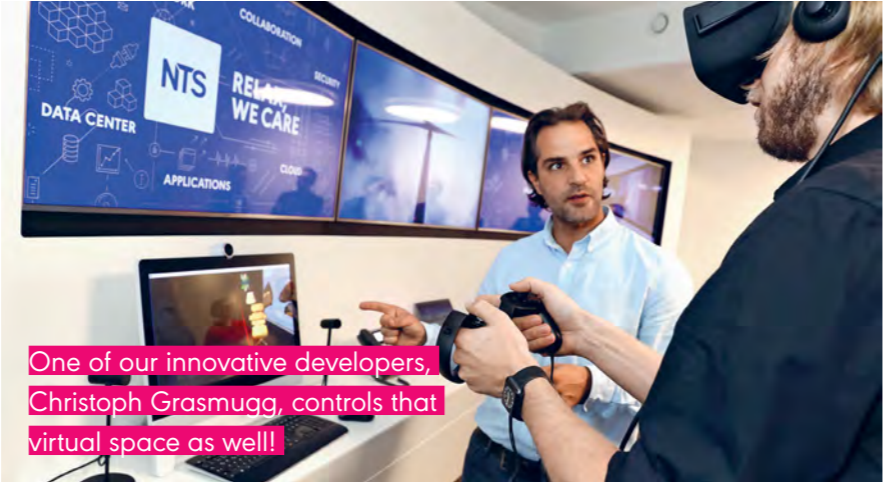
!OT? What does it stand for? If you are well networked, you could ask Klaus Elser. For real, not virtually.

INSIDE STORY

SPECIAL UNIFORM DEVELOPMENTS

BD – 2 letters with great impact. Because all in all, the Business Development unit is taking care of the future of NTS on a daily basis.

Words by: Harald Müller Photos by: Katharina Schiffli



One of our innovative developers, Christoph Grasmugg, controls that virtual space as well!

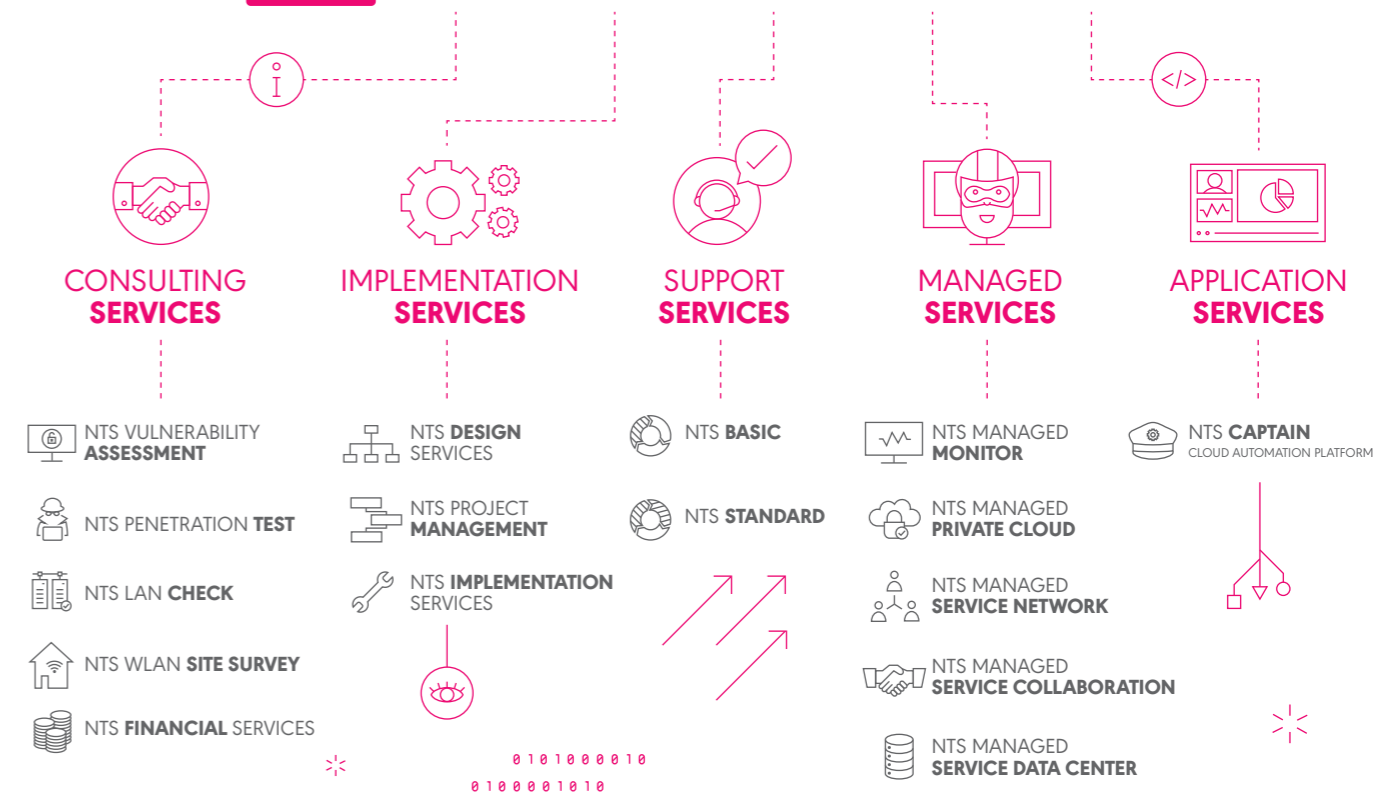
8 persons, 8 places of action. The department Business Development is a special unit at NTS that takes care of particularly exceptional cases. Everyone in the BD department is a reliable specialist in his or her very own field. However, working and laughing happens in a team.

When jointly supporting many customers, it is essential that consistent coordination is present and that one does not lose sight of cross-functional targets despite all the hectic everyday life. Thereby, a common motivation forms the ideal support of sales and technology. Besides the support and development of NTS products and supplier

portfolios, one can find the maintenance and the development of supplier partnerships, as well as the evaluation and evolution of ideas and innovations on the agenda of BD.

SPECIAL MISSIONS 2018

The BD team continuously works on the development of NTS products. However, in 2018 it will especially be exciting for the following topics: showroom, lifecycle advisor, performance increase in the area of partner funds, CAPTAIN aka Cloud Automation Platform, release of security products, Managed Private Cloud 2.0, Spark-go-Big, IoT-Ecosystem at NTS, financing guidelines, product and partner processes and service new.



SUPER SUPPORT, SUPER SERVICES

These are the super stars amongst the NTS solutions and in order to describe their versatility, more super power is needed than actual understanding of what they are for. Because customers not only know how to appreciate NTS Super Services, they also don't want to no longer do without them.

SUPER SERVICES

To call something "super", it has to be well deserved. The clarifying success story behind the super services is structured next to the NTS support into the chapters consulting, managed services and process optimization by means of specifically developed software services.

>> CONSULTING & IMPLEMENTATION SERVICES

The know-how of our specialist is unique and "super". They are able to investigate weaknesses in the infrastructure of the customer or problems in the LAN and to point out solutions. An individual project execution by highly qualified engineers is offered for all technology sectors that are covered by NTS.

>> SUPPORT SERVICES

We support the customer with these products when the hardware is replaced or we offer reactive troubleshooting. On-site services are included as well, depending on the service level. For us, support products are absolutely "must-haves" as they eliminate the worst concerns of our customers. We aim to further improve these products with the "service new".

>> MANAGED SERVICES

Here, NTS takes over responsibility and relieves our customers from the operation of their system. NTS offers coordinated services for the areas network, collaboration, security, Cloud and data center. NTS Managed Services not only

include a 24x7 monitoring with the specifically developed NTS Managed Monitor, but also many additional services such as for instance pro-active troubleshooting, defined service level agreements or the handling of problems and failures.

>> APPLICATION SERVICES

This is the newest of all super services and it mainly simplifies processes. Thanks to customized software products, we would like to make the life of our customers much easier and it is our endeavor to contribute to the efficiency at the same time. For this service, we are currently working intensely on our new product Cloud Automation Platform: NTS CAPTAIN.

INTERVIEW

TOGETHER WE ACCOMPLISH EVERYTHING

Briefly said, it is your job to take care of the future organizational development of NTS and to represent NTS externally and internally, one of you in the West of Austria, the other one in the East.

Words by: Harald Müller
Photos by: NTS, Atelier Hohlrieder, LSZ Consulting

» SALES IS ESSENTIALLY MORE OF A CREATIVE PROCESS, AS IN REALITY YOU ARE SELLING EMOTIONS, HOPES AND DESIRES. «

Thomas Hausegger

» The work of Thomas Bartl and Thomas Hausegger actually encompasses much more than guiding the different ways and developments of the individual locations into a common direction. Because it also entails receiving the current satisfaction level of the employees and finding new employees. Not forgetting of course, to look after customers in NTS's very own special way as well.

Is it possible to keep the above average satisfaction level of the employees when NTS is continuing to grow? Due to the fact that the bigger a business becomes, the more standardized the characters.

Thomas Hausegger: Yes. That's exactly why the structure of the business is as it is. It was attempted from the beginning to create smaller, even informal units via the individual location organizations. As a whole, it is not a small family any more, but it remains like that in the individual locations. In future, based on such a rapid growth rate, one has to create again, smaller units in order to keep these family-like bonds.

Thomas Bartl: I consider it as part of my job that it stays like that. That's what I am here for. I think that this is manageable to a certain degree, let's say to 80-

90%. When you obviously venture into other countries, as we do now in Germany, then the whole topic of mindset comes into play or when certain hierarchical structures cannot be avoided, then it will certainly be possible for NTS to at least keep the work environment and the familiar atmosphere.

Do you know of a case that a customer turned its back on NTS?

TB: No, I have never witnessed such a thing. No customer has left NTS, not at least since I've worked in the region West. In the whole of Austria, it might have happened, I presume.

TH: (considers) For commercial reasons yes, but never because of dissatisfaction. This means, if it happened, then based on internal or economic reasons,

but as far as I know never because of qualitative arguments.

Is there a difference for customers between NTS West and East?

TB: As I have also worked for some time in Vienna, I am able to say: yes. In the West, so mainly in Tyrol and Vorarlberg, handshake quality is of great importance. The further you go towards the East of Austria, the more political it gets. This affects many other factors that one has to consider subsequently.

TH: Precisely for that reason to balance these differences, individual location organizations exist at NTS. Ideally, the customers prefer direct and trusted contact persons. This itself creates basic trust, as local partners are preferred, in particular in the IT industry where you penetrate deeply into the business. Localization and individual support is already very important for the customers and it becomes even more important, irrespective of if they are in the East or West of Austria.

Does NTS have a different significance in the East than in the West of Austria?

TB: There is definitely a big difference. In Tyrol, we are nearly unrivaled; you



THOMAS HAUSEGGER

with the NTS family since 2011. Since January 2017, he has been in charge of the NTS locations Vienna, Linz, Salzburg, Klagenfurt and Graz as Area Manager East. In doing so, he not only cares for 70 employees, but has the sales activities as well as the future of NTS on his radar as well.



THOMAS BARTL

is in NTS's service since 2009. As the Area Manager West, he looks after 65 employees and roughly 330 customers in the locations Innsbruck, Bolzano, Dornbirn as well as Friedrichshafen and Rosenheim.

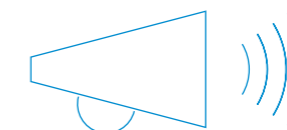
could even call us the top dog. NTS is at least amongst the top nominations when we talk about the portfolio.

TH: In Vienna, Linz and Salzburg there is clearly still some potential to grow in recognition. That's why there is now a new location in Vienna too, in order to give a clear signal. Plans for locations in the other provincial capitals are currently underway.

A glimpse into the future: Will NTS ever enter the B2C business?

TB: One cannot completely answer this question in a quick way. It depends of course on the products of our partners and as well as on the end customer.

TH: We generally look at an indirect B2C, as our customers today already pass on parts of our work to end customers. However, NTS will probably never conduct a pure end customer business.



If you had three wishes or hopes for the technological future, what would they be?

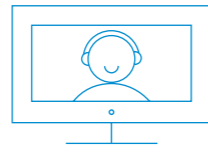
TH: Firstly, I would wish for: more focus on the usability during the development of future products. Secondly, despite all euphoria for digitalization, more solutions are found for people whose work places are affected by this and thirdly, in a more general statement, that technology continues to help us to answer open questions.

TB: I have no wishes concerning product developments, but if I could wish for something intangible, it would be

that the pace does not increase anymore. It means that technical developments that already progress at a very rapid rate, should not move any faster than now. Even the customers can't keep up with it and very often large businesses can't manage. Secondly, I would wish for: that the Chinese market does not flood the European market. Nowadays, there are hardly any producers of high-end technical products in Europe. And thirdly, I would wish for more long-term relationships with our partners especially in connection with the current developments with the trading partner America as many of them are US based companies.

NTS was present at the Urban Future fair 2018. When will the smart cities become reality?

TH: There is presently no complete smart city in existence, but it does exist



» VIDEO CONFERENCES WILL BECOME THE EXHAUSTIVE NORM AND WILL THEN REMAIN AS A MEDIUM FOR QUITE SOME TIME. «

Thomas Bartl

partially. At the moment and probably for still some time, it fails mainly because the responsibilities in cities lies with different departments and budgets: the fire brigade is building something; the department of roads is doing something; the economic enterprises are again funding something else, and so on; here, the overall coordination is missing. This will still take a while.

TB: I would also say that this is still a damned long way ahead. In certain cases, something will pop up that will look cool and casual, but in order to get a municipality or a whole town to that level, in which that an extensive investment will take place, a major political earthquake will need to occur. This may now sound very conservative, but it is the case, and one needs to makes this clear, the citizens don't need it. It is expendable for their everyday life. It may be interesting as a marketing strategy for a city, but compared to the effort, it does not help the people in these cities with concerns to contributing to their quality of life. With regards to this, there are other topics.

Does the controversial issue surveillance play a role here as well?

TB: This is an issue of course. We collaborate with cities and municipalities, there too, is always this headache, "what happens when everyone knows where everyone is?"

TH: This certainly is one of the most decisive issues, especially when talking about cities. One the one hand side, we want that people are using and doing as much as possible and on the other hand side there is the topic of security. We discuss this with the responsible people in the cities. It is always a matter of which data will be transferred altogether, which data is shown, which data will be saved and if and how one can access it. At the same time, one must say that it contradicts the efforts for data protec-

tion when users communicate all their intimate information on social media. Without playing the headmaster, it must be said that a large part of misuse of private data has still to be accounted for by the users themselves. This is of course a huge topic, but not one of ours.

Back to something that is currently more concrete. What comes after the video conference?

TB: This will still take a while. We will definitely still be busy and installing video conferencing at customers for the next 10 years. I think that many customers will only contemplate in 5 years if they even want to go for video telephony or not. Other customers however are already saying that everything only works by means of video conferencing; that is an essential fact... so in every aspect it is difficult to judge what comes after it.

TH: I think that the networking of all things will intensify. Video, spark board, etc. are still large, stationary devices. To be able to communicate spontaneously everywhere and at any time with any device with the help of as much automation as possible, is definitely the immediate evolution of today's status quo.

From your perspective: will the human being one day become redundant?

TH: No. There are things that can be automated quite well, but creation and

decision processes will always need human beings. A lot of decisions cannot be made based on logical or transparent criteria, a programmed system or artificial intelligence will hardly ever be able to judge many decisions correctly. In future, the big challenge will therefore be to find the correct balancing act. Another example: in the security sector, ones sees the case, that a human being decides what is and isn't allowed. In this context, one has to consider exactly what can be accomplished by a system or where does one stick to a labor resource for the sake of security. There is no in-between.

TB: I am convinced that human beings will not become redundant, if only because the culture of humankind will once again march into the other direction. NTS simplifies the customer's movements, but the employees are "cross-rationalized" into different sectors. Other jobs in other sectors are created as a result. It is of course correct that the human being will be needed less and less, but the jobs that are made easier or made redundant by NTS's service, are not the most exciting labor market. One will have to rather show some effort to find people that are willing to do these jobs that will still remain.

There, it plays long-term into the hands of NTS that in the matter of indispensability one always positioned itself as a strategic partner for the customers?

TB: Our highly qualified technicians are definitely not as rapidly dispensable as human beings. We are not the team that is able to talk to the technicians at the respective customers on the same level, but we are covering the know-how peaks.

TH: Exactly. We want to be seen as a trusted advisor. We hope that this is well received at the customers. It is not our intention to be just a supplier of technology. <<



READY FOR YOUR DIGITAL FUTURE?



NETWORK

Connections with commitment. For you, we develop a sustainable network architecture that achieves everything you need and that considers the technological development at the same time.

www.nts.eu/network

A GLOBAL NETWORK FOR RED BULL

NTS takes care of the entire network operation for the complete Red Bull Group with its 280 locations globally.

Words by: Michael Samec

Photos by: Marija Kanizaj, Jürgen Skarwan/Red Bull Content, Pool, Getty Images / Red Bull Content Pool, beigestellt, Samo Vidic/Red Bull Content Pool

» The fact that one of the most famous companies in the world counts on you, vouches for a certain standard of quality. “NTS has done a lot of things right over the past few years”, says the IT Manager of the Red Bull Group and he adds, “we are for sure an attractive, but also a very demanding customer with regards to quality and speed”. These are exactly the challenges that excite NTS. “In many ways, Red Bull is an important customer. The high demands which is placed on us by the Group and the solution competence that we require for the completion – this is what gives us wings”, says NTS Executive Board member Hermann Koller when appreciating the close and highly professional and stimulating collaboration.

NTS takes care of the entire network operation of the complete Red Bull Group, with its 280 locations worldwide, with a 24/7 service of the local networks as well as the connections between the individual locations. This includes all solutions that have to run over the network like telephony, online meetings, video conferencing as well as applications that support the business processes and the media sector. Red Bull has a widespread field of activities. Besides the core business, Red Bull supports various marketing projects, like for example soccer and ice hockey teams. For this reason, NTS is tasked to deliver solutions that are substantially different from conventional office operations, like for instance for sporting venues.

To accommodate all these issues, NTS caters for all the specific needs, like the expansion of the solution portfolio for firewalls or with individual WLAN solutions. In the field of security NTS is an impor-

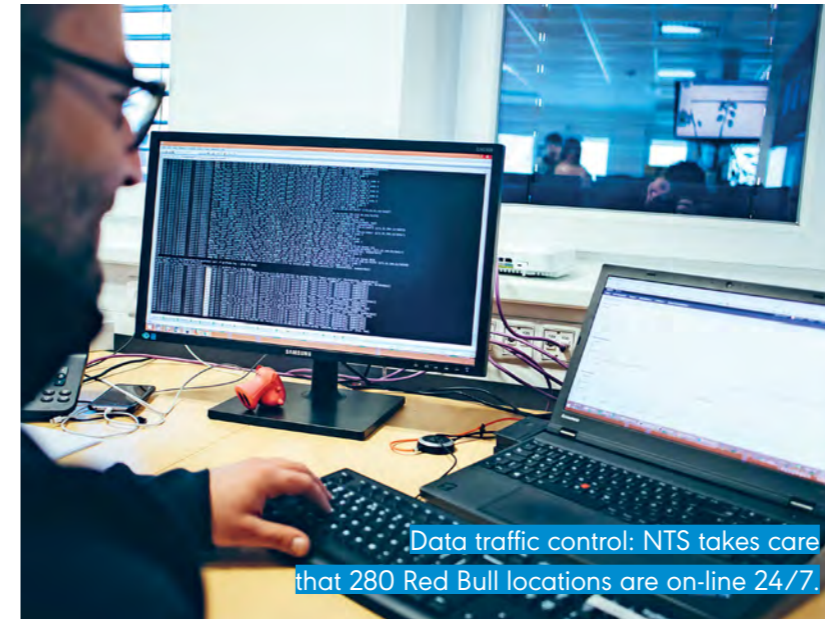
» WE ARE FOR SURE AN ATTRACTIVE, BUT ALSO A VERY DEMANDING CUSTOMER. «



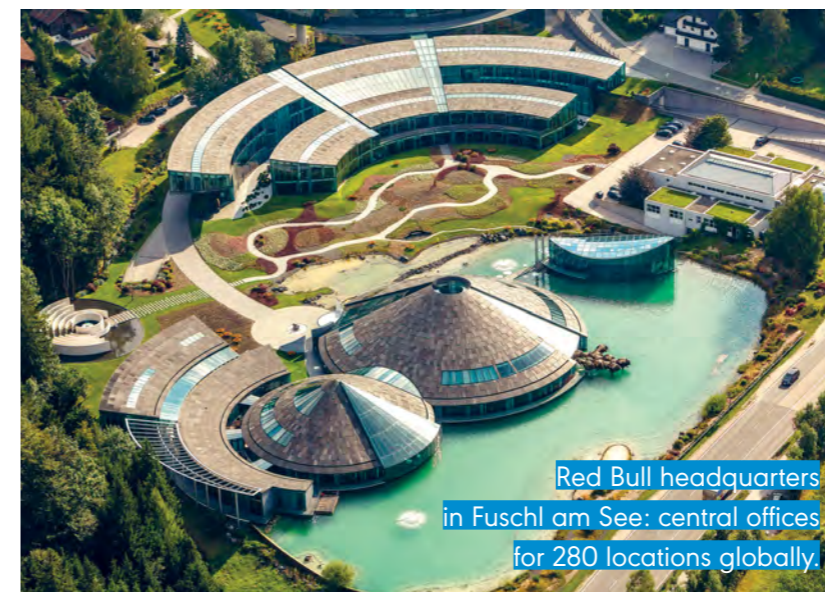
tant support and continuously helps to react effectively to attacks and to security gaps that become known.

“If we had problems with the network, nothing would work”, states the Red Bull IT boss, while emphasizing the importance of the collaboration with NTS. In 2017 alone, the Group conducted 110,000 meetings via WebEx, 5.9 million telephone calls ... “This proves, that network and communication solutions represent the foundation of company-wide IT solutions”, and for this you need a reliable partner.

In addition to that, Red Bull happens to be a dynamic company that undergoes big changes on a permanent basis. For this, NTS was identified as the right partner. The business goes very nicely with the culture of the global group: medium-sized, follows their own style, adapts and fulfils demands in a flexible way. The big players in this sector network and communication, were not able to offer this due to their size, their structures and due to their prescribed procedures. <<



Data traffic control: NTS takes care that 280 Red Bull locations are on-line 24/7.



Red Bull headquarters in Fuschl am See: central offices for 280 locations globally.

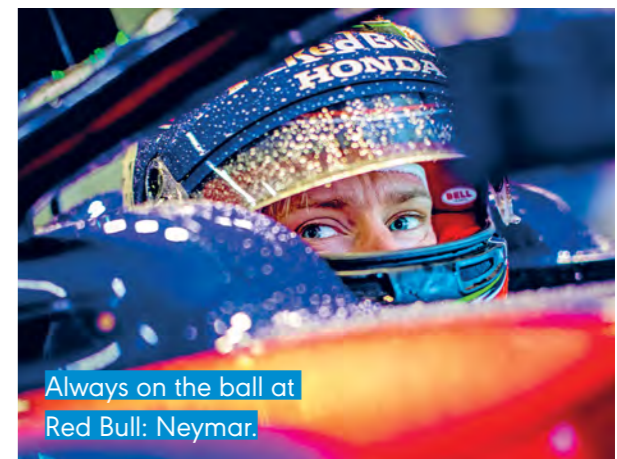


FACTS

- >> 110,000 WebEx meetings
- >> 14,500 video conference calls
- >> 280 locations globally
- >> 5.9 million telephone calls
- >> 6.3 billion cans sold
- >> 11,900 employees



High speed and stability are in great demand not only on the racecourse, but in the IT as well.



Always on the ball at Red Bull: Neymar.

FIRST!

The expansion of NTS into Germany started in 2017 in Friedrichshafen.

FORWARD

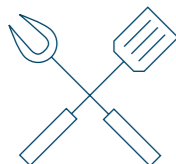
The second German location in Rosenheim is currently being established!

140 METERS

The distance from the NTS office to Lake Constance's shore in the town garden.

CUSTOMERS

BOGNER, MAN, Flixbus, IFM, Ravensburger AG, Haufe Lexware, Dallmeier Elektronik, Zeppelin NT ...



GRILL & CHILL:

A great team during leisure time as well. One relaxes together with the families at a barbeque.



OFFICE FRIEDRICHSHAFEN: ALTHOUGH QUITE UNUSUAL IN GERMANY, WITH MOST OF OUR CUSTOMERS, WE ARE NOW ON FAMILIAR TERMS. THIS IS ALWAYS THE RESULT AFTER AN INTENSE COOPERATION.

SITE REPORT

NTS WITH HEARTBEAT AND HANDSHAKE

The newest office of NTS was founded in Friedrichshafen. Situated directly between Lake Constance and the town's train station, with the spirit of carrying over the certain something of NTS to Germany with hard work and technology.

Words and photos by: Harald Müller

Location Manager Vetterl is in charge of NTS Dornbirn as well.



with our customers of course", explains **Thomas Vetterl**, Director and Territory Manager of Friedrichshafen. The competition is huge and some German big players could make life difficult for the (still) small team of NTS. "However, we have strong arguments, where the big ones cannot keep up with", **Vetterl** elaborates, "since what valid argument speaks in favor of NTS: extreme professionalism, but still small and flexible. On top of that, there is the quality of handshake agreements. We act like the big player, but when you call us, we are immediately available to take care of you 100%, and we continue like this 24x7, until the problem is solved."

NTS IS CROSSING BORDERS

This quite intense customer support is possible through the exchange of skills and resources between the locations, which is typical for NTS. It is essential that people help each other – across borders and locations. "From a customer perspective it is clear that one can rely on NTS. This is confirmed by the customer satisfaction, which is exceptionally high. There is actually no reason to decide against NTS."

From their Friedrichshafen office that was only founded in February 2017, the meanwhile 7 employees take care of approximately 20 companies in the area from Freiburg to Munich. "It is not yet any easy feat to acquire customers as nobody in Germany knows NTS, we are not even known in Friedrichshafen – besides

NTS? LUCKILY, I'VE ALREADY KNOWN THEM FOR A LONG TIME!

It is said that relationships that are concluded in emergencies, have no future. Not at all!

Words and photos by: Harald Müller



» THE ETIQUETTE OF A HANDSHAKE AGREEMENT IS WHAT LEFT BOGNER WITH NO ALTERNATIVE OTHER THAN TO WORK WITH NTS. «

Rainer Knapp



BOGNER

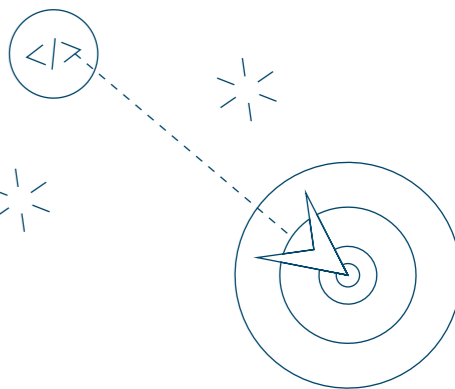
» **Rainer Knapp, IT Director** at the international fashion label BOGNER knows exactly what it means to remember old friends at NTS.

Mr. Knapp, what were the reasons that BOGNER decided to work with NTS?

Rainer Knapp: In 2017 we had a major network failure that was completely unexpected and we had to react quickly. I remembered an old acquaintance at NTS, who I contacted immediately and NTS sent someone over in no time at all. The technician sat on our side from 11 o'clock in the morning until 2 o'clock in the night without a break and solved the problem, re-configured all switches and so on. Out of this, our collaboration then developed.

...which seems to be a permanent one by now?

K: Yes, definitely! Back then, NTS was really an extremely big support. In particular, NTS acted in an uncomplicated manner. One call was sufficient, although we had not yet been a customer of NTS. If anyone has the chance to experience this with NTS, then there is no reason left that one wants or even can do without it. This is also their USP: the folks there simply have the greatest technical expertise and are the real ulti-



service approach that one has to first find, even in Germany. Therefore, it does not come as a surprise that out of this a friendly relationship developed that enhances the collaboration even more. <<

THE BIGGEST REQUEST OF NTS: DESPITE THE FAST AVAILABILITY, WITH A STRONGER LOCAL PRESENCE IN MUNICH, IT JUST FEELS BETTER WHEN NTS IS ALWAYS THERE FOR YOU AROUND THE CORNER.

mate specialists that will not give up until a problem is solved. This always happens immediately and not after days or weeks.

This means that RELAX, WE CARE is not a hollow promise?

K: You definitely can say that. I know some people at NTS for some time now, sort of from the early days. Without knowing the whole team, I am aware of the fact that it is the intention of everyone to satisfy me as a customer and to deal with my matters immediately. No matter at which time of the day. This is a

FACTS

- » Founding year Willy Bogner GmbH & Co: 1932
- » Employees: appr. 900; 23 in the IT department
- » Rainer Knapp and his team take care of Bogner companies throughout the world. The head office is in Munich, more sales and logistic centers are in the US as well as more than 80 Bogner shops globally.

VIERTEL ZWEI

This is the name of the new business center in Vienna's second district.

4 + 1

4 screens, 1 sparkboard and a lot more are representing their capabilities in the showroom; all from NTS.

2000

NTS is in Vienna since 2001, the move happened in 2017.

CUSTOMERS

Approx. 350, among them Austrian Power Grid, PVA, BRZ, LKW Walther, MONDI



THE RELATIONSHIP TO GRAZ?

"Excellent. However, we are obviously a notch better in every aspect."



EACH MEETING ROOM BEARS THE NAME OF A SUPERHERO, BUT ALSO OF A SUPER VILLAIN.

SITE REPORT

ESSENTIALLY CAPITAL CITY

On 2,000 square meters in the second district of Vienna, next to the Vienna Prater, near the University of Economics, opposite the Vienna fairgrounds and close to the subway station Krieau (U2 line), about 50 employees of NTS make sure that customers in Eastern Austria lack nothing.

Words and photos by: Harald Müller

"One could almost state that there is hardly any area of your daily work routine that is not better at NTS", says Alexander Müllner, Location Manager

Vienna. By saying this a lot is meant, but what makes the difference between NTS and other companies is mainly the human interaction, the team spirit and that you can always rely on each other. The presence of specialists for every field is of course essential as well, though "theoretically this can be learned by non-NTS staff as well". However, you cannot enforce the personal level and the trust that is put in all employees.

JOY AT WORK AND FUN WORKING

Alexander Müllner was not always with NTS. Born in the Austrian province of Burgenland, he decided to join NTS in 2016 after working previously for some notable IT companies. As Location Manager, he is taking care of almost 350 customers with a team of approximately 50 employees. The sole focus of the Vienna branch is that the customers really should be major customers, because they actually can be. Altogether 20 technicians in the SOC are responsible for a smooth operation around-the-clock and their colleagues from IDT (Installation and Design Technology) sit directly at the customer as a task force until a problem is solved. "This way, the customer incidentally gets the NTS spirit, free of charge."



„The NTS spirit attracts the right people.“ Location Manager Alexander Müllner is proud of his team (and the duck S as well ;-)

CUSTOMER STORY

TRUST IS GOOD, SAFETY IS BETTER

Are computers the future? No, data is the future. The Austrian Federal Computing Centre (short: BRZ as abbreviated from its German name Bundesrechenzentrum), which is headquartered in Vienna, takes care of the future prospects of the domestic E-government applications and specifically the related data.

Words by: Harald Müller Photo by: BRZ/Six

>> The IT sectors of the Austrian Ministry of Finance were outsourced in 1997 into the Bundesrechenzentrum GmbH. The owner of the BRZ is the Republic of Austria, represented by the Federal Ministry of Finance. As a limited liability company, the BRZ is managed in accordance with market principles and competes with companies in the IT sector. As a full service provider, the BRZ offers solutions and services along the entire IT value chain starting from the development and the implementation of individual and standard software all the way to its secure operation.

4.5 M CITIZENS ARE REGULARLY USING FINANZONLINE

There is no doubt that FinanzOnline is one of the most important out of more than 400 (!) E-government applications. More than 4.5 million people file their tax returns online. Besides that, notable products of the BRZ include HELP.gv.at with 1.5 million hits per month or the human resources management SAP installation that conducts more than 400,000 payrolls per month for the Federal Government.

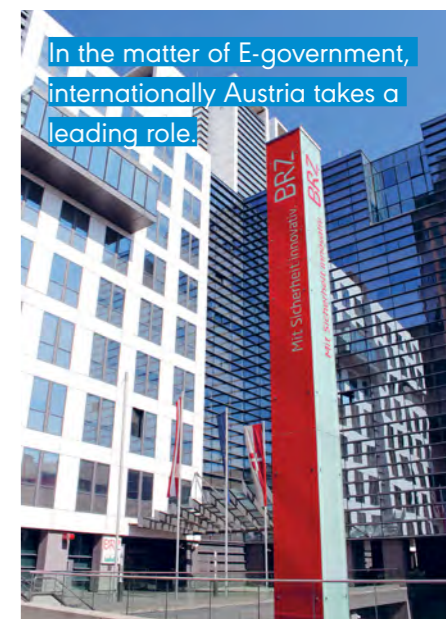
AN END OF THE TASKS ARE NOT APPARENT

The BRZ oversees 30,000 IT jobs on more than 1,300 locations and operates one of the biggest data centers in the country with more than 4,000 servers. Thereby, not only the demand for in-house staff is

growing, but also the demand for infrastructure and especially for innovative solutions. As a technology partner, the BRZ assists the administrative body with the "digital transformation". This means that processes will not simply be converted from paper to digital, but they will be fundamentally reconceived. The family allowance and the employee assessment without application are reference projects in this regard that shall make life so much easier for the citizens and that will also help the administration to work more efficiently. The BRZ relies on the most modern technologies like predictive analysis, artificial intelligence, chatbots or on blockchains when developing new products, and it also makes use of these innovative methods.

RESPONSIBILITY IS AN UNDERSTATEMENT

The challenges that are connected with E-government are huge. When things may occasionally go wrong in a private business the result is never the end of the world, for this reason nothing can go wrong at the BRZ. Security is a prerequisite for all applications and the BRZ is certified according to the most modern international standards. Thereby, the challenge to be prepared for everything at any point in time, be it a hacker attack or an attempted manipulation, this can be managed better. After all, it is key to ensure orderly procedures and the safety of the data of our country. <<



In the matter of E-government, internationally Austria takes a leading role.

BRZ

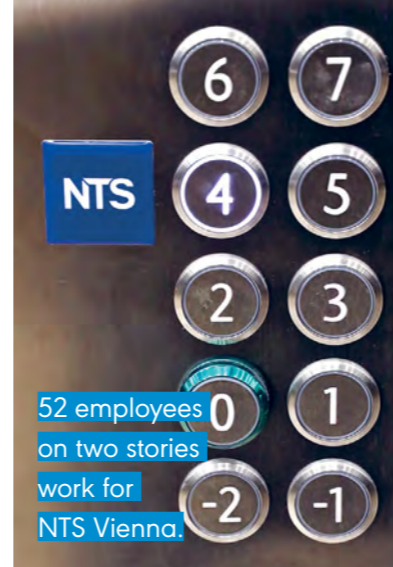
FACTS

- >> With NTS: since the beginning of 2017
- >> Foundation: 1997
- >> Employees: 1,200
- >> Revenue 2016: appr. € 242.7 million





A new location in an optimally linked high-tech zone including recreational areas.



52 employees on two stories work for NTS Vienna.



For business and breaks: the modern and stylish office kitchen welcomes the guests.



Excellent vistas from VIERTEL ZWEI.



OPENING VIENNA

NTS GOES VIERTEL ZWEI

New space and more colors for the NTS location Vienna in VIERTEL ZWEI. Here are some impressions from the grand opening on September 14, 2017.

Photos by: NTS, Katharina Schiffel



The hosts of the evening: Alexander Albler, Alexander Müllner, Harry Neumayer, Hermann Koller (from left to right).



Full house and satisfied guests on the opening night.



NTS Board member Hermann Koller is welcoming the guests.



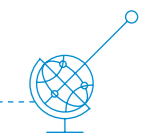
Digital adventures in the interactive NTS showroom.



Get together with the secret stars of the evening.



Networkers: the colleagues from NTS Vienna.



» THE FOUNDATION OF THE LONGSTANDING SUCCESSFUL COOPERATION BETWEEN NTS AND CISCO IS TRUST. THE SPECIAL THING ABOUT NTS IS THE FACT THAT THEY ALWAYS CHALLENGE US AS A PARTNER AND THAT'S EXACTLY WHAT BRINGS US FORWARD AND ENABLES US TO BE JOINTLY SUCCESSFUL. «

Petr Duvidovic,
Partner Account Manager Sales, Cisco



Cisco, a globally leading IT provider, helps businesses to take advantage of business opportunities. It focuses on the following five areas: core technologies (router switches, services, mobility, security), collaboration, video, virtualization and IT solution architectures.



<http://cisco.at/go/hyperflex>



HYPERFLEX
Multicloud Platform

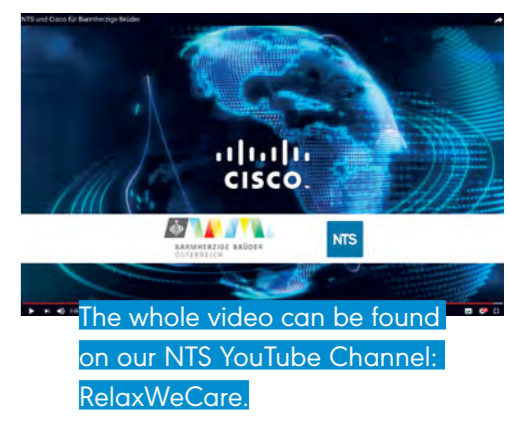
NETWORKED MEDICINE CISCO & NTS AT THE BARMHERZIGE BRÜDER HOSPITALS

The care of the patients has top priority: data centers with the most modern technologies secure the operation.

Words by: Cisco Photos by: Screenshot Video



Being up-to-date with Cisco technologies



The whole video can be found on our NTS YouTube Channel: RelaxWeCare.

>> Today, the care of the patients and the continuous upkeep of a hospital operation are almost impossible to accomplish without IT support. The Merciful Brothers (in German: Barmherzige Brüder) Austria counts on state-of-the-art technologies in order to guarantee the increasing technical and legal requirements and demands. Central data centers from Cisco with the latest technologies facilitate a smooth operation of the patient care as well as a trouble-free hospital administration. They also support a secure processing of patient data in the Austrian order province of the Merciful Brothers.

A new IT infrastructure based on Cisco Unified Computing System (UCS) in combination with an automated network architecture – Application Centric Infrastructure (ACI) – was implemented in the

data centers. This means that a unified management can run various IT resources and applications and that resources can be consciously separated from one another clearly.

SECURITY HAS TOP PRIORITY

The existing IT security systems were replaced by an integrated Cisco platform. Together with Cisco, NTS worked out a security solution that takes into account classical gateway security solutions as well as security relevant topics in the data center and in the network. Thereby, a complete visibility and control in the entire extended network is guaranteed - and this before, during and after a potential attack. Additionally, a comprehensive protection against hacker attacks is ensured by means of a concise malware analysis with the help of detailed threat and content examinations. <<



FACTS

- >> Locations in Austria, Czech Republic, Hungary, Slovakia
- >> 8,300 employees
- >> Many health and social facilities



2009

The NTS location, Innsbruck was founded to serve the West of Austria.

33

Is the average age of the 35 employees of the NTS team in Innsbruck.

NTS INNSBRUCK

Organizes the annual 7 IT FORUM in Igls in November.

200

Customers are overseen by NTS from the Innsbruck location.



SOCCER LEGEND

HANSI MÜLLER

was a speaker at the 7 IT FORUM in 2014 and he autographed the table soccer in the lounge.

THE FAVORITE PLACE

of the NTS employees in Innsbruck is the snooker table area.



PIZ BUIN

A MOUNTAIN AT THE BORDER BETWEEN AUSTRIA AND SWITZERLAND WAS ONE OF THE DESTINATIONS THAT NTS TARGETED WITH ITS CUSTOMERS.

SITE REPORT

SINCERE AND GENUINE

When the words honesty, team spirit and security are mentioned in the same sentence, then it is likely that it is the description of the emotional portfolio of NTS Innsbruck and Rosenheim.

Words by: Kunigunde Weissenegger Photo by: Matteo Vegetti



“Focus on people” is what meets the eye. On the mural painting, this is joined by “Team Spirit” and “Future-Oriented”. Jürgen Taboier, Territory Manager NTS Innsbruck and Rosenheim greeted us with a gentle handshake and he escorted us through the rooms of the Innsbruck location: “We are proud of the fact that the drive of the team and of the working environment is still the same as 9 years ago. We don’t pretend, but we’ve handed down everything that we’ve established since 2009 to our employees and customers”.

What stands out are the good cohesion and the low staff turnover. “It is very rare that someone quits this job.” Often, a drink is enjoyed together after work, at a birthday, a cake is ready in the kitchen

and every year there is the NTS Family Day for everyone – a barbecue all together. “The collaboration across all locations is equally important”, emphasizes Jürgen Taboier. He is mainly motivated by the enthusiasm that is making a huge difference in this IT business.

Outside the windows of the biggest location in the region West, the Northkette and the Patscher Kofel mountains can be seen, glowing in the distance. “It is very important for us to keep on talking to our customers besides business matters, to exchange opinions and to maintain networks as our 200 customers include well-known, international companies such as Plansee, Egger and Swarovski,” tells Jürgen Taboier. Also here RELAX, WE CARE! applies.

„FOR US NTS STANDS FOR: NICE TYROLEAN SERVICE“

Plansee is not only a name of an idyllic local recreation area in the Northern corner of Tyrol, but also a name of an Austrian global player based in the Tyrolean district of Reutte.

Words and photo by: Harald Müller



» THEY HAVE EVERYTHING AT NTS: A GOOD WORKING ATMOSPHERE, A TOP REGIONAL MANAGER AND YOU SENSE THAT THEY REALLY ENJOY THEIR JOB. «
Engelbert Woerle, Head of the Plansee IT Operations



» The high-tech group for the manufacturing of products made from refractory metals in the areas of materials, tooling and molded parts is really a major player with globally around 12,000 employees. Surrounded by an unrivalled mountain panorama, we spoke to Mr. Engelbert Woerle, Head of the Plansee IT who has worked for the group for 43 years, about NTS and their journey together.

Mr. Woerle, what services do NTS render for Plansee and why did Plansee choose NTS?

Engelbert Woerle: NTS is the supplier for the entire network, server and storage technology. Initially just here in Tyrol, but in the meanwhile more and more for international locations. The decision for NTS was a pragmatic one. Regarding our specific problems, NTS just had the highest coverage.

What in your opinion are the biggest threats for IT departments like your one?

EW: Well, the weakest link is always the human being and this has to be offset somehow. Software only does what you tell it to do or it works based on how it is

set. Therefore, I am able to state that we use the NTS emergency service, albeit not frequently, because not a lot takes place in fact. No matter what we do, it always has to be right from the conception phase.

This sounds like the perfect system without problems. Is this the case?

EW: We’ve tried to protect ourselves a number of times of course. In practice, it often turns out that a tiny incident might still trigger a huge problem. We had one

like that in 2014, despite all precautions. There were 10 of us that worked on it the whole night and at 7 AM most of it was available again. Back then, it concerned 750 servers globally with thousands of user accounts and so forth! Following this incident, we were able, with the help of NTS, to implement long-term improvements. «

FACTS

- » Name: Plansee Holding AG
- » Foundation: 1921 in Breitenwang, district of Reutte/Tyrol
- » Revenue 2017: 1.168 billion Euros (consolidated)
- » Locations: more than 70, even more which are not directly linked, out of that, 35 production locations
- » Employees: globally 12,000, approximately 2,500 in Austria

The NTS 7 IT Forum:
The eye is participating in
the Congress Park Igls.



OUR RE- CIPE FOR SUCCESS: 7x7x7

The name speaks for itself:
For the 7th consecutive
time 7 slots at the 7 IT
Forum in Igls in Tyrol.
A reason to celebrate.

Photos by: NTS, Atelier Hohlfrieder



Carved out of the best wood:



Spectacular and fascinating:
Extreme mountaineer Gerlinde
Kaltenbrunner.



REVIEW



7 forums bring know-how,
7 years bring luck
and Tanja Thelen brings
the jubilee cake.



The future within one's
reach on stage:
Cisco Collaboration
Technology.



Lasting impressions guaranteed:
more than 240 participants were
effectively impressed in Igls.



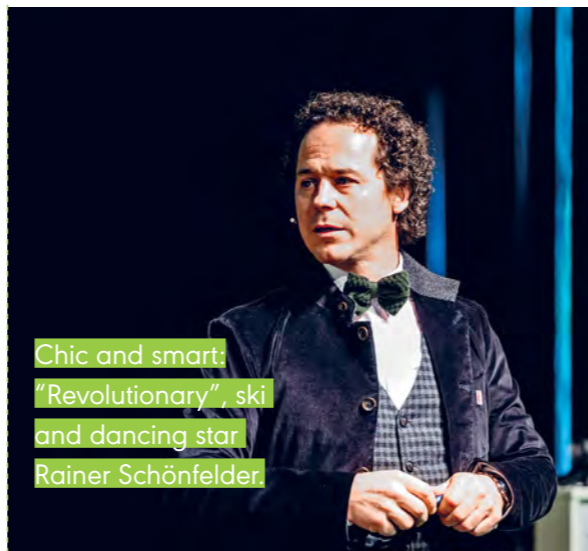
Host, NTS Director Region West
and motivator in person:
Thomas Bartl



The jubilee celebration is about to begin with smiling
faces: Alexander Albler, Tanja Thelen, Thomas Bartl,
Michael Sussmann (from left to right).



Chic and smart:
"Revolutionary", ski
and dancing star
Rainer Schönfelder.



NTS in live: In Igls, face-to-face networking
without telecommunication was provided
as a free of charge service.





REALIZE WHAT'S POSSIBLE.™

» WE ARE GLAD THAT FOR YEARS WE CAN
ALREADY COUNT ON THE SUPPORT OF
NTS AS A VMWARE PREMIER PARTNER.
NTS TAKES A LEADING ROLE IN AUSTRIA
SPECIFICALLY CONCERNING THE
INTRODUCTION OF NEW SOLUTIONS, LIKE
NETWORK VIZUALISATION «

Peter Trawnicek, Country Manager Austria

DYNAMIC, SIMPLE AND SECURE – FROM APPLICATION TO THE CLIENT

As the world is redefined by technology, creating new priorities for every business and driving new imperatives for every IT organization, VMware speeds our customers' digital transformation, empowering them to compete and succeed with software that reinvents the foundation of computing and mobile user experiences. With a common operating environment that lets customers use any cloud they choose, end-to-end security solutions, and simple, secure digital workspaces, our solutions and services enable customers to build exactly what they need, the way they need it, for today and tomorrow.

DYNAMIC IT ENVIRONMENTS REQUIRE MORE SECURITY

All businesses are now digital businesses, and this digital transformation has led to significant changes to the IT landscape. From a security perspective, this creates a challenge: traditional network perimeter security models are no longer sufficient for protecting the increasing sprawl of applications and users. And these challenges create much more complexity for organizations in ensuring and demonstrating compliance, with IT teams having to spend a significant portion of their time on compliance efforts, instead of focusing on tasks that drive real business value.

VMware helps IT organizations transform security by leveraging a ubiquitous software layer across application infrastructure and endpoints, maximizing visibility and context of the interaction between users and applications, aligning security controls and policies to the applications they are protecting, and enabling the insertion of third-party security services for additional intelligent protection. Transform Security initiatives include Secure Application Infrastructure, Secure Identity and Endpoints, and Streamline Compliance.

OUTTHINK THE FUTURE – ABOVE THE CLOUDS

NTS

CLOUD

No vistas in the Cloud?
It becomes more and more
important to use Cloud technologies
sensibly. We support you when
making the right choice
- saving time and energy.

www.nts.eu/cloud

FRESH

Location Manager Harald Reicher is on site since 2017.



120

Employees network from here.

190

Customers. Amongst them Energie Steiermark, Magna, Sappi, Samsung SDI, Barmherzige Brüder, Wifi, AVL, Anton Paar.



2 minutes to the freeway, 5 minutes to the airport, 10 into the old city center of Graz – connected perfectly:
RAABA-GRAMBACH



WHEN ARE NTS GRAZ EMPLOYEES ENJOYING THEIR BARBECUE? 24/7, THE ENTIRE YEAR. AT NTS, THE GRILL NOT ONLY SIZZLES DURING THE SUMMER HEAT, BUT ALSO AT TEMPERATURES BELOW FREEZING. 300 CEVAPCICI (PIECES OF MINCED MEAT) ARE PREPARED OUR WAY AND EATEN – IN ANY WEATHER.

SITE REPORT

NERVE CENTER

Raaba-Grambach is an international hub! Does it sound strange? But it's a fact! Time to visit the NTS headquarter.

Words by: Michael Samec Photo by: Marija Kanizaj, beigestellt



Thanks to video conferencing with other NTS locations, everyone in Austria falls in line.

It sounds like the humming in a beehive – uniform and quiet, but still busy murmur fills the room. It is Monday 8:26 AM and we are visiting the NTS headquarters. Most of the 120 employees at this location have gathered already. With a coffee mug or a water bottle in hand and some ideas in their heads. This meeting must be attended. In four minutes it will start, the weekly global NTS meeting. The employees of all locations are all getting together as well and the locations are connected live with picture and sound. The conference room as a showroom for the collaboration sector.

Raaba-Grambach is the nerve center of the company. By spotting the Schlossberg ("Castle Mountain") through the window, one can recognize Graz, the capital city of the Austrian province of Styria. "Here, we can expand how we require it", is the answer of the NTS

Board members **Hermann Koller** and **Alexander Ablner** to the question "Why exactly here?". "Representative offices in the city center that look stunning, but are expensive and impractical, are of no value to us. You will experience just now that we are the center of the world!"

The location is perfect: the technology park Grambach is technically up-to-date, which enables NTS to fulfill from there all offered services without any issues. "The closeness to the freeway as well as the airport that is a 5 minute drive offer tremendous advantages for frequent travelers such as the NTS employees", whispers **Harald Reicher**, his last sentence.

Because it is 08:30 AM. The meeting just started on time as always. Agenda point one: news from Santa Monica.

CUSTOMER STORY

A NETWORK FOR THE POWER NETWORK

The differences between power grids and networks are getting smaller and smaller. Thereby ENERGIE STEIERMARK ("power grid Styria") is and remains the connecting link.

Words by: Michael Samec Photo by: Energie Steiermark/Christian Jungwirth

» THE LEVEL OF AUTOMATION THAT ALREADY EXISTS WOULD NOT BE POSSIBLE WITHOUT RELIABLE NETWORKING OF THE SYSTEMS. «

Christian Purrer (left), CEO



» They both do something very similar – yet they need the respective other. Whilst NTS makes sure that data flows through networks, Energie Steiermark ensures that energy flows to the customer via their electricity, gas and district heating networks. No data flow without electricity, no energy flow without a data stream. They are the forth-largest energy and service provider in Austria and have sufficient amounts to offer: five petabyte (this is a 5 with 15 zeros) per year flows through the networks serviced by NTS.

"NTS supports us in the area of various data networks in the group as well as storage solutions – from the design and the development to the operation", explains CEO Christian Purrer. Executive Director Martin Graf emphasizes that this is not always an easy feat: "NTS provides essential contributions that have to meet our requirements of being an operator of critical infrastructure as well as a modern service provider."

The level of automation that already exists would not be possible without a reliable networking of the systems, stresses Purrer. Failures in the data network would affect the operation of the energy networks immediately, which in turn could have major implications on the population. At least under certain circumstances – and these need to be prevented!

"That's exactly why internal as well as external professionals are needed in order to ensure a failure free energy supply in the future as well", states Purrer.

Energie Steiermark as well as NTS concentrate on something that ordinary consumers only know from hearsay, as the consumers will only come into contact with it in the next couple of years. This is the introduction and the networking of smart meters – the intelligent electric power meters as well as the management of the smart grids – the intelligent electricity networks. Here, electricity and data flow lead into each other completely. «

» NTS MEETS OUR REQUIREMENTS OF BEING AN OPERATOR OF CRITICAL INFRASTRUCTURE AS WELL AS A MODERN SERVICE PROVIDER. «

Martin Graf (right), Executive Director

FACTS

- » Forth-largest energy and service provider in Austria
- » 1,700 employees in 29 locations
- » 600,000 customers
- » 1,000 servers, 1,850 office clients
- » 13 terabytes of daily data usage



CUSTOMER FOCUS IS THE BEST WAY

Twenty years ago, it was the founder and board member of NTS Alexander Albler who personally installed the first router for ITandTEL. By this, the foundations for a permanent partnership were laid.

Words by: Harald Müller
Photo by: Martin Seifried, dualpixel

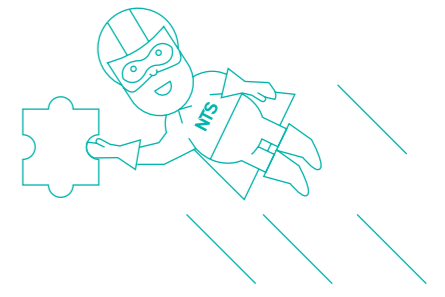


» SUCCESS REQUIRES PROXIMITY. WE UNDERSTAND OUR BUSINESS AND THIS IS FELT BY OUR CUSTOMERS. «

Bernhard Peham,
eww ITandTEL Department Head



A solid customer relationship, at eye level, has high priority for both companies parallel to all technical professionalism. Due to their mutual customer relationship, both parties take care of proximity to customers, optimal service and flexibility, which is a welcoming reverse effect. "After so many years we trust each other as very often we face the same challenges. Above all, our corporate cultures match", summarizes Bernhard Peham regarding the relationship with their partner NTS, "A major difference is of course that we clearly put an emphasis on our end-user portfolio as well."



The scope of services encompasses amongst others; site networking, e-mail services, data backup, telephony concepts, server housing and hosting and Cloud services. Here though, NTS comes into play again as NTS is the technology partner #1 for end customer projects in the areas routing, switching, WLAN, security and servers. What are the major differences of the customer portfolios? "We are convinced that the quality of solutions can not only depend on its technology, but also in the manner on how intelligently it is utilized. That's why we must have an understanding of the individual requirements of our customers and need to remain focused on the big picture – be it in the B2B sector or with partners like NTS." <<

FACTS

- » NTS partner since the foundation in 1995
- » Employees: 54
- » 5 data centers: Wels, Linz, Vienna, Vösendorf, Marchtrenk
- » Competences: workplace solutions, Cloud technologies, internet and data lines, data centers



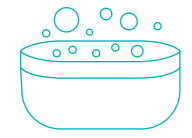
KAPLANHOF
is the name of the district of Linz where you find the NTS location.

LEBERKAS-PEPI
on the main square achieved cult status and is always worth the journey.

WILDER KAISER
the recent office outing brought us to this Tyrolean mountain range.

CUSTOMERS
Voestalpine, 3Banks IT, Energy AG, EWW AG, Lwest, KTM, and many more.

"With **100 000 €** ..." (chuckles, apparently an inside joke)
"... we would buy a whirlpool, this is long overdue."



NTS-PIZZA?
Definitely "with everything"!



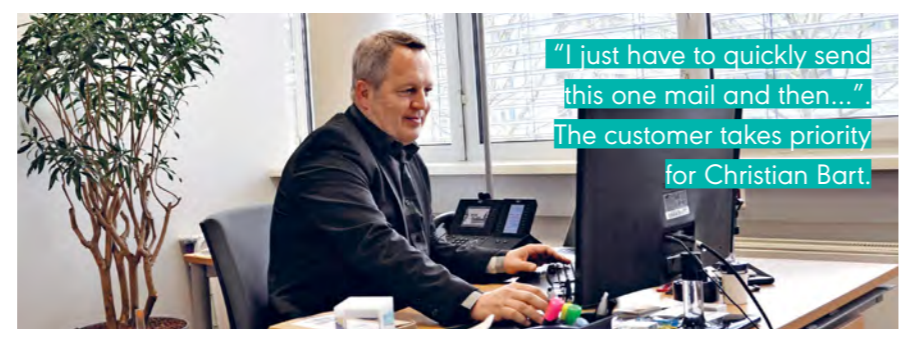
THE TOWN IS THE NAMESAKE FOR THE LINZER CAKE. ITS RECIPE IS CONSIDERED THE OLDEST KNOWN CAKE RECIPE IN THE WORLD.

SITE REPORT

TEAM LINZ SCORES

At the beginning it was difficult to establish the brand NTS. In the meantime, NTS has made a name for itself. This is hardly surprising as the location Linz proudly confirms this with its unbeatable team spirit next to the reliable NTS super services.

Words and photo by: Harald Müller



It is easy for **Christian Bart**, NTS Territory Manager for Linz and Salzburg, to answer the question what makes the NTS location on the Semmelweis Strasse in Linz so special. "At our location we are self-sustainable. This means in other words that as a location manager, I bear of course the overall responsibility, but I am completely independent concerning most regional decisions. This results in a scenario, where we feel that we are autonomous." All in all, it is a very nice form of appreciation when you are trusted. "When you are made to feel that you can make a difference, then you will succeed in making the difference." **Christian Bart** is attempting to pass on this credo to his colleagues.

TEAMBUILDING AT ITS BEST
The former Siemens manager has been demonstrating since 2007 with a mixture of management, technical know-

how, sales knowledge and HR skills that the Graz headquarters can rely on him at any time. A little bit over a dozen employees look after more than 100 customers in thousands of working hours every year. A lot of work for such a small team. How does this work without a high staff turnover? "In the same manner as we have taken care of our customers over the many years, our employees have been with us for quite some time. Staff that leaves is the absolute exception and rarely ever happens." Bart is sensing that the secret for this lies in the emotional qualities of his location. "With the Linz team we really have a very friendly atmosphere amongst us." The employees are also on friendly terms off-duty. A second, somewhat hidden fridge that is stocked with delicious items is an indication that at last a joint relaxation takes place where hard work is performed during the day.

STADTWERK

Is the name of the newly built area and it provides space for education, life science, economy, culture and NTS.

SKYSCRAPER

Since 2015, NTS has been located in a 10 story building, one of the first high-rise buildings in Salzburg.

SOUND OF MUSIC

Nobody from the Salzburg office ever watched this cult movie.

CUSTOMERS

Appr. 30, among them SkiData, Pappas, Stiegl, The Red Cross, Salzburg airport.

If NTS Salzburg were a pizza? Clearly **PIZZA DIAVOLO!**



INTERNAL QUALITY OF SERVICE?

A clever captain spares his sails.



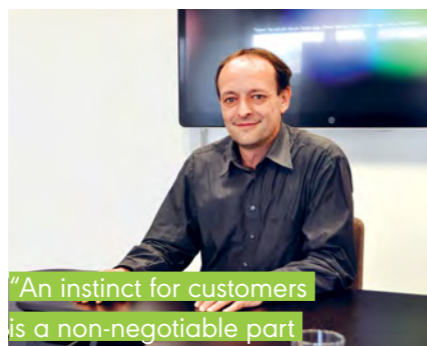
ONLY 1 PERSON AT NTS SALZBURG IS ORIGINALLY FROM SALZBURG (NEXT TO EMPLOYEES FROM LOWER AND UPPER AUSTRIA AND TYROL).

SITE REPORT

FLYING HIGH IN THE HIGH-RISE

There is no NTS office in Austria that is located higher. The 5-member NTS team looks after locally headquartered medium-size global players from the 7th story of one of the few real high-rise buildings in the native city of Mozart.

Words and photos by: Harald Müller



It is one of the most urgent challenges for the Salzburg location to enlarge the team with more skilled members. Another challenge will be that the current office might become too small if the growth continues like that. **Jürgen Wiesholzer**, Location Manager of Salzburg has a practical approach: "Both problems can be solved, but obviously as so often when you have to reach a decision, the interests of the customers get priority before your own to-do's. After all, the customer is king.

IT IS EASIER TO SELL HONEST PRODUCTS

Customer acquisition is always a challenge, but the positive qualities of NTS help tremendously. "The very good tech-

nical reputation, but also the appearance and the mind set of NTS is a refreshing change on the market", observes **Jürgen Wiesholzer**. "The familiar way is one thing, but what makes the difference is the fact that we are available anytime and that our experts immediately address a problem until it is solved. That way you always have the feeling during the sales activities of really offering something special to the customer and not the usual standardized junk", says Wiesholzer, a native of the province of Upper Austria.

PEOPLE FROM SALZBURG ARE NOT MORE SCEPTICAL

"It is by no means sufficient to simply state RELAX, WE CARE, not only in Salzburg but of course everywhere", tells Wiesholzer, who was based in the location Linz before he moved to Salzburg. "The six NTS solutions are helping to better and better the position of NTS during customer meetings. However, being effectively decisive in the market, is the quality of service and NTS takes care of this."

CUSTOMER STORY

"EXPERIENCE THE BEST" AND BE WELL LOOKED AFTER

In order to sell and to service top car brands for more than 70 years whilst remaining continuously organized in a flexible manner, requires increasingly more complex solutions and this includes the in-house IT. One can rightfully be a little bit proud that NTS assists Pappas Holding GmbH with this task.

Words and photo by: Harald Müller

» NTS has looked after the Pappas Group with its operations in Austria, Bavaria, Hungary and Bulgaria since 2017. We spoke to Jan Brandt, Transformation Manager and (interim) CIO of the Group.

What services is NTS rendering for Pappas and why did you switch to NTS?

Jan Brandt: We have a Managed Service contract with NTS for the network sector for Austria, Germany, Hungary and Bulgaria. We switched to NTS, because we were looking for a reliable, strategic partner. We are targeting a reasonable ratio between internal and external services because Pappas has a very decentralized organization structure. Therefore, we want to and we have to cooperate with an excellent team and with strategic partners.

Did you already know NTS?

JB: We had not worked together, but we knew some NTS employees. Salzburg is of course relatively small and we were obviously asking around. That way we learned a lot and we only heard good things about NTS.

What distinguishes NTS from the competition from your standpoint?

JB: It is the difference between a temporary service provider and a strategic partner. Last year, we conducted extensive meetings and workshops with all other potential strategic partners. It is important for us that we are not looking at a simple request for services, practically an extended workbench, but we also expect from a strategic partner to demonstrate to us new possibilities that were not on our radar so far. This is a distinct major advantage of NTS.

If NTS could fulfill a wish, what would it be?

JB: The drafting of a contract without a NTS in-house lawyer checking it (he laughs) ... No, to put it quite frankly: We would really wish for a further expansion of the Salzburg location of NTS. The Pappas Groups is currently in the process of an extensive transformation having the future in mind and there is still a tough load of work ahead of us, and therefore, for our partner NTS as well. <<



» BESIDES THEIR EMPLOYEES, THE RELIABILITY OF NTS IS REALLY SIGNIFICANT. «

Jan Brandt, CIO



FACTS

- » Founded in 1948 (100% family owned since the beginning)
- » Locations: appr. 40
- » Employees: 2,760



PLATINUM PARTNER

NetApp is one of the leading specialists for data management in the Hybrid Cloud.

The digital transformation will be accelerated significantly with the NetApp portfolio of Hybrid Cloud data services that simplify the management of applications and data by getting over Cloud and on-premises environments. Together with its partners, NetApp supports businesses to realize their full potential of their data in order to expand their customer contacts, to drive innovation and to optimize operational procedures.



DIGITAL WEATHER MAN

NETAPP AND NTS ARE GOING ON!

Precise weather forecasts need a reliable storage solution. At UBIMET, data from over 28,000 public and private weather station as well as current satellite and weather radar data have to be saved and have to be available around-the-clock: 24/7, 365 days a year. Experts in the fields of meteorology, mathematics, physics and earth science interpret the data generated by the high-performance computer systems of UBIMET, to be used in Formula One, Red Bull or the Austrian railways. They create our weather out of pure IT and science. **NetApp** and **NTS** are a part of these forecasts – with sunny prospects..

» WE REQUIRE PARTNERS SUCH AS NTS, AS THEY ARE NOT A CLASSIC RESELLER, BUT ARE ABLE TO REFINE TECHNOLOGY. THE PARTNERSHIP WITH NTS IS REALLY A LOT OF FUN, AS IT IS BASED ON TRUST, ON LOYALTY AND ON AN EXCELLENT PARTNER-LIKE COOPERATION. THE HIGH DEGREE OF CUSTOMER SATISFACTION IS THE ULTIMATE PROOF. «

Christian Köhler,
Manager Channel Sales Austria, NetApp



SAFETY FIRST!



SECURITY

At some time, sometimes is too late. Remain capable of acting and do not wait until something happens. Today, IT services are much more than a mere blocking of attacks from the net.

www.nts.eu/security



2011

NTS Italy was founded in Bolzano, the capital of the province of Trentino-Alto Adige.

15

employees work at the NTS location Bolzano.

CISCO GOLD

stands for expertise, support and customer satisfaction of the highest quality. NTS Italy holds this certification since 2016.

35 is the average age of the employees of the NTS team in Bolzano.



THE FAVORITE PLACE

The coffee kitchen, a favorite meeting venue for employees



3 languages are at least spoken by each employee (German, Italian, English).

AT 2000 METERS ABOVE SEA LEVEL, ONE FINDS THE ALPINE LAKES OF THE ULTEN VALLEY, WHERE THE EMPLOYEES SOMETIMES GET THEIR INSPIRATION AFTER A COLD DIP.

SITE REPORT

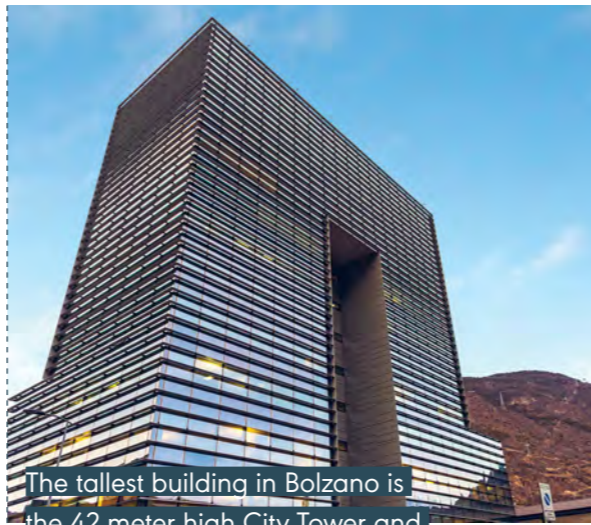
FAST AND EFFECTIVE

“If NTS Italy were an animal, it would be an eagle that maintains an overview by soaring freely in the skies” – Matthias Ploner, Territory Manager NTS Italy.

Words by: Kunigunde Weissenegger
Photos by: Matteo Vegetti



The start is at the headquarter on the ground in Bolzano. The destination is high up on one of the local mountains around Bolzano. Today, the target is not the Ritten or the Jenesien, but the Kohlern Mountain. In our minds, we are on the go with the Territory Manager **Matthias Ploner**. He conducts his performance reviews with his NTS Italy team away from office life. “It is easier to talk when you walk”, he tells us and he adds this with a wink, “Once we reach the summit, possibly out of breath, everyone is convinced of my views.”



The tallest building in Bolzano is the 42 meter high City Tower and it is the headquarter of NTS Italy.

In 1989, at the age of 18, the decision of **Matthias Ploner** to study “Scienzedell’ Informazione” and to specialize in telecommunication and internet was far-sighted and visionary.

We stroll around the eighth story of the City Tower. On one side, we can see the famous Rosengarten group, on the other the Penegal Mountain and at our feet the town with almost 100,000 citizens. “We put great emphasis on relationships and the work atmosphere. Every now and then we meet at the mocha coffee machine in the kitchen to exchange opinions and ideas. At least once a week we have lunch together, but all this is not a must. Usually, there is bread, mortadella and traditional ham on offer.” We learn from **Matthias Ploner** that it also became a tradition with the NTS team in Bolzano to go for Törggelen (a traditional chestnut meal) after a common mountain hike in autumn.

RELAX, WE CARE! From the tallest building in Bolzano, the Territory Manager and his team take care of close to 70 customers. “We work internationally, due to globalization, our customers operate globally.” In the province of Trentino-Alto Adige, the NTS customers include companies like Brennercom, Loacker and GKN.

“NTS AND THE SYSTEM RUNS!”

He is a technician to the core. That is why Thomas Larch, an IT employee at the Milchhof (dairy plant) Sterzing, relies on the expertise and the reliability of NTS.

Words by: Kunigunde Weissenegger Photos by: Martina Jaider



1.500.000 yoghurt containers daily leave the Milchhof Sterzing.

» Sterzing has close to 7,000 inhabitants and from here it is 15 km to the Austrian border at the Brenner Pass and 50 km to either Innsbruck or Bolzano. We stop in the South-West of Italy’s Northernmost town. Here, at the Milchhof Sterzing, 150,000 liters of milk flow together daily from the surrounding areas, which results in a huge challenge for production, logistic, data handling and data storage.

Thomas Larch, how do you collaborate with NTS?

Thomas Larch: NTS looks after the storage technology. Since we introduced

the new storage system with NTS, we haven’t had a single problem. The migration happened in only two days and we weren’t off-line even for a millisecond.

What was the main reason that you chose NTS?

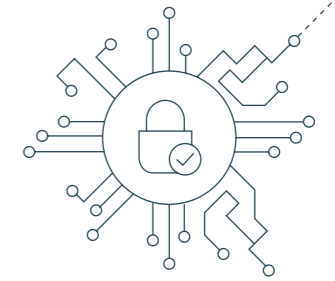
TL: To put it in a nutshell: it is the security of the system. Because we are in good hands regarding the technology, we, as a cooperative can focus on other things besides our business and we are able to support, for example ice hockey teams, snowboarding, the European Cup of horn sledding, horse riding competitions, ski races and welfare projects.

What are the technical challenges for the Milchhof Sterzing?

TL: It is important that our systems are functional around-the-clock and that nothing stops. The Milchhof Sterzing operates in a 3-shift model. When we have a system that runs stable then we can sleep with a clear conscience, though there is always someone on stand-by. If we had less sophisticated systems, problems would accumulate, palettes would pile up in our production and deliveries would fail. Each year we produce 414 million, 125-gram containers of yoghurt.

A last wish for the future?

TL: Faster internet! <<



» IT NEEDS TO WORK AND WITH NTS IT DOES WORK! «

Thomas Larch, Milchhof Sterzing



FACTS

- » Name: Agricultural Cooperative Milchhof Sterzing
- » Location: Sterzing, Italy
- » Year of foundation: 1884
- » Cooperative members: approximately 600 farmers from the Wipptal region and from Northern Tyrol

MEDIA NETWORKING

Why one of the biggest media groups in Austria counts on NTS: Thomas Zapf, CIO of Styria Media Group AG talks about collaboration and survival strategies in the media.

Words by: Michael Samec Photos by: Nicholas Martin, Marija Kanizaj

» What services are NTS rendering for the Styria group?

Thomas Zapf: For many years, NTS is our partner in network surroundings. Over time, additional services like VOIP, call center and call manager, video conferencing systems and much more were added besides services in the data center surroundings.



» NTS, WITH ITS HIGHLY QUALIFIED EMPLOYEES, IS THE MOST CAPABLE PARTNER. «

Thomas Zapf, CIO



Which innovations have you implemented with NTS lately?

TZ: The newsrooms of the editors were important. NTS supported us extensively from the standard network infrastructure all the way to the topics collaboration and VOIP. Our collaboration across the three locations Zagreb, Graz and Vienna in the digital software development by means of the Cisco Spark teamwork solution has become a recent addition.

What is the significance of NTS for the Styria group?

TZ: At our house, news is produced and distributed 24/7 and for this, servers are essential. The presence of NTS in Vienna, Graz and Klagenfurt and the professional Service Operations Center allows us to access qualified technicians everywhere at any time.

Why does one of the biggest media groups in Austria count on NTS?

TZ: NTS with its highly qualified employees is known as one of the most reliable and most competent IT service providers in the industry. For us, the technical and cultural match is perfect.

The Styria group is known in the media sector as very innovative. Is NTS able to lead the way?

TZ: Products in media surroundings are changing rapidly. At NTS, a very good future development on all product levels is noticeable. «

Styria Media AG produces and distributes news around-the-clock. For this, technical infrastructure is vital.



FACTS

- » Styria Media Group
- » Third-largest media group in Austria
- » Locations: Vienna, Graz, Zagreb and others
- » More than 60 print and digital media
- » More than 3,000 employees
- » 420 million Euro revenue (2016)



CALL, MEET, SHOW, WORK, USE, TOUCH!

NTS

COLLABORATION

Sensual experiences all over. Collaborations are changing the way we work together. From a virtual meeting room to a digital whiteboard: the work is there where I want it to be!

www.nts.eu/collaboration



KLAGENFURT

PROFILE

46° 37' N

After Bolzano the second most southern coordinates.

BLOCK B03

Is the name of the new home in the Lakeside Park.

TEAM LAKESIDE

Currently 5 with room for expansion.

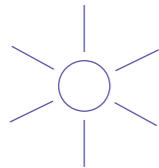
25

Customers. Amongst them FH Kärnten (University of Applied Sciences Carinthia), LAM Research, Raiffeisenlandesbank Kärnten.

FUN FACTS

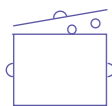
1000

Meters is the distance from the NTS desk to the lakeshore at the public lake bathing area in Klagenfurt.



19

Kasnudeln (traditional Carinthian pasta) for 2 persons for lunch is the NTS kitchen record.

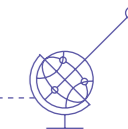


KLAGENFURT OFFICE:

INTERNAL LOCATION RULE NO.1: A BEACH TOWEL AND SWIM TRUNKS ARE A DEFAULT OFFICE ACCESSORY DURING SUMMERTIME.



CUSTOMER STORY



TECHNICAL CHEMISTRY

NTS takes care that everything runs smoothly behind the scenes in the Information & Communication Technology ("IKT") Department.

Words by: Michael Samec Photos by: FH Kärnten



2,200 students attend the FH Kärnten at 5 different locations.



Training grounds: in future, university students can do internships and much more at NTS.

THE SCENT OF THE LAKE AND THE PASTA

SITE REPORT

With their new offices in Block B03 at the Lakeside Park the NTS Klagenfurt employees are in a good neighborhood: Infineon, Skidata, Asfinag are only a few of the other names one can read on the wood-paneled office blocks. They all work alongside each other in order to advance the technological progress.

Right in the middle one can find Thomas Prugger, who just got a brew from the coffee machine and is now talking shop to his colleagues. How this project is advancing, which special solution was found there, how does it work with the smart meter that an energy supplier is installing soon... Even during the breaks, one does not rest...

At the moment there are only 5 employees at this location, but further desks and computers will be delivered during the next couple of days. These are workspaces for additional colleagues. Then that small pot which is standing on the stove will not be sufficient. When you lift the lid, you will find Kasnudeln (traditional Carinthian pasta) inside that are currently slowly simmering. Almost ready for our lunch.

Above all lies the scent of the Lake Wörthersee – even during wintertime. Maybe not so real and quantifiable, but at least emotionally. That is why one of our internal location rules stipulate: during summertime, swimming trunks and beach towels are part of the office equipment.

Recently NTS Klagenfurt found a new home in the Lakeside Technology Park – in a good neighborhood.

Words by: Michael Samec
Photo by: Lakeside Park, E.C.O.

It is irrelevant that the rooms are still a little bit bare. It is much more important that the NTS employees in Klagenfurt moved a little bit closer to the lake during the recent relocation. Albeit just a little bit, but for real Carinthians every meter counts when it concerns Lake Wörthersee.



Lakeside Technology Park: the home of NTS close to Lake Wörthersee.

>> All of the employees of the IKT at the FH Kärnten (University of Applied Sciences Carinthia) are thoroughbred technicians. However, when it involves the cooperation with NTS, they show an inclination towards chemistry, which - according to them - is simply right after 20 year of collaboration: "From the very beginning till today!"

The central task for the 15-member team is an acrobatic one. On the one hand one has to strike a balance between a user-friendly service for the employees and the students of the FH, and on the other hand, the security requirements.

A third of the students are study part-time. Therefore, they access the learning platforms, the network drives and the servers around-the-clock from everywhere with different devices. They receive their assignments from the network and upload their exam papers. Despite this high volume of traffic, the traffic lights need to stay on green all the time and traffic jams are a no-go. This does not work out on the roads of Carinthia's cities all the time, but it does work con-

sistently on the network of the FH Carinthia. In 2017, the IKT overall availability stood at 99.98 %.

In 2000, when the FH established its data center, nobody else had it in this form. "However, NTS knew how it worked", recalls an employee. Then as now, NTS is characterized by highly specialized expertise as well as by fast and direct communication. "There is hardly any staff turnover, the contact persons remain the same. They always know exactly how our system is structured and provide a great and swift problem-solving expertise."

Therefore, it is natural to deepen the collaboration in other fields as well. In the future, NTS will use the FH degree program Network and Communication Engineering more actively as training grounds. There, students will get the opportunity to do internships and to write test papers together or for NTS. "The responses from NTS will help us to improve the quality of our training", expresses the FH as it is looking forward to a many-faceted technical-chemical combination. <<



FACTS

- >> 1 central data center
- >> 5 locations
- >> 2,200 students
- >> 320 employees
- >> 3,500 clients on the network
- >> 15 IKT employees





DORNBIRN

PROFILE

CAMPUS 5

business park provides space to approximately 70 companies next to NTS.

19,000

more inhabitants live in Dornbirn compared to Bregenz.

FAMILY MATTER

some employees have their lunch at home.

CUSTOMERS

approximately 30, amongst them IMA SCHELLING and HILTI



“What is it that NTS Dornbirn can do, but others can’t?”

“TO SPEAK THE VORARLBERG DIALECT”



“Which super hero would we be?”

DEFINITELY KICK-ASS

THE MOST CRITICAL CASES?
“VERY OFTEN, THE REBOOT OF AN OLD SYSTEM GENERATES PROBLEMS - IT IS JUST LIKE WITH HUMAN BEINGS.”

SITE REPORT

4U VOR-ARLBERG

At first, the already established customer from the Austrian province of Vorarlberg looks within the province if he can find a supplier and only looks across the border after that. This is one of the reasons why NTS is also represented in Dornbirn since 2016. However, as mentioned, just one of the reasons.

Words and photo by: Harald Müller

“Yes, you are welcome to stop by and drink a coffee and to show us what you are doing, but I only do business with companies that have an office in Vorarlberg,” describes Werner Mennel, Head of the NTS Dornbirn office, this true brief incident was the triggering point that led NTS to open a location in Vorarlberg as well. “When the customers see that there is no one, then it is not an issue and one naturally gets the know-how from somewhere else. However, most custo-



Mennel sees as a USP that technology and service are simply unparalleled, together with NTS.

mers value the fact that one can be there within half an hour, more than when some supplier displays some international flag.”

Besides this clever, emotional logic, Mennel sees the secret of success of NTS in the exceptional specialization of their engineers. These “people with a real love for technology” are extremely focused on certain tasks and there is in particular always someone available on short notice. This complete package makes NTS the perfect partner for business. Therefore, complexes towards the large competitors are not even discussed, on the contrary, “NTS is annoying the big ones at the moment”.

Werner Mennel and his colleagues negate the question if they feel a little bit remote. Thanks to regular visits from Innsbruck and Graz and thanks to videoconferencing one feels fully integrated into the NTS network. In fact sometimes more than one would like, was added with a wink: “We just disconnected one of the table microphones as they almost work too well. It has already happened in big conferences that a soft whisper between two participants was transmitted louder to all the others than what the main speaker was saying – and this is not the real purpose of whispering.”

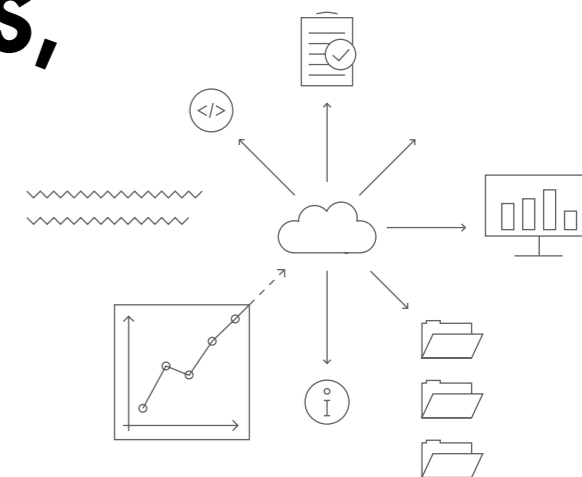


CUSTOMER STORY

OTHER PROVINCES, OTHER CUSTOMS

Exactly for its 100th birthday, the IMA SCHELLING group presented itself with new headquarters. We spoke to three IT insiders why one could also view NTS as a present.

Words and Photo by: Harald Müller



» What led to the collaboration with NTS?

Thomas Guggenberger: Via word of mouth. In Vorarlberg, we are very well linked, everybody talks to everyone, everybody knows everyone and when we want to know something, we may even phone the competitors and ask how this or that problem was solved. It is the same the other way round. Thus, talk about the performance of NTS made the rounds.

What makes NTS from your standpoint unbeatable?

Martin Entstrasser: NTS is big enough to take care of our subsidiaries globally, but small enough to be flexible. What I am trying to say is that when you have a huge listed company conglomerate with innumerable products and everywhere someone is sitting who does not know anything about the others, in India, in Texas or the like, with rules and bureaucracy and countless signatures, then you first have to write a mail, that they can forward so that at some stage a phone call happens and then it goes back and forth until you finally get an offer! At NTS there are people I know and I call them and say, “Werner, I need your help, please take care of it”, and it will be done.



» SUPPLIERS ARE REPLACEABLE, PARTNERS ARE LASTING. «

Martin Entstrasser (left)
Thomas Guggenberger (middle)
Thomas Wache (right)



TG: Now at the building site, NTS repeatedly takes care of tasks that are not on the NTS agenda. This would be unthinkable at a large corporation.

Is the human factor playing a role at NTS?

Thomas Wache: The personal level is absolutely pivotal. It is generally my impression that the contact to other companies is extremely close at NTS. This is quite unusual here in Germany, for example to address someone informally. This gives not only a personal touch, but it is also clever as the respect is there as well. Many things will move faster though as the communication becomes more casual and therefore quicker. «

FACTS

- » Foundation: 1917
- » Employees: SCHELLING and IMA together: 1,500
- » Partners in this conversation: Martin Entstrasser, Head of Application Services
Thomas Wache, Head of IT infrastructure, 20 years IMA
Thomas Guggenberger, Head of Group Information Systems, 27 years SCHELLING



REPORT

SUPERHEROES IN THE BACKGROUND

2.2 million alarms per year, orders by the second, up to one's ears in adrenalin: one night with the troubleshooters in the SOC of NTS

Words by: Michael Samec
Photos by: Marija Kanizaj



» NEVER CALL US
A CALL CENTER «
NTS man, Center Director
of Superheroes



MIDNIGHT

Not even halftime, but
already more than 500
calls received.

» When you monitor networks of 70 customers with more than 8,000 devices around the globe with live-monitoring, something is always happening somewhere. A power failure in Florida, faulty hardware in Cape Town – and the system comes to a standstill. At the same time, an alarm is received at the Service Operations Center (SOC) at NTS. This happens 94,000 times a month and more than half of it has to be considered as critical. These have to be rectified in a very short time.

„TWENTYFOURSEVEN“

Dominik Zeiler is one of the 20 NTS employees that work on the frontline in the nerve center that is staffed 24/7. It is Saturday, 7:30 PM. The 21-year old started his twelve-hour shift half an hour ago. From the beginning of the shift, it's evident that it will not be a cushy job. In fact, it is a task of permanently being on the ball under tremendous time pressure. Messages are received by the dozen. It is Dominik's task to get an idea of the reported errors. He has a couple of seconds and occasionally two or three minutes for it and he needs to judge the criticalness of an incident, find approaches for the solutions or forward it to his colleagues that are on standby for further processing. They will dissect the incident by using their intellect as a scalpel. The diagnosis is followed by the required operations: notifying the company technician, to guide them through

10 PM

Server failure in Cape Town!
The whole company stands still:
now every second counts!



5 AM

Even after 10 hours of pure
pressure: competent,
concentrated and friendly.



FACTS

- » 60 employees
- » 24 employees on 24/7 duty
- » 500 customers to look after, out of them 70 customers in live monitoring with 8,000 devices
- » 2,2 million alarms
- » 32,000 job tickets
- » 650 tickets per employee

what needs to be done, organize replacement devices, send a NTS technician... Every second counts here.

Despite the enormous time pressure, there is no visible rush. The specialists work on their computers quietly and are fully concentrated. Generally, everything appears to be very normal. No large wall screens where dazzling net-

work plans flicker, no red lamps that suddenly flash and especially no sirens or similar devices. "We don't have something like a command control center and we also don't need it. That is all mostly for show", chuckles **Wolfgang Moser**, Head of SOC and thus master of 60 SOC employees, from 8 countries, which are located in Graz, Vienna and Klagenfurt. He likes to call them "su-

perheroes in the background". Their self-confident slogan states: "Never call us a call center!"

By the time Dominik was finally relieved from his duty at 7 o'clock the next morning, more than 1,000 messages were received during that shift. Then he gets rid of his adrenalin in the gym in order to be able to fall asleep. <<



DELL EMC PARTNER PLATINUM

Dell EMC is part of Dell Inc. and it enables businesses to modernize, automate and transform their data centers by means of industry-leading convergent infrastructures, servers, storage systems and data security technologies. Thereby, companies and authorities create a reliable basis in order to make their IT via Hybrid Cloud solutions fit for the future as well as their business via Cloud-native applications and Big Data solutions.

» WITH OUR PARTNERS WE PUT GREAT EMPHASIS ON KNOW-HOW AND CUSTOMER FRIENDLINESS. WITH NTS, WE ARE LOOKING FORWARD TO HAVING A PARTNER ON OUR SIDE, WHOSE COMPETENCY EXCEEDS OUR HIGH DEMANDS BY FAR. THEREFORE, THE CUSTOMER IS OFFERED A MAXIMUM OF SERVICE AND QUALITY. «

Stefan Trondl, General
Manager Dell EMC Austria
Markus Fischer, Channel Sales
Manager Dell EMC Austria

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www.nts.eu/data-center

OUR CUSTOMERS

AN EXTRACT OF THE REFERENCES AND A TOUR THROUGH THE INDUSTRY

CUSTOMER SATISFACTION:

1.06

Ø for the year 2017

Rating: 1 = very good, 5 = unsatisfactory

THE SATISFACTION OF OUR CUSTOMERS CAN BE MEASURED! ALWAYS LIVE AND UPDATED ON WWW.NTS.EU

EDUCATION / HEALTH / FINANCE / ORGANIZATIONS / ENERGY

TRADE / FOOD / INDUSTRY / PRODUCTION



BRZ



3 Banken IT



IMA SCHELLING GROUP



voestalpine ONE STEP AHEAD.



sappi



BOGNER



HAUFE.Group



Verbund



SAMSUNG



ZEPPELIN^{NT}



BLOGS



Take a look at www.nts.eu/news as well

Only good news is good news! Blogs, stories, reports, photos and much more can be found on www.nts.eu

Words by: Michael Seewald, Michaela Stöckelmayr
Photos by: photoworkers.at

CUSTOMER FIRST



» ENTHUSIASTIC CUSTOMERS ARE OUR GOAL. «

Michael Seewald, Chief Operating Officer

week or – in case of no data from that week – from that week when data was last available. The average value of the previous month corresponds to the evaluated data of the last calendar month. Therefore, the average value of the last week as well as the average value of the last month is calculated and communicated accordingly.

In 2017, we conducted 1,570 surveys (+24 % compared to the previous year). We are very satisfied with an overall score for 2017 of 1.08 (1.06 in 2016) on a scale of 1 to 5 with 1 being the best. Nevertheless, we are continuing to work in the best interest of our customers in order to expand and improve our super services!

The results serve the continuous improvement of our service portfolio. We not only want to meet the expectations of our customers, but we want to exceed them. <<

» As a service provider, we place great emphasis on the requirements of our customers and customer satisfaction is therefore a key issue for NTS. For us measuring customer satisfaction is not a one-time undertaking but a continuous process that is performed on a regular basis.

To measure customer satisfaction, we employ the “Customer Satisfaction Survey” system. Here, upon completion of the NTS services, customers will be asked to provide feedback in two different ways. Feedback is captured on a short-standardized questionnaire that is evaluated statistically; feedback for comprehensive services is surveyed by telephone. Last year alone around 1,200 job tickets were evaluated by our customers and more than 100 customers were telephoned for a follow-up survey.

The calculated average values are communicated on a weekly basis and are displayed on our webpage as “NTS index of customer satisfaction”. Find the current values on www.nts.eu.

The weekly index, which is the average value of the previous week, is calculated from the replies of that

MICROSOFT & NTS

» A PARTNERSHIP WITH EMPHASIS

The partnership between Microsoft and NTS is characterized by “specialization”. The recently acquired “Microsoft Cloud Solution Provider (CSP) Tier-1” partner status clearly points to the crucial emphasis – the Cloud portfolio of Microsoft.

NTS develops its own products based on Microsoft Cloud services, besides consulting, implementation and sales of Microsoft subscriptions. Thereby we combine our years of expertise in the areas of network, security, data center and collaboration out of which we create a holistic and innovative solution.

THE PARTNERSHIP WITH MICROSOFT IS BASED ON 4 PILLARS:

» Enterprise mobility & security

In our mobile world of today employees want to access internal resources from everywhere at any time – and this additionally with various devices. The security needs of the businesses increase on top of that. These facts present new challenges to the people that are responsible for IT and data protection (GDPR 2018 sends its regards ;-). This is an issue that NTS is approaching not only with existing Microsoft solutions like Azure Active Directory, Microsoft Information Protection, Microsoft Intune, Microsoft Advanced Threat Analytics, etc., but also with its own products that complement these solutions appropriately.

» Cloud platform

We would like to support our customers when taking the step to introduce or to switch into the Cloud. Hence, the “Cloud platform” competency around Microsoft Azure forms a central aspect of this partnership. By focusing on special services and together with our years of expertise, we are able to find



» IN FUTURE IT WILL ALSO BE KNOWN IN THE MICROSOFT AREA: RELAX, WE CARE. «

Michaela Stöckelmayr, Product Manager

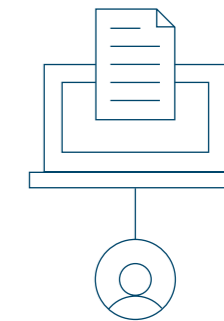
and implement optimal customer solutions. Thereby, solutions around Azure Infrastructure as a Service (IaaS) or Azure Platform as a Service (PaaS) are paramount.

» Data center

The Cloud platform is accompanied by a longstanding NTS competency, the data center area. Here, individual solutions, which are aimed at customer requirements, are created mainly around the Windows Server Suite or Active Directory.

» Cloud productivity

As the name suggests, productivity solutions facilitate the collaboration of employees. Additionally, innovative solutions by Microsoft simplify the collaboration in order to focus even in virtual teams on the most important factors of your business: The human beings and their individuality! For

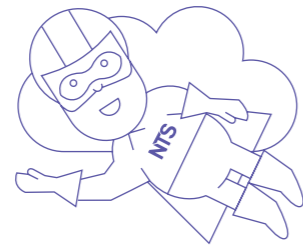


years, this focal point has become more and more important for NTS as well and is therefore indispensable for the Microsoft area too. Solutions in the surroundings of Office 365 or the integration of Skype for business into existing Cisco collaboration systems fall within our competency.

THAT’S ABOUT ALL. BUT WHY?

Some might think that this extract of the Microsoft portfolio is too small. We believe that these four sectors are sufficient and that by consistently pursuing the specialization in the Microsoft service area we continuously stay true to our goal – satisfied customers!

In the next couple of months, interested customers can expect an own product from NTS as well as the integration of Microsoft products in customer solutions for GDPR 2018 related questions. <<



TEAM WORK

OUT-OF-OFFICE-QUALITY

The NTS team on tour: this brief retrospective shall provide a short glimpse at what activities happened in 2017 outside the offices.

Photos by: NTS

Following up big words with great deeds: NTS CEO Alexander Albler talks business.



Human meets capital: Human aspects at the HR INSIDE SUMMIT, the biggest HR event in Austria.



The best way to predict the future is to discuss it at the annual kick-off meeting and shaping it yourself.



RUN.EXE: In Vienna not only is the business on the go, but our colleagues at the business run as well.



NTS smile please! Success is not a matter of luck, but a result of teamwork and team spirit.



Future in practice: NTS and CISCO support smart projects in the industry 4.0 research factory at the Smart Production Lab of the University of Applied Sciences JOANNEUM in Kapfenberg.



Inspiration at the Dornier museum: NTS wants to aim high in Germany too with the location Friedrichshafen.



NTS outruns the competition at the business run in Innsbruck like a top dog.



Seeing, hearing, talking, testing: at the VMWorld in Barcelona all senses make sense.



**RELAX,
WE CARE**



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