

# ADVASO

Added Value Solutions

## ADVASO Service Overview



We combine teams, technology, methodology and managed services for achieving best results for you.

### **ADVASO stands for Added Value Solutions – Results for Our Clients**

We have transformed our experience and success strategies into methods and blueprints to create value for our clients more easily and quickly.

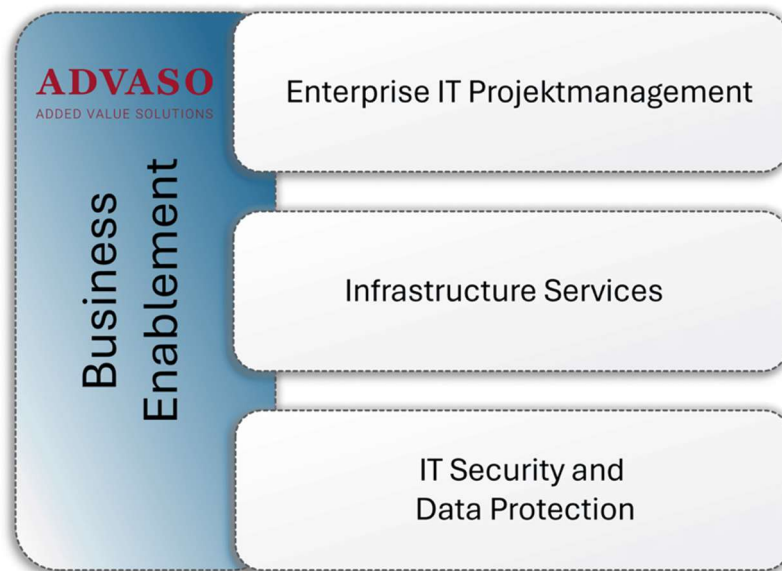
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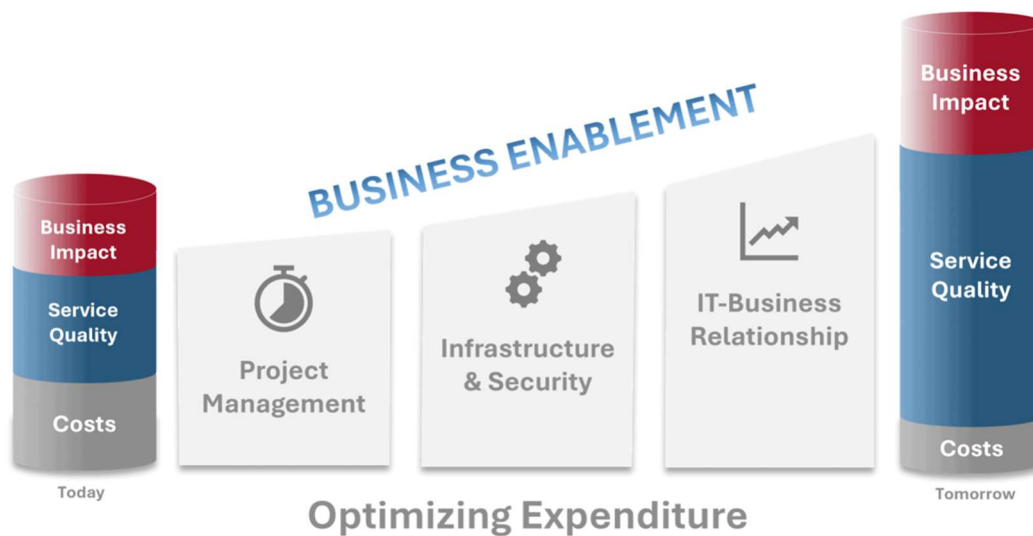
## About ADVASO

### Our Portfolio



### Enterprise IT Value-Added Services - your guide to digital excellence

Your business success is the focus of our managed services offerings. We deliver comprehensive solutions in IT infrastructure & security, enterprise project & program management, and seamless IT-business enablement—your key to successful digital transformation.

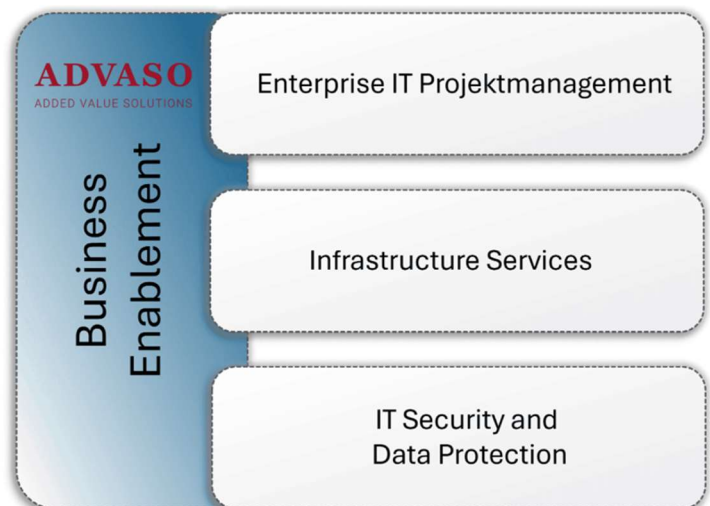


## ADVASO Background

ADVASO stands for 'Added Value Solutions' - our claim and our commitment. As specialists in digital transformation, we create added value for our customers at the interface between technology and business benefits. ADVASO helps you translate business requirements into technology.

## Our Value Proposition

- 1. Develop realistic future-proof business cases**
- 2. Focus: stability, efficiency, security, scalability**
- 3. Moderating Change: Shaping the Organization of the Future**



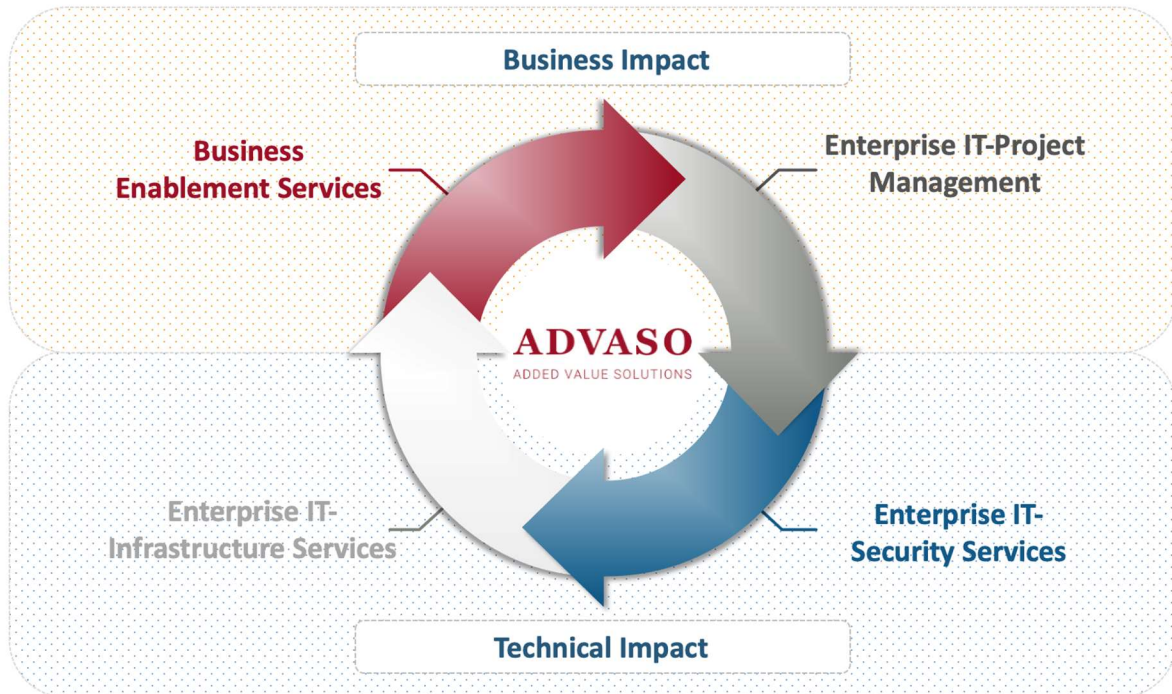
**ADVASO GmbH** was founded in 2006 by experienced managers from the project and software sectors within tech corporations.

The original business purpose was to enable foreign companies to successfully enter the market in the DACH region.

The exciting part is, there is only one chance. This requires expertise, discipline, leadership, communication, and strong project management skills.

Our recipe for success has always been based on focusing on our customers' business development in conjunction with the best available resources. A constant companion to our success has always been a strong expertise in implementation and the optimal use of technology for process optimization. Today, this is known by the buzzword "digitalization."

With a combination of profound expertise and a focus on business processes, ADVASO is dedicated to supporting and guiding companies in their digital growth and success.



We have distilled our experience and recipes for success into methods and blueprints to be able to achieve success just as easily and quickly with new clients.

We have further developed our core topic of project management so that we can offer all project, program, and portfolio tasks up to a Project Support Office as a managed service. Successful – transparent – flexible.

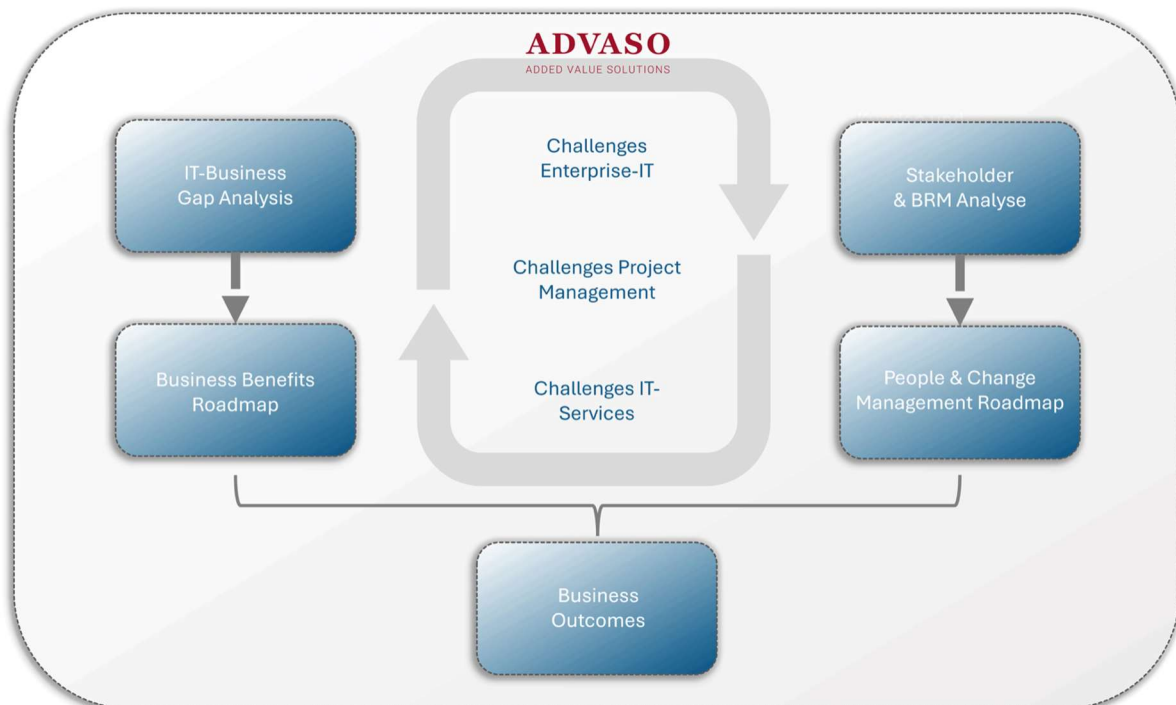
Our direct and indirect clients include national and international companies and corporations, focusing on the telco, finance, logistics, and industrial sectors.

## Business-IT Enablement Services

In a world where digitalization is advancing relentlessly, a company's ability to optimize its business processes through innovative IT solutions is critical for long-term success.

**ADVASO defines Business IT Enablement as the creation of a solid IT infrastructure that enables companies to act in an agile, efficient, and competitive manner.**

Our approach focuses on designing IT in such a way that it optimally supports business processes while also providing space for innovation. We rely on close collaboration with our clients to develop a deep understanding of their individual needs and challenges. Based on this, we design tailored IT solutions that are not only aligned with current requirements but are also flexible enough to accommodate future developments.



The services are based on the proven ADVASO approach, the Business IT Framework, and the implementation tool Business Enablement Studio.

## ADVASO Business Enablement Studio

The ADVASO Business-IT Framework provides the proven methodology behind the Business Enablement Studio.

It reflects the following aspects of an effective IT services organization in interaction with the business:



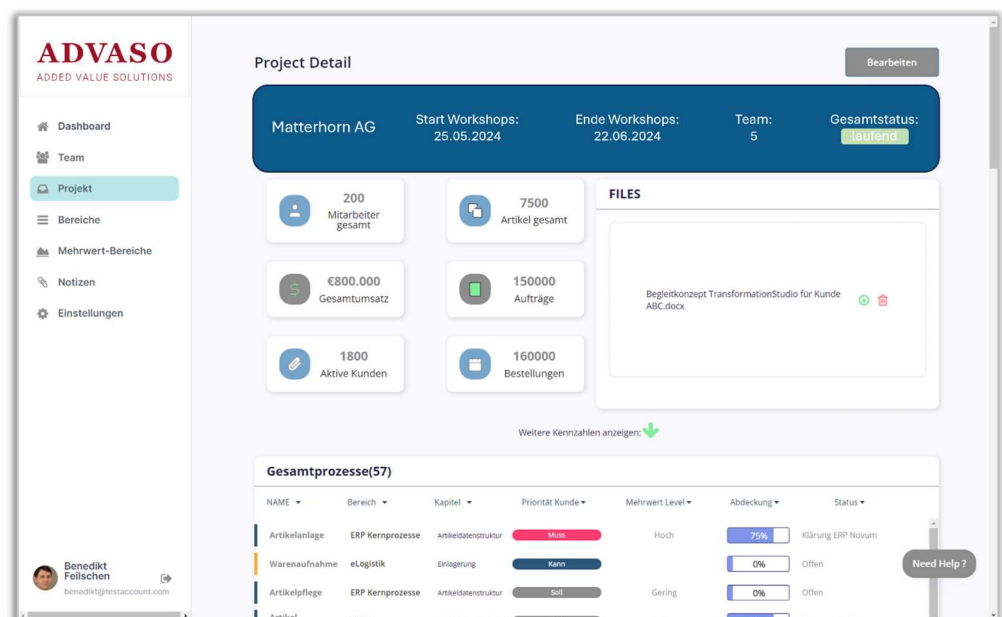
The "Business Enablement Studio" by ADVASO is a specially developed software designed to facilitate the (further) development of IT services, business services, operations, as well as people and change management.

By using this innovative platform, companies can streamline and adapt their internal processes and services—ranging from the implementation of new technologies to the optimization of existing workflows.

The Business Enablement Studio serves as a central interface that enables leaders and teams to proactively manage changes by providing a clear overview of all ongoing and planned projects. By integrating people and change management tools, the Studio supports companies in preparing their

employees for changes and actively involving them in the process, ensuring a seamless and effective implementation. With this approach, ADVASO offers a comprehensive solution that not only fosters development but also ensures the successful implementation of IT and business services.

From the introduction of new technologies and the optimization of existing systems to the digitalization of business processes—our comprehensive range of services in the area of Business IT Enablement ensures that our clients can fully leverage the benefits of digitalization. By employing state-of-the-art technologies and methods, we enable not only increased efficiency



and cost reductions but also the creation of new business models and the exploration of new markets.

We accompany you every step of the way, ensuring that your IT strategy is perfectly aligned with your business goals, thereby achieving a sustainable competitive advantage.

## Why ADVASO Business-IT Enablement Services

From the introduction of new technologies and the optimization of existing systems to the digitalization of business processes—our comprehensive range of services in the area of Business IT Enablement ensures that our customers can fully capitalize on the advantages of digitalization. By employing cutting-edge technologies and methods, we not only enable increased efficiency and cost reductions but also drive the creation of new business models and the exploration of new markets.

We accompany you at every step, ensuring that your IT strategy is perfectly aligned with your business goals to achieve a sustainable competitive advantage.

**Conclusion:** ADVASO leverages expertise, experience, blueprints, and tools to help implement business objectives through technology. **We act as a mediator between business and IT in the context of achieving our customers' strategic goals.**

## Enterprise IT Project Management

The solution to business challenges lies in finding a balanced mix between implementing the company's IT strategy, addressing limitations, and reducing potential risks. Programs and projects often fail due to basic misunderstandings, lack of organization, and poor communication. ADVASO helps implement programs and projects successfully with methodologies, scalable certified resources (PMI, IPMA, Prince2, Agile, Hybrid, and others), and decades of experience.

### Focus projects for many of our clients include:

- Program and multi-project management
- Optimization of existing programs and projects
- Recovery of distressed projects
- M&A and divestiture (IT integration of acquired companies and IT carve-outs in the context of company sales)
- ITIL-compliant implementation of services
- Project Management Office (PMO) services

From our projects, we have learned that creating the right foundation is crucial for successful projects. Despite good intentions and initial enthusiasm, many projects fail due to simple oversights, communication problems, and other obstacles in teamwork, project organization, and project management.

Most of our projects are now successfully implemented as managed services, for example:



## Project Management as a Service PaaS (PMaaS)

PMaaS is a new form of project management consulting that stands out by having the project management service provider ADVASO take full responsibility for the success of a project (with a fixed-price guarantee based on defined price cards and project categories).

Organizations and companies can use PMaaS on a demand-driven basis and according to the actual current project workload, without burdening their own company resources.

## Project Management Office as a Service (PMOaaS)

PMOaaS includes the services of a Project Management Office:

- Strategic project management
- Project coaching and training
- Ensuring uniform standards and quality
- Coordination of projects and resources
- Dashboards and KPI-based analyses
- Automation of processes
- Assessments

## Project Support Office as a Service (PSOaaS)

PSOaaS allows you to outsource the administrative overhead of project managers to a back office. Based on a fixed-price guarantee, we handle classic administrative tasks in your projects for you. These include:

- Reporting
- Scheduling coordination
- Project plan updates
- Monitoring of costs, risks, and schedules
- Communication management

## Center of Excellence

The Center of Excellence is the logical extension of our services. ADVASO ensures that you enter a continuous improvement process based on our knowledge and experience and successfully apply the insights and skills gained to programs and portfolios.

## Overview PM Service-Packages:

Combine the ADVASO project management services individually

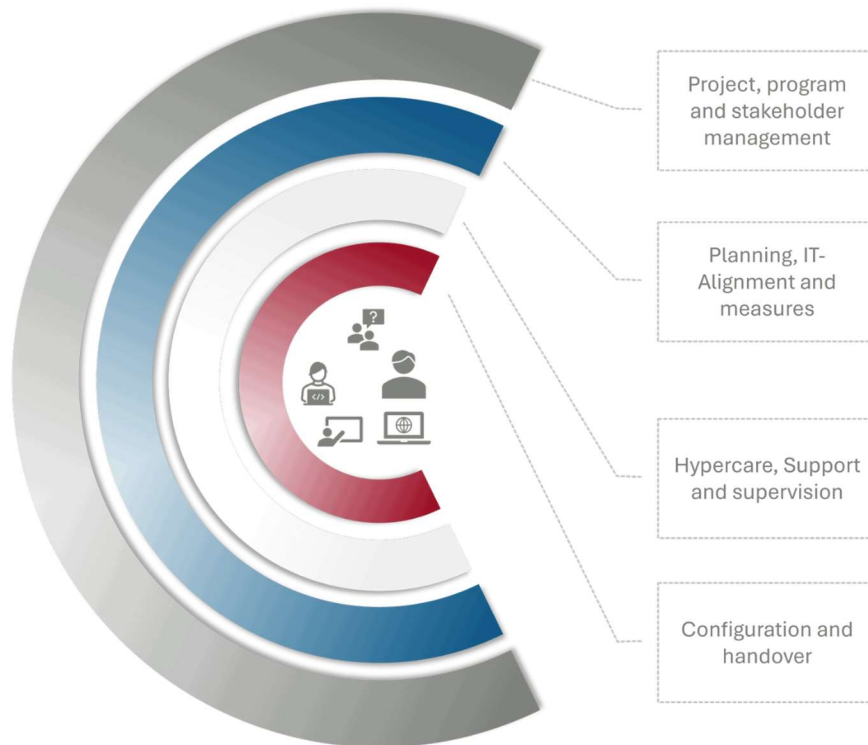
- according to your specific needs
- Tailored to your projects and programs
- long-term or limited in time
- to transfer know-how to your employees
- for continuous improvement
- at fixed, predictable prices

	Projekt Management (PMaaS)	Projekt Support Office (PSOaaS)	PM Office Basis (PMOaaS)	PM Office Advanced (PMOaaS)	CENTER OF EXCELLENCE
Project Management	✓				
Resource Management	✓		✓	✓	✓
Reporting & KPIs	✓	✓	✓	✓	✓
Deadline Management	✓	✓	✓	✓	✓
Cost Control	✓	✓	✓	✓	✓
Communication Management	✓	✓	✓	✓	✓
Project Administration		✓	✓	✓	✓
Development & Maintenance of Standards and Processes			✓	✓	✓
Knowledge Management				✓	✓
Assessments				✓	✓
Training				✓	✓
Portfolio Management & Continuous Improvement Processes					✓

ADVASO uses software and templates in its projects that can be easily integrated into existing customer environments (e.g., Microsoft, Atlassian, ...).

## Infrastructure Services

A modern IT infrastructure not only reduces operating costs and increases user productivity but also helps significantly reduce external threats. Many people, workplaces, processes, and technologies are affected. All stakeholders, both internal and external, must be motivated to do the right thing at the right time to ensure the project's successful implementation.



## Architecture

Many technologies, platforms, and processes are seemingly predetermined. But does it all fit together?

Planning a target architecture as part of sourcing projects or renewing one's own infrastructure often presents a challenge. Which solutions should be chosen to optimally support processes and applications? Which data, for security reasons (data classification), should be stored locally, and which can be moved to the cloud? ADVASO, with its experts, assists in architecture planning to avoid unpleasant surprises in infrastructure matters beforehand.

## Planning

Experience shows that infrastructure projects and their follow-up costs are often calculated too narrowly, with risks, opportunities, and dangers not sufficiently considered, and change processes not taken into account. This often leads to project delays during implementation and cost explosions. ADVASO plans all resources, costs, risks, and opportunities involved in the project, as well as the necessary process adjustments, to ensure the success of the project.

## Project Management and Implementation

Using the example of a company-wide IT rollout, it involves much more than just the simple implementation of a new technical application or platform. In addition to the pure technical skills available internally and externally, orchestration is absolutely essential. ADVASO takes over the complete orchestration of resources (internal and external), the management of your service providers, as well as the monitoring of budget and schedule adherence, risks, and all other necessary steps to ensure the success of your project.

## Server and Client Roll Out

ADVASO has experienced experts with technical, social, and management skills for complex server and client rollouts.

## Hypercare

Hypercare support for users does not begin at the end of the project but rather from the start of the first delivery. This is the only way to avoid productivity losses and frustration among users, and most importantly, to ensure acceptance and the success of the project.

## Cloud Services in the Context of Infrastructure Projects

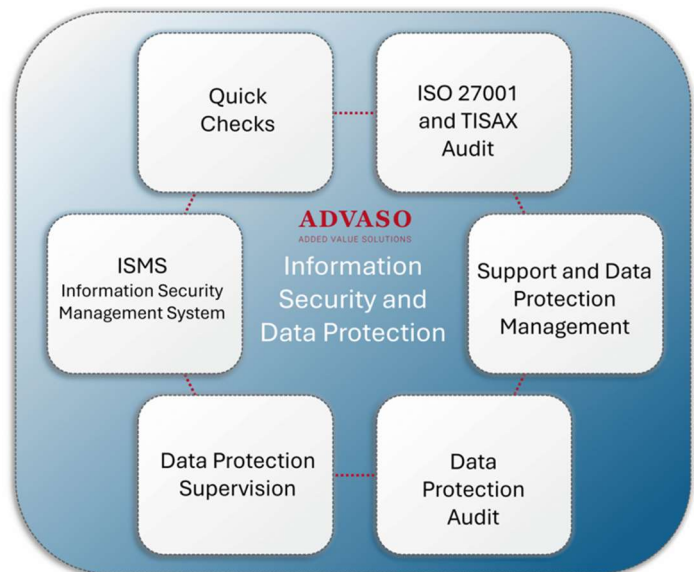
Private, public, or hybrid: ADVASO supports the development of the right strategy, selection, and implementation of technologies and services, as well as choosing the right providers.

## Operation and Security

ADVASO ensures operations are maintained after planning and implementation while adhering to IT security requirements.

## IT Security and Data Protection

Information security serves to protect against dangers and threats, prevent economic damage, and minimize risks. Protect yourself against information theft and espionage, as well as liability and business risks. Safeguard against threats, reduce risks in information processing, and build trust with your business partners. BSI-200, ISO 27001, TISAX, GDPR.



### Cyber Threat Defense

- Data Center and Server: Security Operations Center (Real Time 24/7 Security Monitoring), Load and Stress-Testing
- Network: Firewall Assessments
- Endpoints: Neutral web, desktop, iOS, Android, and IIoT application pentests
- Conducting security audits and creating security concepts

### Quick Check

We work with you to determine the status quo regarding your objectives, internal and external requirements, and the desired certification level. As a result, you will receive a detailed activity plan for an individual and prompt implementation.

### ISO 27001 and TISAX Audit

Professional planning and execution of ISO 27001 and TISAX internal audits based on ADVASO blueprints, including final reports and annual reviews at a fixed price.

### Implementation of an Information Security Management System (ISMS)

Assessment and analysis of the status quo and objectives. Planning and establishment of your ISMS based on professional and technical requirements. Documentation and final report.

## Continuous Support and Data Protection Management

Companies are legally required to appoint a Data Protection Officer (DPO). Companies have the choice of appointing an internal DPO or hiring an external service provider.

We act as external Data Protection Officers for many companies and organizations. We also provide targeted support to internal DPOs for more complex requirements or when data protection tasks have been delayed. Additionally, we serve as sparring partners in challenging cases.

For documentation, we use a web-based data protection management system with diverse functions and a homogeneous data basis. The system meets the legal requirements for data protection management.

## Data Protection

Data protection is much more than implementing regulations to safeguard personal data. Exemplary data protection support helps you identify vulnerabilities, avoid risks, and raise awareness among users. ADVASO supports you in achieving data protection compliance, always with pragmatism at the forefront.

## Data Protection Audit

Whether you want to know where you currently stand in implementing data protection requirements or need expertise for your clients. Whether you need a neutral opinion or wish to review a process at a service provider, ADVASO supports you and conducts a customized data protection audit for you.

## Pricing Models

ADVASO offers various pricing models in close coordination with its clients.

These range from classic time & material to fixed-price components and services. ADVASO always recommends the most advantageous model for the client, with hybrid forms also being possible.

Prices are based on predictable complexity and are firmly agreed upon with the client for a predefined term in rate cards.

Leistung	T&M	Fixed Price	Service
Classic Consulting Services	•		•
Major Projects	•		•
Concepts	•	•	
Audits (e.g. Security, ISO27001, Data Protection)	•	•	
Data Protection Officer / DSB			•
Project Management	•		•
Project Management Office			•
Project Support Office			•
Business IT Enablement	•		•

## ADVASO as Strategic Partner for Your IT

ADVASO aims to be a key partner for your company in effectively managing the complex challenges of IT services and project management. With our specialized approach to Business-IT Enablement, ADVASO offers tailored solutions specifically designed to meet the needs of our clients, ensuring that business objectives are optimally supported by IT. By providing dedicated services in the areas of enterprise IT project management, infrastructure services, as well as information and data protection, ADVASO offers a comprehensive and integrated approach aimed at increasing efficiency and effectiveness in IT.

Collaboration with ADVASO allows your company to benefit from established methods, project structures, and blueprints that ensure the rapid and seamless implementation of IT projects. ADVASO's expertise in the efficient design and implementation of IT infrastructures can help you manage complexity, optimize costs, and simultaneously improve service quality. Particularly valuable is ADVASO's extensive experience in the field of information and data protection, which helps you meet the highest security standards and strengthen customer trust.

In addition, ADVASO's approach promotes innovation within IT processes by not only addressing current challenges but also providing forward-looking solutions that enable you to respond to market demands more quickly and effectively.

With a pool of experienced experts integrated into the project routine, ADVASO ensures seamless project execution and continuous improvement of IT services. This allows ADVASO to act as an extension of the IT team, focusing not only on short-term goals but also contributing to long-term competitiveness and customer satisfaction.

## ADVASO Value-Added-Solution for Your Enterprise

### Top Challenges in Enterprise-IT

The IT landscape, especially in large and complex organizations, faces a variety of challenges. These can range from technological innovations to organizational adjustments. Within our customer base, some common challenges and issues typically arise in the IT of large companies.

Here are the top 10 from our projects:

1. **Cybersecurity:** Always on the radar is the question of who might try to gain unauthorized access. For an airline where safety is paramount, cybersecurity is no exception. It's like an airport security check—you must stay vigilant to keep unwanted guests out.
2. **Data Management and Analysis:** Data is the new gold, but mining and utilizing it effectively remains a challenge. Are the data clear, valid, up-to-date, and consistent?
3. **Integration of New Technologies:** Whether it's implementing AI for personalized offers or blockchain for security, introducing and integrating new technologies requires asking: What are the benefits and risks of not doing it, and when is the right time?
4. **Cloud Migration:** Many companies are moving to the cloud. It's akin to relocating a company—everything must be meticulously organized.
5. **Compliance and Regulation:** What legal requirements need to be considered, both nationally and internationally? This is a regulatory challenge.
6. **Customer Interaction and Experience:** In the digital world, customer experience is everything. Companies should only invest in technologies that enable a seamless and personalized journey—from booking and online check-in to the business destination.
7. **IT Infrastructure and Network:** Maintaining and modernizing IT infrastructure, especially when it comes to real-time data and global connectivity, is like performing open-heart surgery. It requires experience and expertise.
8. **Talent Acquisition and Retention:** Bringing on board and retaining the best IT talent is critical. Great employees are the most important guarantee of success.
9. **Sustainability and IT:** How can IT operations be made more environmentally friendly? This is particularly important for companies that publicly commit to sustainability goals.
10. **Remote Work and Collaboration:** In a world where remote work becomes the norm, the challenge is to enable teams to collaborate effectively and make key information universally available at all times.

These challenges require a strong team, advanced technologies, and a clear strategy—it's a bit like navigating through turbulent skies, but with the right pilot at the helm, it becomes perfectly manageable.

## Top Challenges in IT Project Management

In IT project management, there are some challenges that often cause headaches. Here are the top challenges to overcome:

1. **Complexity Management:** IT projects are like an airport during holiday season—busy and complex. Managing this complexity, especially in projects involving multiple business areas and technologies, is an art in itself.
2. **Stakeholder Management:** From executives to affected employees, IT projects impact many internal and external stakeholders. Balancing their needs and expectations is essential for project success.
3. **Budget and Timeline:** Every project has its budget and schedule, leaving little room for delays or unforeseen costs. The challenge lies in meticulous planning that accounts for unexpected events and strikes the right balance of expertise, flexibility, and creativity.
4. **Technological Changes:** In the IT world, technologies often evolve faster than carefully crafted plans. A project starting today could be working with outdated technology tomorrow. The challenge is to stay current and remain adaptable.
5. **Risk Management:** Risks in IT projects are like turbulence on a flight - unavoidable. The ability to identify and mitigate risks early often determines a project's success or failure.
6. **Quality Assurance:** The quality of IT solutions must meet the highest standards, requiring rigorous testing and quality controls.
7. **Communication and Teamwork:** Effective communication and collaboration within the project team are crucial. Everyone needs to know exactly what to do and how best to contribute to the shared goal.
8. **Change Management:** Implementing new IT systems or processes often requires changes to existing workflows. Engaging employees in these changes is vital for success.
9. **Data Protection and Security:** In today's digital world, data protection and security are of utmost importance. For companies dealing with sensitive customer data, there is no room for error.
10. **Sustainability:** Projects must not only be economically viable but should also be environmentally sustainable. For a company committed to reducing its carbon footprint, this means IT projects should also contribute to the organization's green footprint.

To ensure overall success, IT project management must act skillfully to overcome these challenges. It requires experience, a strong team, and the willingness to continually learn and adapt.

## Top Challenges for IT-Services, Service Quality, SLA and IT-Efficiency

In a leading company, the challenges related to IT services, service quality, Service Level Agreements (SLAs), and IT efficiency are multifaceted and complex. It's a bit like juggling objects of various sizes—you must ensure everything runs smoothly and give the right impulses at the right time without losing sight of quality. Here's an overview of the key challenges from our projects:

1. **High Expectations for Service Quality:** Customers today expect a seamless, smooth, and positive digital experience—from product search to ordering/payment, delivery, and post-purchase service. IT must deliver peak performance around the clock to ensure this.
2. **Compliance with SLAs:** SLAs are the performance commitments for IT services—they specify exactly what customers can expect. The challenge lies in consistently meeting these SLAs, even when unexpected IT disruptions occur.
3. **Integration of Legacy Systems with New Technologies:** Many companies work with older IT systems that must seamlessly integrate with the latest digital solutions. This requires a mix of experience and innovation.
4. **Data Protection and Security:** At a time when data protection is more critical than ever, companies must ensure the personal data of business partners is secure. This builds trust and strengthens business relationships.
5. **Scalability of IT Services:** As demand fluctuates, IT services must be flexible. "Hard wiring" hinders business success!
6. **Global Orientation:** Your company operates worldwide, meaning your IT services must function across different time zones and under varying regulatory frameworks—no exceptions.
7. **Cost Pressure:** In your highly competitive industry, efficiency is crucial. IT must find ways to reduce costs without compromising service quality. Think of it as optimizing an aircraft's fuel consumption without sacrificing safety or comfort.
8. **Quick Response to Market Demands:** The ability to respond quickly to market changes is critical. Being second in customer favor often means being the first loser.
9. **Sustainability of IT Infrastructure:** Sustainability is an increasingly important topic. Many companies face the challenge of making their IT as environmentally friendly as possible.
10. **Promoting Innovation:** Finally, companies must constantly seek innovative solutions to improve efficiency and enhance the customer experience. Those who fail to adapt to the times risk becoming obsolete. There are many examples of companies that have disappeared from the market (e.g., Kodak).

Being successful requires excellent, forward-looking planning that always keeps business success in focus.

## ADVASO References

ADVASO uniquely combines expertise, experience, and access to the best available resources for our client projects. Successful references make us proud of the results we have achieved together with our clients.

### Reference: Consumer Bank

INDUSTRY	FINANCE
<b>SITUATION</b>	At ADVASO, we once faced seemingly insurmountable challenges together with our client during this project. On the technical side, the bank's master data project and the associated business processes ran seamlessly and with high quality. However, it became apparent that the costs of product delivery, driven by external services and supplier costs, were no longer market-competitive, ultimately rendering the product unviable in the market.
<b>CHALLENGE</b>	We found ourselves in a situation where, despite having an excellent, high-quality product, we could not achieve short-, medium-, or long-term market success. It became necessary to completely reevaluate the overall concept and turn the processes and data delivery chain upside down. A truly transformative approach was required.
<b>TRANSFORMATION</b>	Together with our clients, we embraced the challenge of providing a new, much better technical solution and an alternative production method with outsourced components based on modern internet functionalities. The inquiry services were made significantly more efficient. This also impacted the core customer relationships, which were completely digitalized. As a result, the entire value chain was automated, making it much more convenient for the customer, and ultimately reducing transaction costs by a factor of 10.
<b>SOLUTION</b>	It quickly became clear that this new overall process was not only much more market- and competition-oriented but also carried the potential for its own new platform- and service-based business model. We were able to provide standardized and automated market-demanded, business-critical services to a wide range of customers.
<b>RESULT</b>	The business model of this new platform was so attractive that the development costs were amortized within a year. As ADVASO, together with our client and partners, we founded a joint venture to further advance the technology and expand the market model.

## Reference: International Industrial Group

INDUSTRY	INTERNATIONAL INDUSTRIAL GROUP
<b>SITUATION</b>	As is often the case in large projects and complex programs, success strongly depends on efficient project management, which in turn relies on effective communication. In other words, a project only functions as well as the communication between the people involved. In this case, we are dealing with very complex international corporate structures with many people and departments involved from various countries and areas of responsibility.
<b>CHALLENGE</b>	For the responsible project manager, there is often a critical success situation where the project is on a knife's edge. Will it be a comprehensive success, or will it fail? At the same time, these complex project situations represent a kind of black box for the actual business leaders and budget holders. Will it be a success? Or a disaster? Without access to knowledge and experience from comparable previous projects, the risk of failure increases significantly.
<b>TRANSFORMATION</b>	We, along with our client, reached a point where a decision had to be made—either to continue with the old, inadequate structures or to fundamentally introduce a different approach with more project security, more transparency, and targeted, structured communication and documentation without unnecessarily inflating the project overhead.
<b>SOLUTION</b>	We decided to process previous project documentation from comparable projects, transfer the project results into a knowledge base, and link this knowledge to a project progress monitoring system. This system is available to all project participants. Routine and standard tasks were assigned to a dedicated project office—allowing project managers to focus on their core tasks. As a result, the projects gained momentum and were executed with improved outcomes in terms of timelines and budget compliance.
<b>RESULT</b>	The result was a cloud-based service for simple and complete project control. Project managers and responsible parties now have a simple yet powerful tool for managing and steering complex projects. All project steps are fully documented and transparent at all times. The developed tool was further optimized in subsequent projects and is now available to us and our clients for executing successful projects.

## Reference: Leading European Mobile Operator

<b>INDUSTRY</b>	<b>TELEKOMMUNICATION / MOBILE OPERATOR</b>
<b>SITUATION</b>	The Classic Challenge: Project management is the art of change management, consisting of communication, organization, and collaboration. A project only works as well as the communication between the people involved. But what happens when achieving goals seems impossible due to differing perspectives, misunderstandings, and immense time pressure, while the budget is exceeded, and all involved parties stand irreconcilably against each other? We helped a doomed project get back on track—within the non-negotiable time constraints.
<b>CHALLENGE</b>	This was about fiercely contested market shares and the delivery of state-of-the-art technology—the latest mobile phones—by the end of the year. The new "hardware" had to be certified before delivery to customers to ensure it could be operated as error-free as possible. Time was running out, there was no second chance, and yet all project parties appeared to be at an impasse.
<b>TRANSFORMATION</b>	Hard decisions had to be made. Should the project be declared a failure, or was there still a slim chance of achieving the desired goal in the very limited time remaining? Failure was not an option, so all parties and individuals involved in the project were ready for this extraordinary effort.
<b>SOLUTION</b>	We assessed the current situation regarding goals, resources, and costs through an intensive deviation analysis. From this, we derived and implemented the necessary steps to rescue and successfully continue the project. Reestablishing communication, moderating collaboration, and optimizing project organization were of critical importance.
<b>RESULT</b>	Our client was able to record a highly successful Christmas and year-end business as planned. Although the initial budget targets were not fully met, avoiding a larger multi-million-dollar loss combined with an enormous sales success made this a mere footnote in an otherwise highly successful project.

## Reference: International Conglomerate

INDUSTRY	INTERNATIONAL CONGLOMERATE
<b>SITUATION</b>	Sometimes, projects appear suddenly and unplanned, climbing straight to the top of the priority list. A large-scale cyberattack threatened to permanently disrupt our client's operations and production.
<b>CHALLENGE</b>	Due to a large-scale cyberattack involving the infiltration of trojans, facilitated by security vulnerabilities in the system architecture, the entire IT infrastructure of our client in the D.A.CH. region was paralyzed. Thanks to rapid detection and response, as well as the time difference in other regions of the world, the worldwide spread of the malware within the corporate structure was contained.
<b>TRANSFORMATION</b>	<p>The greatest challenge was to ensure that, despite the cyberattack, day-to-day business could continue uninterrupted in an emergency mode and, at the same time, to quickly and securely restore the infrastructure after removing the malware. Additionally, it was necessary to implement protection mechanisms to prevent future cyberattacks.</p> <p>Internally, the project "Restoration of Infrastructure" was not manageable both technically and politically.</p> <p><b>Key challenges to address were:</b></p> <ul style="list-style-type: none"> <li>• <b>Time:</b> Restoring 100% operational functionality.</li> <li>• <b>Cost/Damage:</b> Each day of downtime cost €20 million in operational losses.</li> <li>• <b>Politics:</b> Assigning blame and concealing failures.</li> <li>• <b>Sustainability and Prevention:</b> Securing the infrastructure against future cyber threats.</li> <li>• <b>International Teams:</b> Project implementation across corporate entities and national borders.</li> </ul> <p>A feasible plan had to be developed—and fast!</p>
<b>SOLUTION</b>	<p><b>ADVASO took over the crisis management project and quickly developed a program and engagement plan:</b></p> <ul style="list-style-type: none"> <li>• Creation of a program and associated projects involving external and internal resources.</li> <li>• Assembly of "emergency response" teams with the best available resources.</li> <li>• Development of an engagement plan to restore operational capability to internal corporate units as quickly as possible.</li> </ul> <p><b>In parallel with disaster recovery efforts:</b></p> <ul style="list-style-type: none"> <li>• Development of optimized security standards in collaboration with the client.</li> <li>• Leadership of a team to implement the new standards to prevent future cyberattacks.</li> </ul>

## RESULT

Within less than three months, alongside emergency operations, **24,000 clients and 1,200 servers were reconfigured and migrated to a hardened environment.** The team consisted of **65 internal staff and approximately 300 external employees.**

Thanks to the rapid deployment of the ADVASO team, with no chance for extensive preparation, damages estimated in the high nine-figure range were avoided.

Although the project originated from an almost catastrophic event that could have been avoided, the result was a new system environment that is not only more secure against future attacks but also more efficient and easier to maintain.

Are you interested in further details? We would be happy to arrange personal contacts with our reference customers.

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