

**What use are IT consultants and how do customers evaluate their performance?**

### **The new Fink Study is out – SAP consulting house itelligence plays in the top league in IT consulting topics**

Bielefeld (Germany) – October 16, 2008. In the new study of the IT consulting market in Germany by Prof. Dietmar Fink of the *Wissenschaftliche Gesellschaft für Management und Beratung* (Scientific Association for Management and Consulting) in Bonn, the most important IT consulting houses in Germany are evaluated from the customer's perspective including, for the first time, itelligence AG, Bielefeld. The full-service IT provider received especially high praise from SMEs.

Prof. Fink, Managing Director of the *Wissenschaftliche Gesellschaft für Management und Beratung* said "itelligence is today among the leading consulting companies in the upper midsize market. They have secured an outstanding position for themselves, primarily in SAP solutions."

Where selection of an IT consulting house was made by the midsize market, itelligence received top ratings. The 105 companies of the upper midsize market surveyed across Germany voted itelligence into 2nd place when asked which consulting house they would trust in ERP consulting/SAP. Only the SAP manufacturer itself performed better.

itelligence is also ahead in other areas. itelligence was also voted into 3 place by the mid-market in overall satisfaction, followed by a good rating of its IT knowledge of customer management offers such as CRM and innovative subject areas such as service oriented architectures (SOA) and technical know-how of SAP. itelligence AG's 3rd place, tied with Accenture, in the "process competence" category is also remarkable. It is especially noteworthy that in this category over a quarter of all those surveyed who know the company immediately voted itelligence AG as the best provider in 1st place.

**Press Release - itelligence**

**What use are IT consultants and how do customers evaluate their performance?**

**The new Fink Study is out – SAP consulting house itelligence plays in the top league in IT consulting topics**

Among all 254 companies surveyed, including 27 companies listed on the DAX, itelligence came 6th in the performance category out of 11 consulting companies considered alongside SAP Consulting, Accenture, IBM Business Consulting and Capgemini – an extraordinarily good result for a midmarket consulting house.

In the most renowned scientific survey of the IT consulting market in Germany, the consulting expert Prof. Fink asked a total of over 250 managers of the largest German companies from May through August 2008 about their experience of IT consultants and projects. His study found that the large DAX-listed companies do not consider their IT consultants especially outstanding. Conversely, the upper midsize market – itelligence AG's area of core competence – is more satisfied with its consultants and their services. In the upper midsize market, Prof. Fink includes companies with revenues of over EUR 500 million, but which are not among the top 500 companies in Germany.

Herbert Vogel, CEO of itelligence AG, said: "Our many years of experience in mid-market IT consulting projects is the basis for the highest possible quality and customer satisfaction. We offer our customers a transparent project structure and define common objectives with them. I am extremely delighted about our success in reaching such an outstanding position in the study. It is the result of the work of each of our individual consultants, who deliver quality to our customers, day in day out."

**About itelligence**

**itelligence is one of the leading international full-service provider for SAP employing more than 1,300 highly qualified employees in 17 countries and in 5 regions (America, Asia, Western Europe, Eastern Europe and Germany/Austria). As a mySAP Business, Service and Support Alliance as well as Global Partner Hosting and Global Services Partner, itelligence realizes complex projects in the SAP environment for over 3,000 customers worldwide. In 2006, itelligence obtained the status as Gold Partner SAP in Germany, U.S. followed in 2007. The company's services range from SAP consulting and licensing to outsourcing and services to proprietary industry-specific SAP solutions. In 2007, itelligence generated total sales of EUR 190,9 million.**

Public Relations:  
Silvia Dicke  
Tel: ++49 (0) 521-91448 107  
Fax: ++49 (0) 521-91445 201  
silvia.dicke@itelligence.de

itelligence AG  
Königsbreede 1  
33605 Bielefeld  
<http://www.itelligence.de>