

Transformation. All in one.

software one

softwareone.com

Beyond ordinary

SoftwareOne goes beyond the ordinary, maximising the value of technology so people and organisations can attain their (im)possible.

Organisations are driven to deliver on their missions. But they only have finite resources to innovate and succeed.

That's where SoftwareOne comes in. We systematically optimise IT environments, producing savings to fund the technology you need to transform. And keep on transforming.

We're a global IT reseller, solutions and services company that:

- Optimises ROI from IT spend
- Simplifies access and support
- Enhances workplace productivity
- Accelerates SaaS, cloud, data and AI adoption

SoftwareOne by the numbers

65k+

clients worldwide

60+ countries

across 5 regions at scale

Based on FY 2023

CHF 21.7bn

Group billings

7.5k

software vendor relationships

2030

net zero ambition⁽¹⁾

CHF 1bn

Revenue

~ 9,300 FTEs

incl. cloud experts with
5,000+ certifications⁽²⁾

460+

SoftwareOne Academy
students⁽³⁾
85% transition rate

CHF 245m

Adj. EBITDA,
24.3% margin

- (1) Scope 1&2
- (2) Microsoft, AWS and Google
- (3) Since foundation in 2021



Our clients

We **reduced demand forecasting errors by 5%** for a major pharmaceutical company by harnessing the analytical power of Microsoft Azure.



Our clients

We support Vocento to spin the news faster with Google Workspace, **improving collaboration across 100+ businesses.**

vocento



Our clients

We helped SLCA, a company that delivers fuel to over 300,000 flights a year, **secure contracts at four new airports after unifying data** on a business intelligence solution on Google Cloud.



Our clients

We helped Workrate maintain a **99.97% reliability of environment on AWS**, keeping their cloud infrastructure protected across Europe.

WORKRATE



Our clients

We **reduced** Bene Assicurazioni's **operating costs by 12%** and elevated their digital insurance services with a modern and secure cloud environment on AWS.



Our clients

We delivered significant **savings on licence expenses** for Portaal through a full range of IT managed services.

PORTAAL



Our clients

We shortened Panasonic's service delivery times **from 6-8 weeks to 1-2 weeks** by migrating to Azure.

Panasonic










Our clients

We serve **12.5m**
active users of
Microsoft 365.



Our purpose. Our values.

SoftwareOne opens up a world of extraordinary opportunities, fuelled by technology.

| | | | | | | |
|--|---|---|---|---|---|--|
|  |  |  |  |  |  |  |
| Humble | Customer focus | Employee satisfaction | Speed | Passion | Integrity | Discipline |
| We constantly look to improve and never forget the importance of our customers and colleagues. | We exceed expectations through great discipline and ensure a world class customer experience. | Our greatest asset. We love and support our colleagues and operate without hierarchy. | Fast is better than slow but we will not compromise on quality. | We strive for excellence, go the extra mile and have fun in what we do. | We are consistent, honest and fair and always do what is right. | In everything we do. We accept responsibility and deliver on all of our commitments. |

Does this sound familiar?

72%

of CIOs say their digital transformations were delayed due to technical debt¹

82%

of organisations cite managing spend as a top challenge¹

86%

of companies are not ready to integrate AI into their businesses with gaps in infrastructure, data and talent²

33%

of software and cloud spending is wasted³

55%

of IT leaders cite issues caused by lack of preparation when moving to the cloud¹

¹ "2023 CIO Pulse," SoftwareOne, 2023

² Cisco, 2023

³ "State of ITAM Report," Flexera, 2023

Digital transformation creates a messy middle

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of CIOs say their digital transformations were delayed due to technical debt¹

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¹ "2023 CIO Pulse," SoftwareOne, 2023

² Cisco, 2023

³ "State of ITAM Report," Flexera, 2023

SoftwareOne believes there is a **better way.**

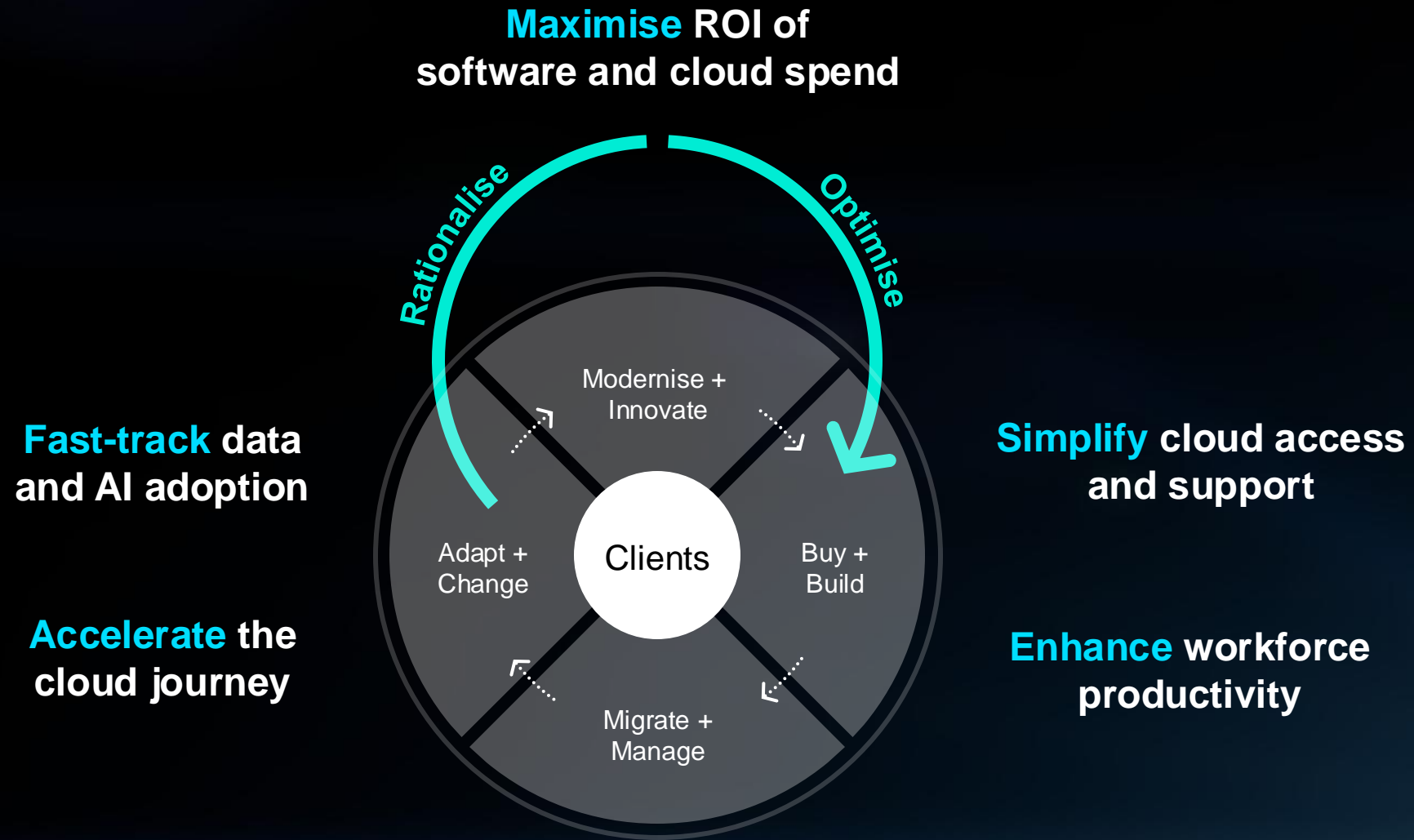


software **one**

Optimise to transform

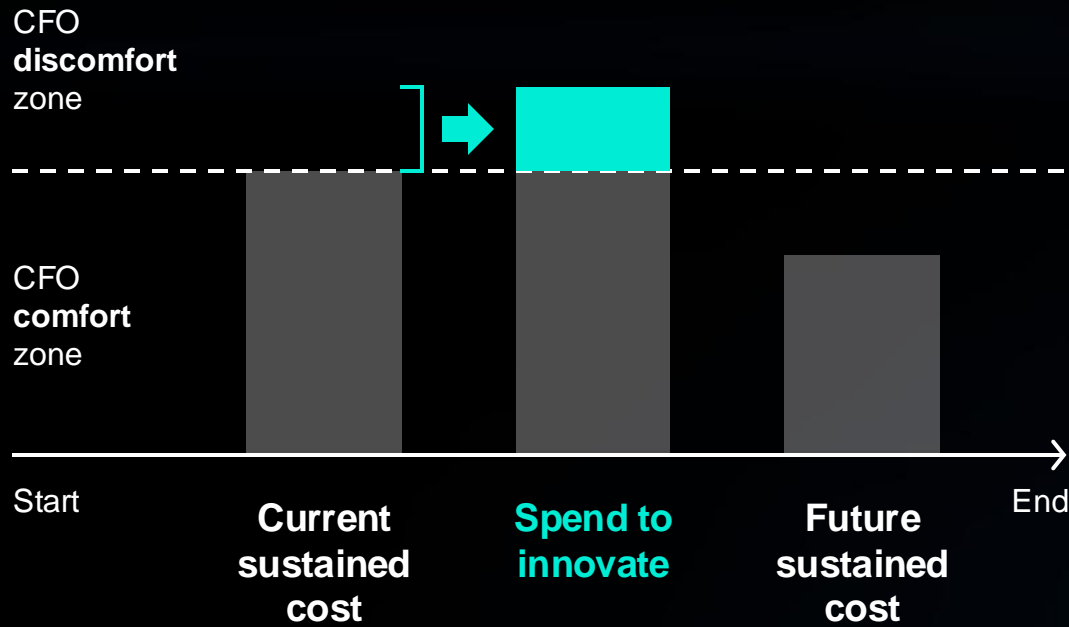


Optimise to transform using the SoftwareOne Flywheel.

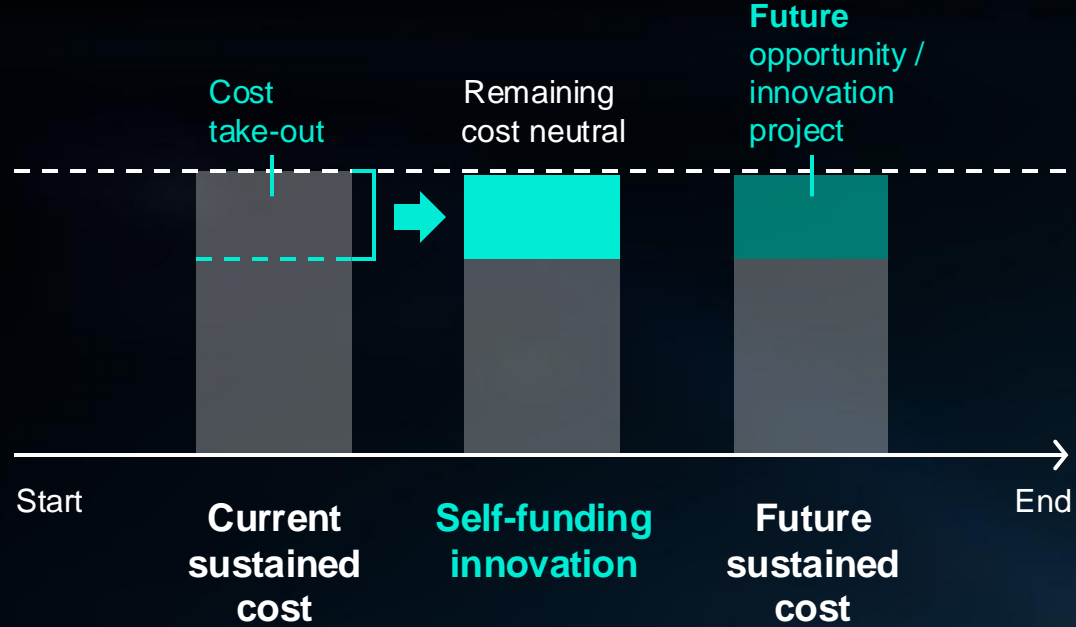


Take cost out first to help fund the next wave of innovation.

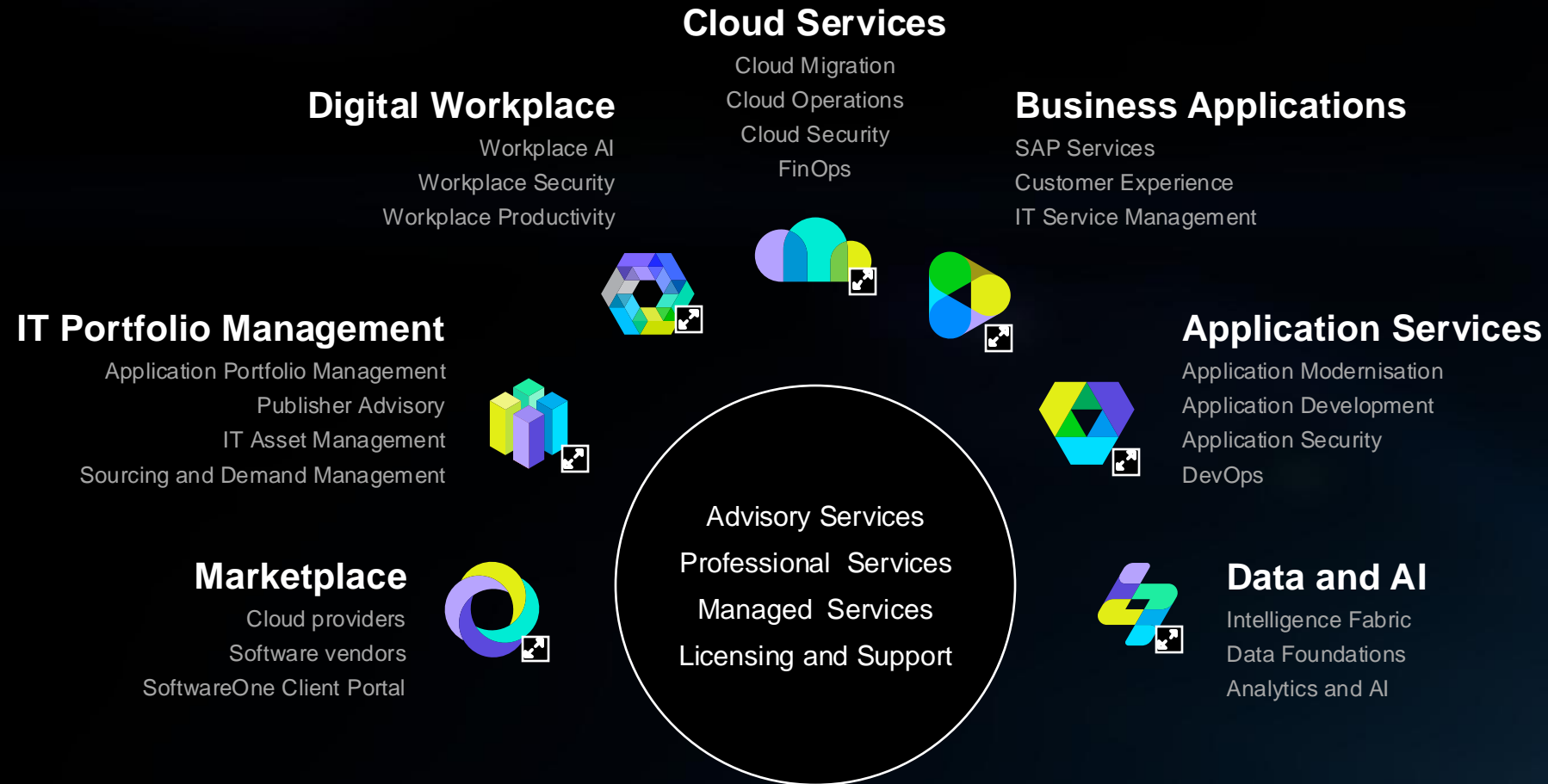
Typical budget profile



The SoftwareOne way



All in One. Solutions empowering your business.



Delivering outcomes in software, cloud, data and AI



Pioneering Workplace AI for tomorrow's high-performance workplace

- Modernised AAMI's digital office delivering an AI-powered high-performance workplace.
- Successfully deployed Copilot for Microsoft 365.
- Driving change in work practices, to improve knowledge and security.

aam
INTERNATIONAL

Microsoft Copilot
Advisory



Clearing the way for green energy with Azure

- State-of-the-art software architecture providing high levels of scalability, flexibility and security.
- 100 terabytes of cable data collected from up to 2,000 sensors per month to be processed and analysed in real time.
- Enabling HIGHVOLT's rapid responses, through AI-based location of cable faults.

**HIGH
VOLT**

Application Services,
Data and AI Services



Helping ACCO see the future with data analysis on AWS

- Standardised and consolidated ACCO's data lake to ensure outstanding client service.
- Established clear ownership of data governance.
- Predictive data analysis supports ACCO's sales and marketing activities; predictive maintenance raising client service quality even more.



Cloud Services,
Data and AI Services

Accelerating mining companies' performance and sustainability

- Modernised cloud infrastructure on AWS for Brainiall's AI-driven IoT SaaS solution for mining companies, allowing faster deployment of client environments, ultimately making mining more efficient.
- 20% less cloud consumption costs; 50% lower TCO for projects compared to its previous cloud provider.
- Accelerated go-to-market through co-selling with SoftwareOne and the AWS Marketplace.

BRINIALL

Data and AI Services, Cloud Migration Services, NextGen ISV Modernisation Programme

software **one**

Embracing Azure for future-proof innovation

- 50% infrastructure cost savings and 4x faster provisioning of servers.
- Migrated on-premises data centres of 11 sites (incl. 170 servers and 50 other services) across Europe into a consistent Azure cloud infrastructure.
- Delivering continuous managed cloud computing services and advisory support.

Panasonic

Cloud Migration
Services, Cloud
Managed Services



Stepping up fashion footwear with advanced data analytics

- Helped Camper develop a customised data management solution in the Google Cloud.
- Improved insights into retail strategies, customer behaviour, sales/marketing performance and e-commerce experience.
- Unified data repository replaced localised, manual data entry and data analysis processes.

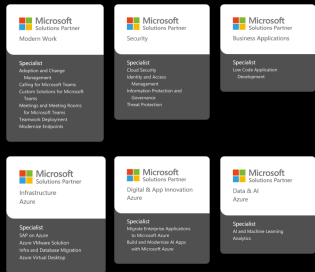


Digital Workplace Services: Adoption and Change Management for Google Workspace; Data and AI Services: Data Consolidation and Migration; Google BigQuery; Google Cloud Storage; Looker Studio



Our deep Microsoft, AWS, Google and ServiceNow expertise.

All 6 Solutions Partner Designations and Azure Expert MSP



Microsoft Partner
Azure Expert MSP

AWS Premier Tier Services Partner



Google Cloud Premier Partner



ServiceNow Elite Partner



vmware

MEDITECH

HITACHI

proofpoint

DocuSign



COMMVault



VERITAS

Standard software from 7,500+ vendors in our marketplace

FLEXERA

VEEAM

splunk

ORACLE



+able

BitTitan

Acronis

citrix

sage

SOPHOS

AUTODESK

mimecast



Access, expertise and reach through SoftwareOne

9,300+ professionals providing vendor-neutral commercial and technology advice

Major Player in the **IDC Global Cloud Professional Services 2024**

Certified Information Security Management System according to **ISO 27001 and ISO27017 SOC 2 Type 1**



4 years as a Leader in the Gartner® Magic Quadrant™ for SAM Managed Services

~2,500 software procurement experts
900+ Dedicated ITAM & FinOps consultants

FinOps Foundation Certified Service Provider
200+ FinOps certified practitioners



30+ years of software licensing expertise

65,000 global buying entities

7.5k+ global software vendors

1,200+ architects, designers and developers
400+ Data and AI experts

800+ distinct skills across all major technologies (AWS, Microsoft Azure, and Google Cloud)

30+ partnerships with leading data and AI solution providers

Microsoft Solution Partner with all **6 designations** and 15 advanced specialisations

Azure Expert Managed Service Provider

3,000+ Microsoft certifications
730+ Microsoft-certified individuals

Microsoft Partner
Azure Expert MSP

AWS Premier Tier Services Partner

AWS Managed Services Provider

1,250+ AWS certifications
21 AWS competencies and partner programmes



Google Cloud Platform Premier Partner

Google Workspace Premier Partner

4 Google Cloud specialisations



SAP Gold Partner
Authorised Reseller for RISE with SAP

600+ SAP client projects (cloud migrations, SAP S/4HANA conversions, RISE with SAP)

910 SAP & Cloud Certifications
400 SAP specialists with an average of 15+ years of industry experience



Transformation is hard and clients need protecting at times. It's a bit like the peloton in the Tour de France. The team surrounds the elite riders on the uphill sections to shield them from the wind, to make sure the main rider conserves energy for the end of the race.

We are shielding and protecting our clients and when the time is right the peloton opens up and the client accelerates ahead.



Brian Duffy
CEO, SoftwareOne



Digital Ideation

Map out what's next for your tech estate

Your opportunity



Improve IT asset tracking and risk mitigation



Harness scalability and cost-efficiency of cloud platforms



Reduce IT costs and improve resource utilisation



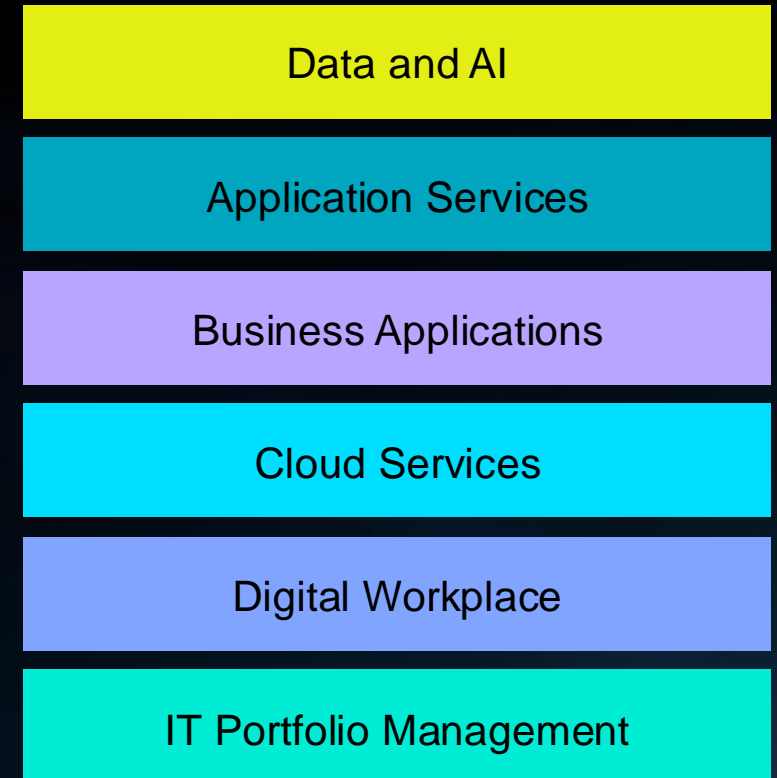
Modernise, rationalise and align your application portfolio



Make informed, data-driven decisions



Streamline core business processes



Ready to
take the
next step?

software **one**



Get in touch.

marketing.it@softwareone.com

www.softwareone.com/it-it

SoftwareOne Italia

Centro Direzionale Milanofiori,
Strada 2, Palazzo C
20057 Assago (MI)



Transformation. All in one.



Our services at a glance





SoftwareOne Marketplace

Discover, buy and manage software and cloud solutions



Marketplace Platform

Streamline and simplify your software procurement through our easy-to-use self-service Marketplace Platform.

Our Marketplace Platform serves as a central hub for all digital software transactions, empowering organisations to make informed, data-driven purchasing decisions with ease.

If you require more tailored help, our advisory and managed services can support your software licensing and procurement needs.

Managed Services

| | | |
|---------------------|--------------------|---|
| Software Sourcing | Publisher Advisory | AWS Marketplace with SoftwareOne insights |
| Marketplace Express | Marketplace Elite | Marketplace Digital Supply Chain |

Client challenges we address

- Single transaction touchpoint for easy vendor management
- Simplified procurement processes
- Purchasing guardrails
- Licences and renewal management

Vendor challenges we address

- Increased global reach
- Faster route to market
- Simplified management of product offerings and updates
- Enhanced value chain

Developer challenges we address

- Ability to build integrations on both sides of the ecosystem

30+
years of software
licensing expertise

65,000
buying groups
served

10k+
global software
vendors





IT Portfolio Management

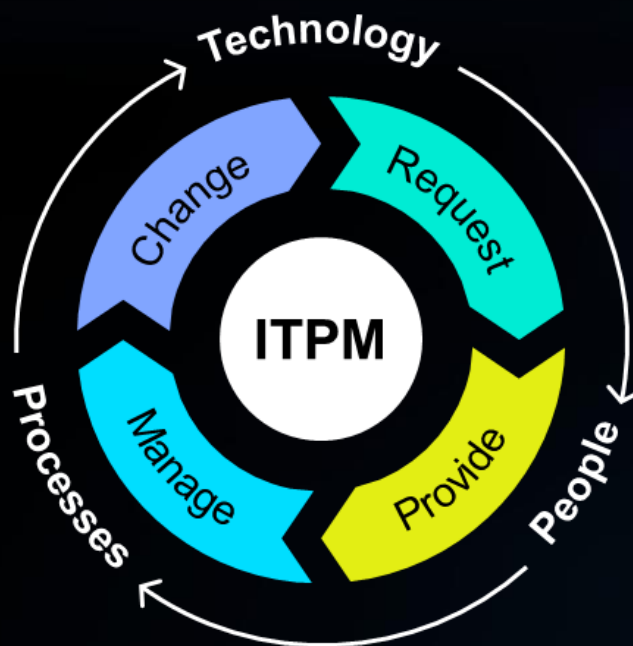
Maximise ROI of software and cloud spend



With our IT Portfolio Management services, clients can build modern, flexible and sustainable IT environments.

Managed and Professional Services

| | |
|----------------------------------|---|
| Application Portfolio Management | Software Sourcing and Demand Management |
| IT Asset Management | Publisher Advisory |
| FinOps | |



Challenges we address

- Cost and complexity reduction
- Contract rationalisation
- Application sprawl
- Vendor management
- IT sustainability
- Risk mitigation

4 years

as Leader in Gartner Magic Quadrant for SAM Managed Services

~2,500

software procurement experts

900+

dedicated ITAM and FinOps consultants

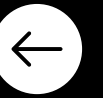
Strategic ITAM tooling partners





Digital Workplace

Work from anywhere, collaborate with anyone



Professional Services

Managed Services

| | | |
|------------------------|--|---|
| Workplace AI | Copilot for Microsoft 365 Gemini for Google Workspace | |
| Workplace Security | Microsoft 365 or Google Workspace security strategy, roadmap and implementation Backup and Recovery for Microsoft 365 | Managed Security for Microsoft 365 Managed Detection and Response for Microsoft Sentinel |
| Workplace Productivity | Unified Communications Contact Centre Services | Unified Communications Managed Services Managed Voice Contact Centre as a Service |
| Workplace Adoption | Training, communications and strategic adoption support for workplace solutions | Managed Adoption |

Licensing and support

| | | |
|----------------------|---------------|-----------------------------|
| Workplace Essentials | Microsoft CSP | Integrated Support Services |
|----------------------|---------------|-----------------------------|

Proven expertise

Microsoft

Microsoft Solution Partner with 15 advanced specialisations and all 6 Modern Work competencies

Microsoft Azure Expert MSP

730+ Microsoft-certified practitioners

Microsoft Intelligent Security Association member

Microsoft-verified managed XDR partner

Google

Google Premier Partner

Work Transformation specialisation

Microsoft Solutions Partner
Modern Work

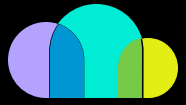
Specialist
Adoption and Change Management
Calling for Microsoft Teams
Custom Solutions for Microsoft Teams
Meetings and Meeting Rooms for Microsoft Teams
Teamwork Deployment
Modernize Endpoints

Microsoft Solutions Partner
Security

Specialist
Identity and Access Management
Threat Protection

Member of
Microsoft Intelligent Security Association



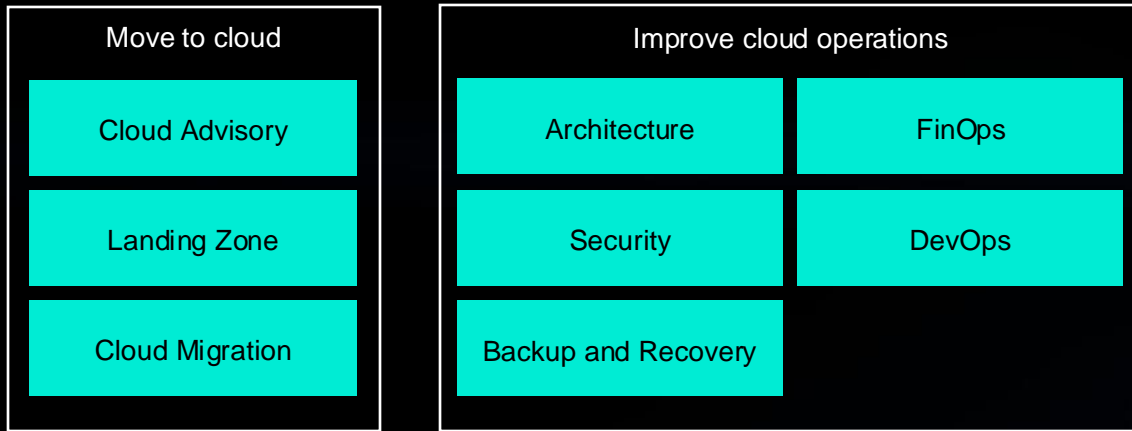


Cloud Services

Optimise what you have, build what you don't



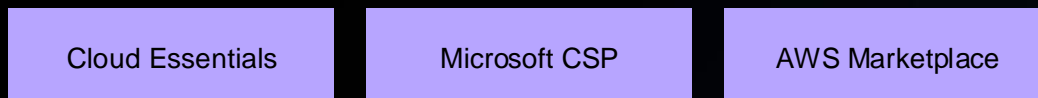
Professional Services



Managed Services



Licensing and support



Proven expertise

Microsoft Partner

Azure Expert MSP



Microsoft Solution Partner with all 6 designations

Azure Expert Managed Service Provider

15 specialisations

#1 Azure licence sales partner

3000+ certifications



FinOps Foundation board member

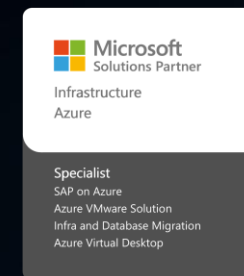
FinOps Foundation Certified Service Provider, Training Provider and Platform



200+ certified practitioners



ISO/IEC 27001:2013, 27017:2015
AICPA SOC2, SOC3



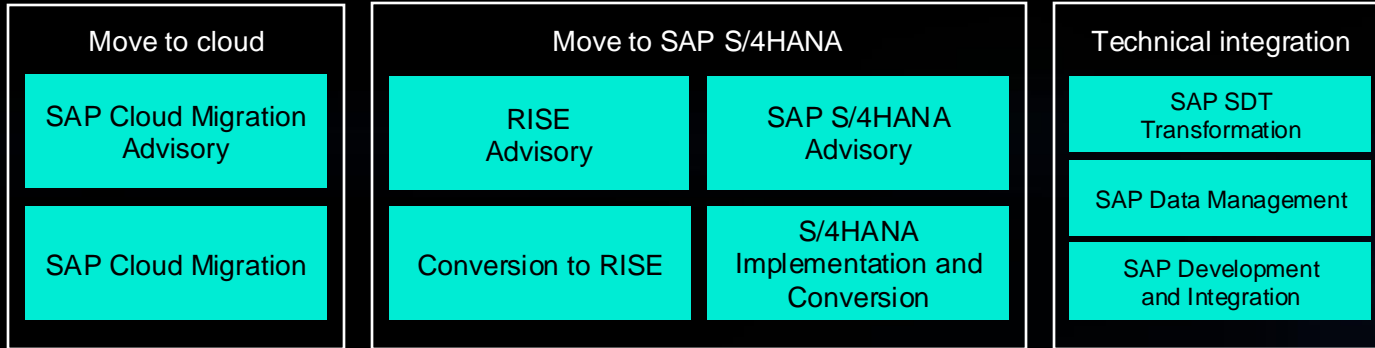


Business Applications – SAP services

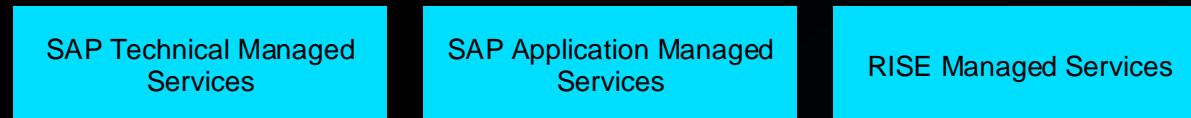
Modernise your SAP platform and become innovation-ready



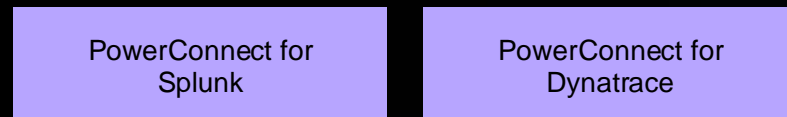
Advisory and Professional Services



Managed Services



Products



Challenges we address

- Business case and roadmap to SAP S/4HANA
- Innovation platform using SAP and cloud providers
- Data and AI, integrations and business performance

400+

SAP specialists with an average of 15+ years of industry experience

900+

SAP and cloud certifications

86%

consultants with at least one certification

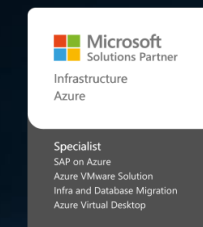
600+

SAP client projects

7+ years

of experience in delivering SAP on cloud

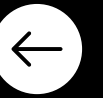
Competencies



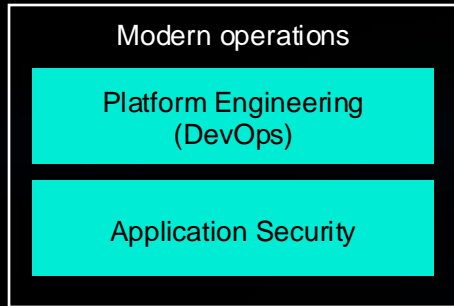
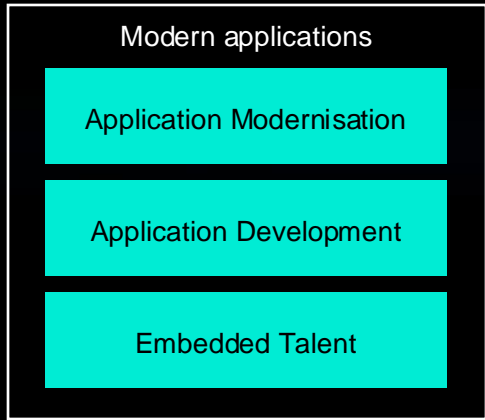


Application Services

Advance business with digital solutions



Professional Services



User experience

Application design

Software development lifecycle

Architectures

Design thinking

Event storming, domain-driven design, attribute-driven design

DevEx, DevOps, CI/CD, IaC, Kanban, Scrum, SAFe

Cloud-native, event-driven, Kubernetes

Proven expertise

- 1200+ architects, designers and developers
- 400+ data and AI experts
- 800+ distinct skills across all major technologies
- Development support for AWS, Microsoft Azure, and Google Cloud

Microsoft Solutions Partner
Digital & App Innovation Azure

Specialist
Migrate Enterprise Applications to Microsoft Azure
Build and Modernize AI Apps with Microsoft Azure

aws PARTNER
Security Services Competency

aws PARTNER
Migration & Modernization Software

SELL | SERVICE
Premier Partner
Google Cloud

aws PARTNER
AWS Marketplace Skilled Consulting

aws PARTNER
DevOps Services Competency

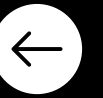
Microsoft Solutions Partner
Data & AI Azure

Specialist
AI and Machine Learning Analytics

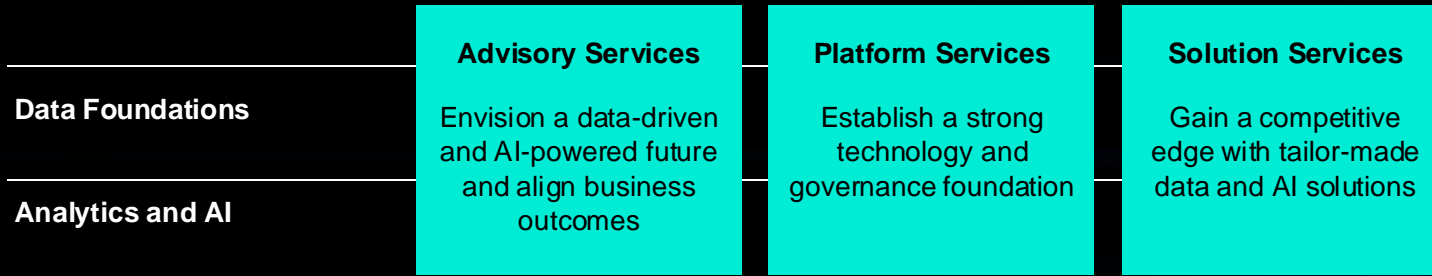


Data and AI

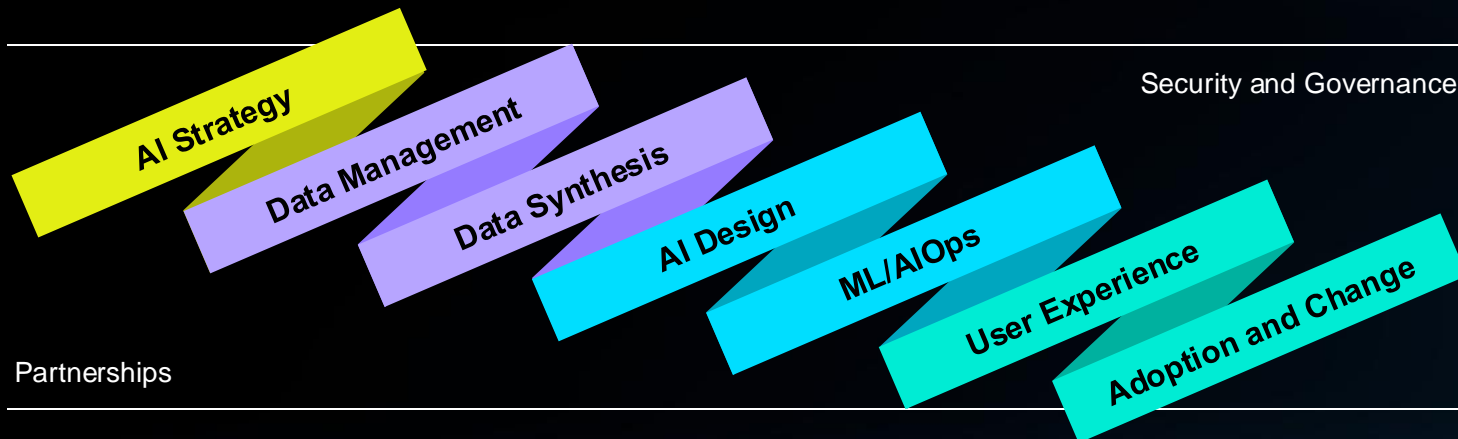
Data-driven, AI-powered



Professional Services



SoftwareOne Intelligence Fabric



Breadth of capabilities

From GenAI employee productivity software to data modernisation to custom AI-powered applications

Proven data and AI expertise

400+ data and AI experts
Specialised knowledge of leading data sources and platforms

Ecosystem synergy

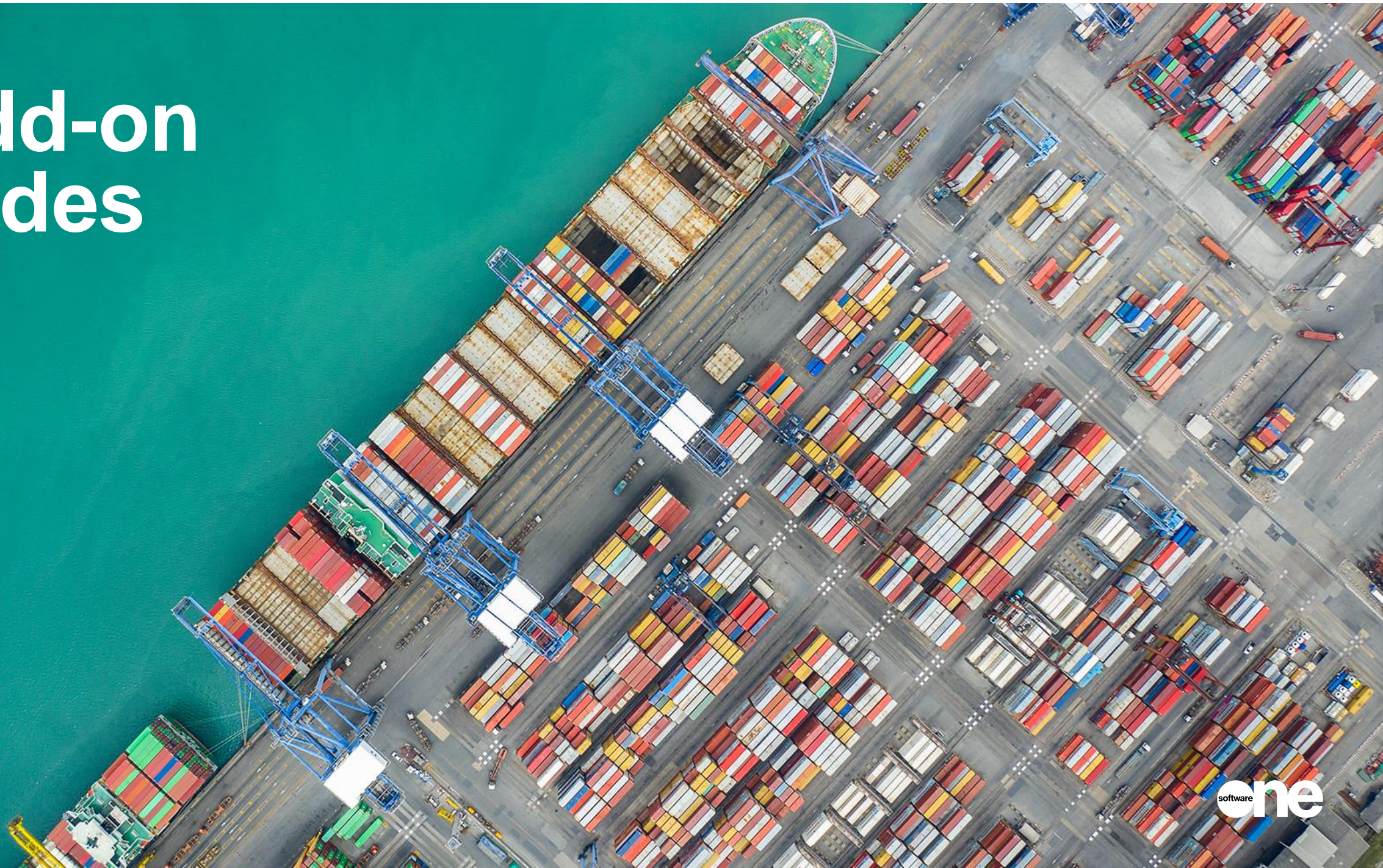
Partnerships with 30+ of the leading data and AI solution providers

Commercial excellence

Enterprise-grade digital transformation for businesses of all sizes



Add-on slides



SoftwareOne is a global Microsoft Solutions Partner

Microsoft Partner Azure Expert MSP



| | | |
|--|---|--|
| Modern Work | Security | Business Applications |
| Specialist Adoption and Change Management Calling for Microsoft Teams Custom Solutions for Microsoft Teams Meetings and Meeting Rooms for Microsoft Teams Teamwork Deployment Modernize Endpoints | Specialist Cloud Security Identity and Access Management Information Protection and Governance Threat Protection | Specialist Low Code Application Development |
| Infrastructure Azure | Digital & App Innovation Azure | Data & AI Azure |
| Specialist SAP on Azure Azure VMware Solution Infra and Database Migration Azure Virtual Desktop | Specialist Migrate Enterprise Applications to Microsoft Azure Build and Modernize AI Apps with Microsoft Azure | Specialist AI and Machine Learning Analytics |



30+ years of partnership with Microsoft



Azure Expert MSP since 2017



Specialist for Microsoft data, AI and GenAI solutions



All 6 Solutions Partner designations and numerous specialisations in the Microsoft AI Cloud Partner Programme

Contributing member of the Microsoft Intelligent Security Association



2,900+ Microsoft cloud technical certifications worldwide



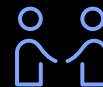
Optimised M365 and Azure spending for 35,000 clients

More than 12.5 million active users of M365 and O365

SoftwareOne is a global AWS Premier Tier Partner



21 competencies and AWS partner programme certifications including specialised verticals (SMB, Financial, Nonprofit, Public Sector, ISV/SaaS)



8 AWS Service Delivery Validations and 500+ AWS client launches



Specialist for **data and AI, application modernisation and workload migration** to AWS, including Microsoft, SAP, Oracle, VMware



350+ AWS solution architects and engineers with 1,250+ AWS certifications to deliver success on AWS cloud



Deep end user **computing and customer experience** expertise, including **AI-powered contact centre** solutions with Amazon Connect



Supporting 450 ISV and SaaS providers on AWS Marketplace with procurement and FinOps services

SoftwareOne is a global Google Premier Partner



Premier Partner on all Google Cloud business lines with 4 specialisations

Infrastructure

Data Analytics

Location Services

Work Transformation



+200 Google Cloud Professional certifications

Google Cloud Iberia Sales Partner of the Year 2023



Expert in:

Cloud Services for Google Cloud, including advisory, migration, and managed services

Digital Workplace Services for Google Workspace and Gemini for Google Workspace

Application Modernisation and Data and AI Services

Geolocation Services with Google Maps



Information Security Management System certified ISO/IEC 27001:2013



Global support team including **12 Support Centres** worldwide



Serving **750+** Google clients

SoftwareOne is a global ServiceNow Elite Partner

| | |
|--|--|
| <p>servicenow</p> <p>ELITE Partner</p> <p>Consulting & Implementation</p> | <p>servicenow</p> <p>ELITE Partner</p> <p>Reseller</p> |
| <p>servicenow</p> <p>SOFTWARE ASSET MANAGEMENT</p> <p>Certified Implementation Specialist</p> | <p>servicenow</p> <p>HARDWARE ASSET MANAGEMENT</p> <p>Certified Implementation Specialist</p> |
| <p>servicenow</p> <p>IT OPERATIONS MANAGEMENT</p> <p>Certified Implementation Specialist</p> | <p>servicenow</p> <p>IT SERVICE MANAGEMENT</p> <p>Certified Implementation Specialist</p> |
| <p>servicenow</p> <p>ADVANCED PLATFORM Partner</p> <p>Build</p> | <p>servicenow</p> <p>Built with ServiceNow Offering</p> |



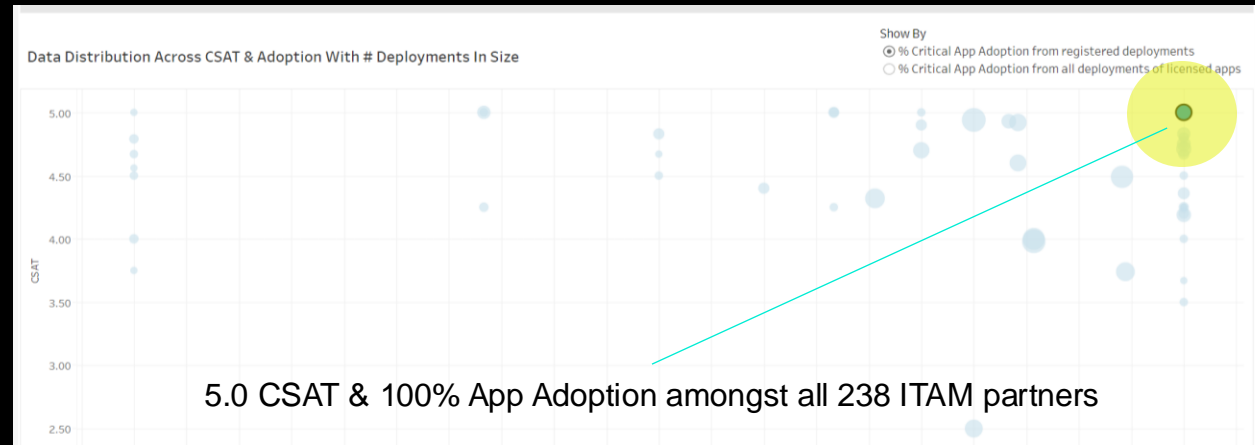
World leader in ServiceNow and ITAM, with product line achievements in **SAM** and **ITOM**



One of three practices reviewed and validated by ServiceNow



51 SAM and 21 HAM accreditations



We're one: Delivery Centres

Services and Marketplace

17

Services
Delivery Centres (xDCs)

3

Marketplace
Delivery Centres

13

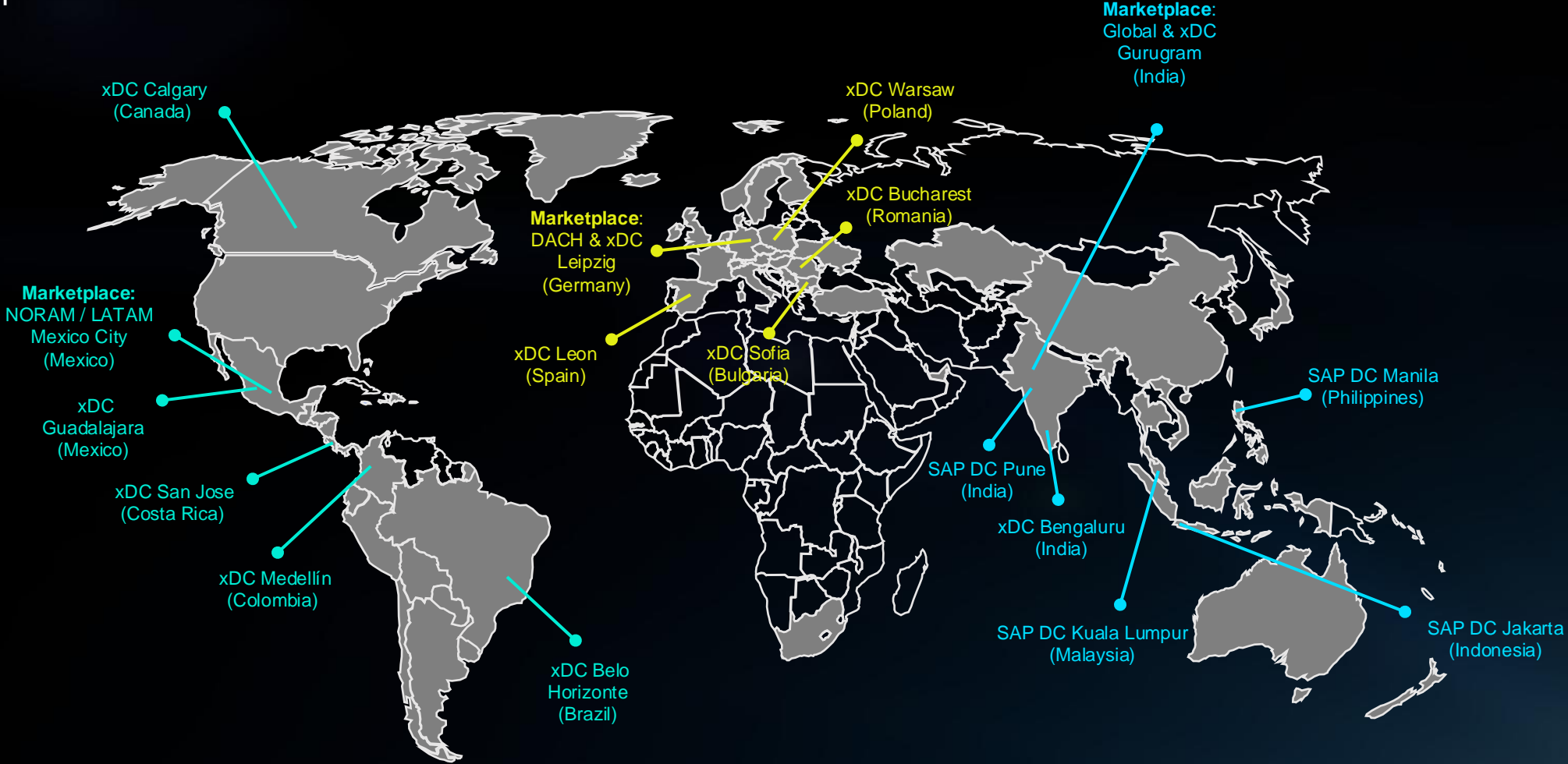
24/7 support in 13
languages

60

Local presence in
60+ countries

150

Able to transact in
>150 countries



| | | | |
|----------------------------|---------------------------|------------------------------|-----------------------|
| SoftwareOne local entities | Delivery Centres AMERICAS | Delivery Centres EMEA/AFRICA | Delivery Centres APAC |
|----------------------------|---------------------------|------------------------------|-----------------------|



















A Leader for the **fourth** consecutive year!

We are proud to have been recognised by Gartner® as a Leader in its 2023 Magic Quadrant™ for SAM Managed Services for the fourth consecutive year.

Get your complimentary copy at
softwareone.com/GartnerMQ

Recognised as a leader in multiple categories

| | | | | | | | | | |
|---|--------|--|---------------------------------|------|---|-----------|---|-----------|------|
|  | Winner | Microsoft Partner of the Year | Hong Kong, Puerto Rico, Bolivia | 2024 |  | Winner | AWS Government Partner of the Year | LATAM | 2023 |
|  | Winner | Microsoft Partner of the Year – Data and AI | LATAM | 2024 |  | Finalist | AWS Managed Services Partner of the Year | Global | 2023 |
|  | Winner | Microsoft Partner of the Year – Infrastructure and App Innovation | LATAM | 2024 |  | Finalist | AWS SI Partner of the Year | EMEA | 2023 |
|  | Winner | Sophos MDR Partner of the Year | Germany, Austria, Switzerland | 2024 |  | Winner | Google Sales Partner of the Year | Spain | 2023 |
|  | Winner | Quest Partner of the Year | Germany, Austria, Switzerland | 2024 |  | Winner | VMware Industry Partner of the Year | Spain | 2023 |
|  | Winner | Adobe Valued and Innovative Partner | EMEA | 2024 |  | Winner | Top Reseller of the Year – Adobe Document Cloud | Hong Kong | 2023 |
|  | Winner | Broadcom Cybersecurity Partner of the Year – Endpoint | EMEA | 2023 |  | Winner | Microsoft Asia Copilot for M365 Partner Excellence Sales Skills Competition Winner | China | 2024 |
|  | Winner | Veeam Enterprise Partner of the Year | Germany | 2023 |  | Runner up | Top Ranked MSP | Germany | 2024 |

Proven track record of scaling up capabilities via M&A



Pioneering Workplace AI for tomorrow's high-performance workplace

AAMI wanted to modernise its digital office for the future of an AI-powered high-performance workplace. It partnered with SoftwareOne and successfully deployed Copilot for Microsoft 365 to drive change in work practices, improve knowledge and improve security.



Client

Advanced Assembly Materials International Ltd. (AAMI)

Country

Hong Kong, China

Industry

Manufacturing

SoftwareOne Services

SoftwareOne Copilot Advisory Service

The successful integration of Copilot for Microsoft 365 is a big step forward in AAMI's ongoing efforts to be the best and most flexible in the fast-paced semiconductor industry. SoftwareOne's role in this journey was pivotal, with their recommendations enhancing the value of AAMI's Microsoft 365 environment.

SC Ho, CEO, AAMI

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Challenge

- The announcement of Copilot for Microsoft 365 opened up new opportunities for companies. AAMI, a global manufacturer in the semiconductor industry, saw greater opportunities to use GenAI technology to transform AAMI's digital practices into high-performance workplaces, perfectly equipped for the new eras of cloud and AI.
- Eager not only to be an early adopter but also to stay ahead of changing customer demands, AAMI's approach was clear: to thrive, innovation was essential. The company wanted to implement Copilot for Microsoft 365 to boost productivity and free up staff for more value-added tasks, crucial for maintaining AAMI's leadership in the semiconductor industry.



Solution

- Having previously worked with SoftwareOne to successfully set up Microsoft 365 in their organisation, AAMI used SoftwareOne's Copilot Advisory Service to implement Copilot for Microsoft 365 for its first group of users.
- The programme taught participants the ins and outs of Copilot for Microsoft 365, a digital practice management tool, and how to optimised its functionality for AAMI's specific needs.
- It helped to improve the adoption and change management by setting up the necessary processes to help AAMI make the right decisions, enabling staff to quickly adopt Copilot for Microsoft 365 and use its full benefits.
- SoftwareOne is helping AAMI staff change practices that were impacting its security posture, increasing compliance risks and reducing the benefits of Copilot for Microsoft 365, such as storing files on local drives rather than in OneDrive.



Outcome

- Successful implementation of Copilot for Microsoft 365 lays the groundwork for a new way of working and sharing information and knowledge more efficiently across the organisation.
- One journey: taking the next step in cloud adoption and add value to its Microsoft 365 deployment.
- 100% cloud provides staff with more value from Copilot for Microsoft 365 with OneDrive and helps AAMI to harness knowledge and improve security.
- Pioneering Workplace AI: enabling AAMI to better innovate and thrive its business at the forefront of a fast-paced industry. As one of the first companies in Asia to use Copilot for Microsoft 365, its journey serves as a beacon for other organisations aspiring to embrace change and drive innovation.



Clearing the way for green energy with Azure

HIGHVOLT's HiMON® monitoring system locates faults in underground cables faster and more accurately than ever before to ensure that green electricity flows without interruption. It uses SoftwareOne's expertise and Microsoft Azure to analyse large amounts of cable data in real time.

**HIGH
VOLT**

Client HIGHVOLT Prüftechnik Dresden
Country Germany

Industry Manufacturing, Energy
Platform Azure Cloud

SoftwareOne Services

Application Services, Data and AI Services

"We are very pleased with our collaboration with SoftwareOne. We quickly realised that SoftwareOne has outstanding expertise in developing applications based on Azure cloud technology and brings experience from other projects to our partnership. This helped us a lot."

**Thomas Steiner, Executive Director Technology,
HIGHVOLT Prüftechnik Dresden**

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Challenge

- To ensure a sustainable, secure energy supply from the north of Germany to all regions, the successful remote transmission of renewable energy via underground extra-high voltage cables up to 700 km in length is essential.
- HIGHVOLT, one of the world's leading suppliers of measuring, testing and monitoring systems for power grids, recognised early on that maintaining underground cables of this length was a challenge because of the difficulty of locating faults with precision. This can lead to high downtime and maintenance costs.
- It developed HiMON®, an innovative cable monitoring system that continuously analyses large amounts of cable data in real time, but the company needed help in developing a solid software architecture.



Solution

- To digitise, store and process data in the range of up to 100 terabytes per month, SoftwareOne developed a solution architecture for HiMON® in the Azure cloud that takes into account the high security and availability requirements. It also allows for the future integration of AI algorithms for predictive maintenance.
- Various Azure services used such as: Azure IoT, Azure Kubernetes Service, Azure Blob Storage, Azure SQL Database, Azure Key Vault, Azure Monitoring, Azure Entra ID and Azure Sentinel.
- SoftwareOne conducted two Proof of Concepts to test subsystems of the software architecture and developed a MVP of HiMON®, providing HIGHVOLT with an initial demo version to test the system with early adopters and gain valuable feedback. Work is already underway on GA Release 2. Future releases will include the use of AI to predict cable faults, and the system architecture is already prepared for this.



Outcome

- State-of-the-art software architecture developed with various Azure cloud-native services to provide HIGHVOLT with a solution that offers a high levels of scalability, flexibility and security.
- 100 terabytes of cable data collected from up to 2,000 sensors per month can be processed and analysed in real time, allowing cable faults to be pinpointed not only much faster, but also more accurately.
- Predictive maintenance with AI: Data analysis for rapid cable fault location is carried out using machine learning (ML) and will in future be controlled by AI. This will make it possible to predict failures before they occur.
- A greener future: Innovative cable monitoring will increase the availability of power lines and drastically reduce downtime and maintenance costs. The transmission of green energy will become more reliable.

ACCO drives data analysis with AWS and SoftwareOne

Transforming its data management capabilities by partnering with AWS and SoftwareOne, ACCO Engineered Systems is now far better able to analyse sales, marketing, and customer service success.



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| Client | Country |
| ACCO Engineered Systems | United States |
| Industry | Platform |
| Manufacturing | AWS Cloud |

SoftwareOne Services

Cloud Services: Application Migration, Migration Acceleration Programme (MAP), Advisory, Well Architected Review, Data and AI Services: Data Consolidation, AWS Data Lake, Amazon QuickSight, AWS Glue

“With Amazon Web Services and the help of SoftwareOne, we can continue growing, confident that our clients will receive the quality air and service they deserve.”

Gabe Cortina,
Director of Data and Field Services,
ACCO Engineered Systems



Challenge

- ACCO Engineered Systems (ACCO), entrusted with air quality and comfort since 1930, has a long-proven history of using data comprehensively to provide its customers with reliable and cost-effective HVAC solutions.
- However, the company had grown threefold in the last seven years alone, but data within the organisation was still highly decentralised.
- ACCO wanted to consolidate and secure its data to better analyse and use its data to deliver advanced services to its customers. To increase operational efficiency between sales, marketing, and operations, they needed data analysis that could work with multiple systems, legacy systems, and unstructured data at any scale.



Solution

- AWS and SoftwareOne offered the platform, tools, and expertise to build a data lake or centralised repository to address ACCO's needs. AWS provided a highly integrated platform to connect Acco's diverse apps and data stores between different departments.
- SoftwareOne leveraged its **Migration Acceleration Programme (MAP)** expertise, following a three-step process of assess, mobilise and migrate to establish the AWS data lake.
- Amazon QuickSight, a cloud-scale business intelligence (BI) service, would allow data to be tagged, shared, and analysed on the same platform.
- With AWS Glue, a serverless data integration service for predictive data analysis, ACCO could use the data proactively to address customer HVAC system concerns before they happen.



Outcome

- Advanced customer services: By working with AWS and SoftwareOne ACCO standardised and consolidated its data to ensure the highest quality service is provided as quickly and efficiently as possible.
- Centralised data: Structured and unstructured data alike is centralised and available to query without the traditional limitations of data tables, and clear ownership of data governance has been established.
- Data-driven sales and marketing activities: ACCO leverages the data lake built on Amazon S3 to support sales and marketing, accessing data to bid and win projects more competitively.
- Predictive data analysis: ACCO plans to use the data lake for predictive maintenance, taking advantage of new technology in the industry to raise the customer service bar even higher.



Brainiall uses AI and AWS to help mining companies improve performance and sustainability

Brainiall, an ISV, uses AI to help mining companies improve productivity, leading to increased sustainability and revenue. It chose SoftwareOne to migrate its AI automation SaaS services to an AWS environment built from the ground up to position the company for growth.

BRAINIALL

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|--|-----------------|
| Client | Country |
| Brainiall | Brazil |
| Industry | Platform |
| Information technology, Manufacturing | AWS Cloud |

SoftwareOne Services

Data and AI Services, Cloud Migration Services,
SoftwareOne NextGen ISV Modernisation Programme

Our partnership with SoftwareOne and AWS has been nothing short of transformative. In just under a year, we've achieved remarkable results by harnessing the power of AI, real-time technology, and other cutting-edge solutions. This collaboration has propelled us to the forefront of innovation, allowing us to rapidly empower businesses across industries to revolutionise their operations, more quickly than ever before

Fabio Suizu, CEO, Brainiall

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Challenge

- Brainiall's cloud-hosted AI automation service uses data from mining customers' IoT devices to increase mineral extraction process throughput by 5–10%. This can increase revenues by millions of dollars and cut energy use by about 3%, saving costs and reducing environmental effects.
- The company wanted to accelerate its SaaS transformation, migrate to AWS and reduce cloud costs. It also wanted to reach new global markets while improving the efficiency and scalability of its AI software.
- Brainiall turned to SoftwareOne to help it improve its use of cloud services, with a focus on performance, flexibility, reliability, lean architecture and maturity in applying AI and machine learning.



Solution

- SoftwareOne ran Brainiall through its NextGen ISV Modernisation Programme with AWS to help implement a new go-to-market strategy to extend its AI-SaaS offerings to new customers through the AWS Marketplace.
- SoftwareOne also helped Brainiall modernise its cloud solution by moving to AWS. It used the AWS Well-Architected Framework to design and develop a leaner infrastructure for Brainiall's IoT SaaS solution using AWS IoT Core, Amazon Kinesis Firehose, AWS Glue, Amazon Managed Grafana, Amazon SageMaker and Terraform.
- Migrating all production data to AWS is the next phase, with the goal of ingesting over 100 IoT mining variables into AWS and processing, parsing and delivering to multiple services to provide the near real-time dashboard with a programmatic ML algorithm in Amazon SageMaker to automate the entire process.



Outcome

- Accelerated go-to-market strategy: Brainiall can reach new markets through co-selling with SoftwareOne and the AWS Marketplace. The company is now well positioned to meet the growing demand for AI-driven services.
- Modernised cloud infrastructure: The new architecture on AWS allows Brainiall to optimise its IoT SaaS solution for its mining clients. It provides near real-time processing and visualisation of more than 100 mining variables.
- Improved performance: Brainiall can deploy and customise client environments faster. Machine learning helps to optimise and automate processes. This helps make mining more efficient with less waste and energy consumption.
- Brainiall has reduced cloud consumption costs by 20% by modernising its cloud environment with AWS. It estimates its TCO for projects is up to 50% lower than with its previous cloud provider.



Panasonic embraces Azure cloud for future-proof innovation

When Panasonic Information Systems Company Europe (PISCEU) decided to migrate to the cloud, it knew it would need support. SoftwareOne helped the organisation migrate its data centre as well as 11 business locations, resulting in IT cost savings, and improved agility and operational efficiency.

Panasonic

Client

Panasonic Information Systems Company Europe (PISCEU)

Industry

Information technology,
Consumer goods

Platform

Azure Cloud

SoftwareOne Services

Cloud Migration Services, Cloud Managed Services

At the moment, we cover about 50% of the Panasonic Europe scope with our migrated services and our target is to cover about 90% within the next two to three years. With the support and flexibility from SoftwareOne, we are quite confident that we can achieve this target as well.

Anton Staller, Senior Manager, Infrastructure Service Management, Panasonic

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Challenge

- Panasonic is one of the world's largest players in the development of electronic technologies and solutions in consumer electronics, automotive, avionic and industrial technologies. PISCEU manages the IT infrastructure for Panasonic Europe, which is represented in 35 countries with more than 11,000 employees.
- PISCEU needed to modernise its on-premises data centre infrastructure and local services across 11 sites. It wanted greater agility and scalability and the ability to respond more quickly to customer demands.
- Implementation of IT changes often took weeks due to highly standardised processes and long delivery times.
- PISCEU needed more strategic support to help it manage its IT systems more proactively and help cut costs.



Solution

- The migration project was essentially split into two parts: (1) SoftwareOne teams in different CEE countries migrated the on-premises computing power of 11 sites across Europe. Although each site had different requirements, all sites were streamlined to the same configuration in Azure without any business impact.
- The data centre migration included a lift-and-shift of 170 servers and 50 other services to the Azure cloud.
- SoftwareOne also began supporting PISCEU with its Cloud Managed Services. SoftwareOne's team in Poland works as part of the PISCEU team, assisting with the maintenance of the Azure environment, first-line ticketing support and incident and change management requests.
- SoftwareOne's global support team provides managed cloud computing services and advisory support with monthly meetings. This support also includes recommendations for ongoing Azure optimisation.



Outcome

- 50% savings: Since migrating, infrastructure costs are half of what they were for the previous on-premises systems. And Azure pricing and better FinOps mean more predictable spending.
- Faster provisioning: New servers or other computing capacity can now be provisioned in 1-2 weeks, instead of 6-8 weeks, and this can be accelerated further if required.
- Stability and reliability: By outsourcing to SoftwareOne's Cloud Managed Services, the quality of operations has improved significantly and PISCEU is now much more agile in its operations. Its current Azure infrastructure has an SLA performance of 99.9%, compared to the previous on-premises SLA of 99%.



Driving fashion footwear through advanced data analytics

Camper, a leading Spanish footwear brand redefines success with digital transformation powered by Google Cloud and SoftwareOne. Unleashing collaboration and data analytics, Camper has revolutionised its business performance and customer experiences.



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|-----------------------|-----------------|
| Client | Country |
| Camper | Spain |
| Industry | Platform |
| Retail, Manufacturing | Google Cloud |

SoftwareOne Services

Data and AI Services: Data Consolidation and Migration; Google BigQuery; Google Cloud Storage; Looker Studio; Digital Workplace Services: Google Workspace adoption

With SoftwareOne's guidance and the use of BigQuery, we removed obstacles that prevented our in-store and corporate teams from sharing information effectively. This has been a big success. We're now even better at setting sales goals and increasing in-store sales.

Cristina Frontera Rossello,
Business Technology Project Manager, Camper

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Challenge

- Camper, a Spain's leading footwear brand with a global presence in over 40 countries recognised the need to enhance collaboration and communication to further enhance its operations. It took a focused approach to rolling out Google Workspace. To ensure successful rollouts, the company turned to SoftwareOne for support.
- By leveraging the power of Google Workspace, Camper witnessed an immediate boost in productivity. It wanted to become more data-driven by revamping its methods of obtaining and analysing performance data.
- However, the local database server, which served as the data warehouse, was limited in terms of scalability, accessibility and integration of different data sources and did not provide a comprehensive overview of the information needed for informed decision-making.



Solution

- SoftwareOne helped Camper develop a customised solution in the Google Cloud. The key approach was to democratise all data and create a scalable structure that would provide centralised and consolidated access to all relevant information, while creating the basis for developing predictive models to anticipate the market.
- Data from disparate systems such as ERP, analytics, CRM, marketing automation, eCommerce, logistics and email marketing tools was migrated and stored in BigQuery and Google Cloud Storage. Workflows were created to upload and replicate data into BigQuery in a timely manner to ensure system accuracy across systems.
- Using Looker Studio for visualisation, loyalty data captured in one store can now be shared via dashboards with other stores around the world to provide insights into customer behaviour and retail performance.



Outcome

- By consolidating and analysing data with BigQuery, Camper gained valuable insights into retail strategies, customer behaviour, and sales performance across all Camper stores.
- This newfound visibility enabled Camper to optimise costs, personalise marketing campaigns and improve the e-commerce experience, resulting in a better customer experience and improved business performance.
- Using BigQuery as a unified data repository replaced localised, manual data entry and data analysis processes and significantly reduced the large amount of manual work required.
- Camper can obtain and analyse performance data much faster to understand which initiatives or projects are working well and make data-driven decisions across different aspects of the business.

