Hans Petter Holen, IT Direktør
Visma IT & Communications AS

EFFICIENCY ON YOUR TERMS

VISMA®

Vision, mission and values

- **We work towards:**
  Enabling our clients to be leading in the automation and integration of business processes

- **We are here to:**
  Promote competitiveness and contribute to the creation of growth and effectiveness

- **We live by:**
  Respect, reliability, innovation, competence and team-spirit

This is Visma

Leading supplier of efficiency improving products and services

Software

- ERP and CRM
- Internet-based services
- HR and Payroll
- Company information
- E-commerce and portal
- Courses and competence development

Retail

- IT solutions for retail chains
- Project- and consulting
- Installation and education
- Support, service and maintenance
- Hardware

BPO Accounting & Payroll

- Accounts
- Payroll
- Finance
- Staffing and recruitment

Projects & Consulting

- IT architecture
- Information management
- Self-service
- Application management

Commerce Solutions

- Administrative procurement
- Tendering services
- Procurement system
- Invoice handling
- Loyalty program for consumers
- Billing and debt collection

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Our presence

- More than 100 offices in Norway, Sweden, Denmark, Finland, UK, Ireland, the Netherlands, Romania, Poland, Spain, Czech Republic and Serbia

- Wide network of distributors and partners

- Virtual development organisation (R&D) across borders

Leading in efficiency solutions

- Develop technologies for automation of routines and work processes
- More than 5 000 employees with specialised skills within various disciplines
- More than 340 000 customers
- Hosting services for more than 330 000 customers
- NOK 5 142 million in revenues (2011)
- Several millions individuals “use” Visma every day

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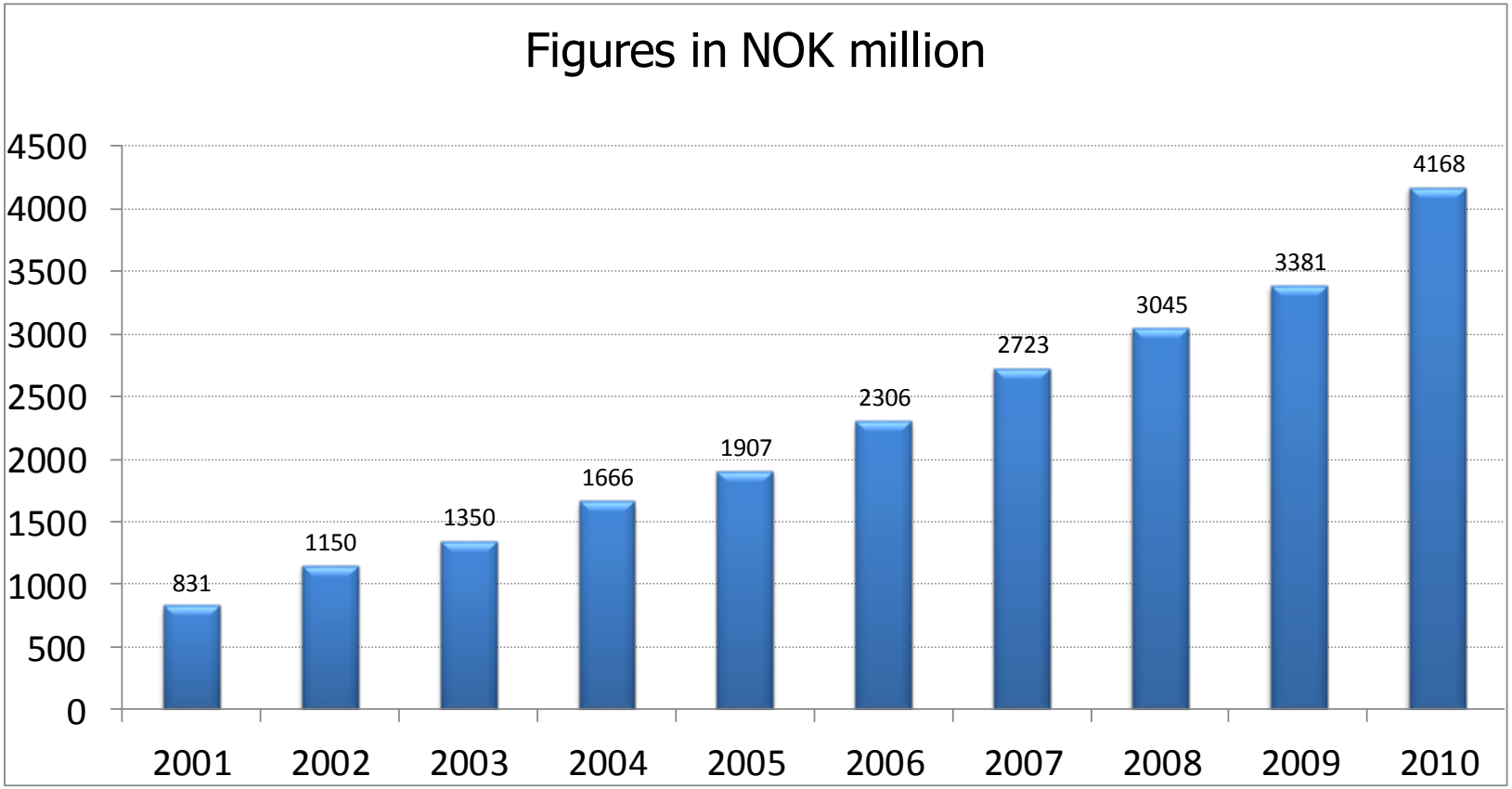
Revenue growth



Products and Services: Efficiency from "A to Z"

- Accounting services
- Administrative procurement
- Application management services
- ASP / IT operation
- Billing and debt collection
- Company information and news monitoring
- Courses and competence development
- CRM systems
- E-commerce/web shop
- EDI and eBusiness
- Electronic document handling
- Financial advice
- Financial systems
- Handling of time sheets
- HR systems
- Information management
- Internet-based services
- IT architecture
- Payroll services
- Payroll systems
- Procurement system
- Reporting and analysis
- Retail and trade solutions
- Self-service
- Solutions for public sector
- Staffing and recruitment
- Tendering services
- Tendering systems
- Travel expense system

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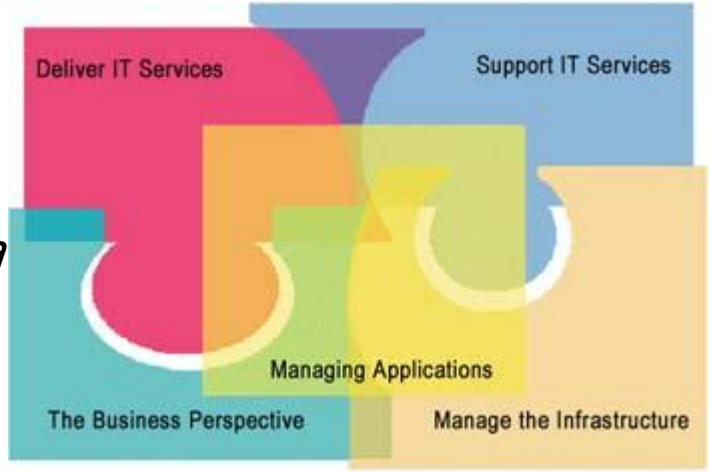
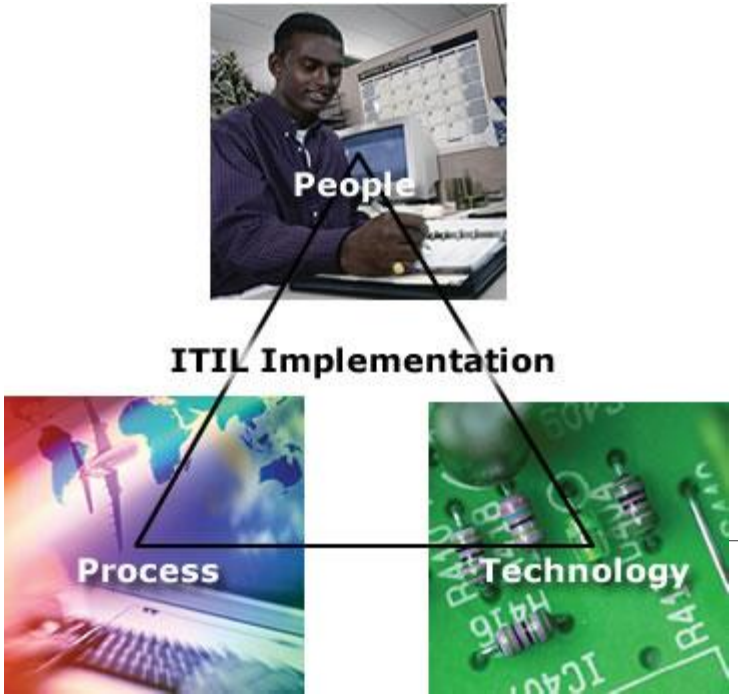
Implement the IT Strategy

- *Mission:*
- *- to make IT service management a competitive advantage for Visma. Visma's applications are provided as services over the Internet and Visma offices shall have market oriented low IT costs, high availability and a IT service level that contributes to a more efficient workday for all Visma employees.*





IT Service Management is designed to focus on the

- people,
- processes *and*
- technology

IT Service Management

DNV

DET NORSKE VERITAS

MANAGEMENT SYSTEM CERTIFICATE

Certificate No. 69451-2010-AQ-NOR-UKAS

This is to certify that

Visma IT & Communications AS

Karenslyst allé 56, 0277 Oslo, Norway

has been found to conform to the IT Service Management System Standard:

ISO/IEC 20000-1:2005

This Certificate is valid for the following:

The ITSMS for the provision of infrastructure and application support to the Visma companies and external customers within the technical and organisational boundaries of Visma IT & Communications AS, Oslo. This is in accordance with the Visma IT & Communications' Service Catalogue and include all the ITSMS processes.

Initial Certification date: January 15th, 2010

This Certificate is valid until: January 15th, 2013

The audit has been performed under the supervision of: Sven-Arne Solnørdal, *Lead Auditor*

itSMF ISO/IEC 20000

UKAS QUALITY MANAGEMENT 013

Place and date: Barendrecht, January 18th, 2010

For the Accredited Unit: DET NORSKE VERITAS CERTIFICATION B.V., THE NETHERLANDS

Ron J. Meijer, *Management Representative*

Lack of fulfilment of conditions as set out in the Certification Agreement may render this Certificate invalid.

DET NORSKE VERITAS CERTIFICATION B.V. Zwolseweg 1, 2994 LB Barendrecht, The Netherlands, TEL: +31 10 2922 688 - www.dnv.com / www.dnv.nl

Nemko

C E R T I F I C A T E

Visma IT & Communications AS

(The Certificate covers sites as described in the Certification Document)

has implemented and maintains a Quality Management System which fulfills Nemko's provisions for Management System Certification and the requirements of the following standard

NS-EN ISO 9001:2008

The certificate covers the following activities:

The IT Service management system for infrastructure and application support to the Visma companies and external customers.
Marketing services for the Visma companies

Oslo, 2010-09-07

Claus Breyholtz
Nemko AS, Certification Department

IQNet

Certificate number: 800483
First time issued: 2010-09-04
Expires: 2013-09-04

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ISO 20 000 / ITIL - Processes

- Change Control: *80% of all errors follows change*
- Incident management: *restore normal service*
- Problem management: *identify and remove root cause*
- Release management: *how to test and document large changes*
- Configuration management: *ties it all together*
- Relationship: *we need to communicate*

Service Delivery Processes

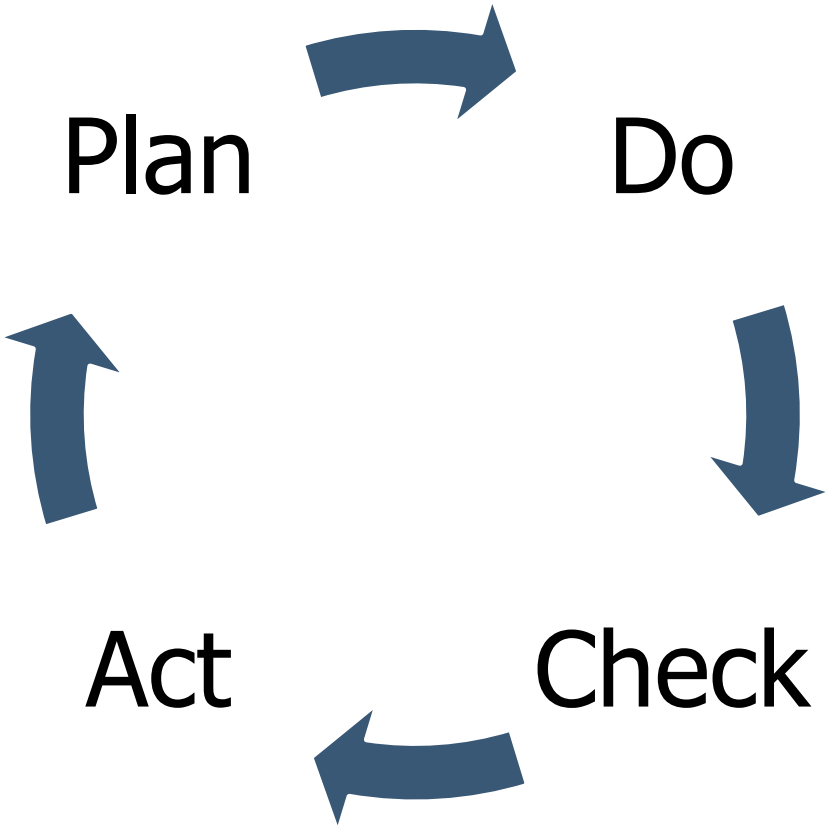
- Capacity management: *make sure we have enough*
- Service level management: *deliver as promised*
- Service level reporting: *tell the customer*
- Service Continuity and availability management:
  - Comittments and to customers can be met in all circumstances
- Information security management
  - Implement the security policy
  - Manage risks
  - Refers to ISO 27000 for the details

- Budgeting and accounting
  - There shall be clear policies and processes for:
    - a) budgeting, and accounting for all components
    - b) apportioning indirect costs and allocating direct costs to services;
    - c) effective financial control and authorization.

ISO 27001 - Information security management systems

- Security is one of the areas covered by ISO 20 001.
- Security by itself is covered by separate ISO standards:
- ISO 27001 and ISO 27002
- The goal is to implement a security policy framework in Visma IT and extend the generic elements of the policy to the Visma group. The following elements are part of the framework:
  - 1. Business Continuity Planning
  - 2. System Access Control
  - 3. System Development and Maintenance
  - 4. Physical and Environmental Security
  - 5. Compliance
  - 6. Personnel Security
  - 7. Security Organisation
  - 8. Computer & Operations Management
  - 9. Asset Classification and Control
  - 10. Security Policy

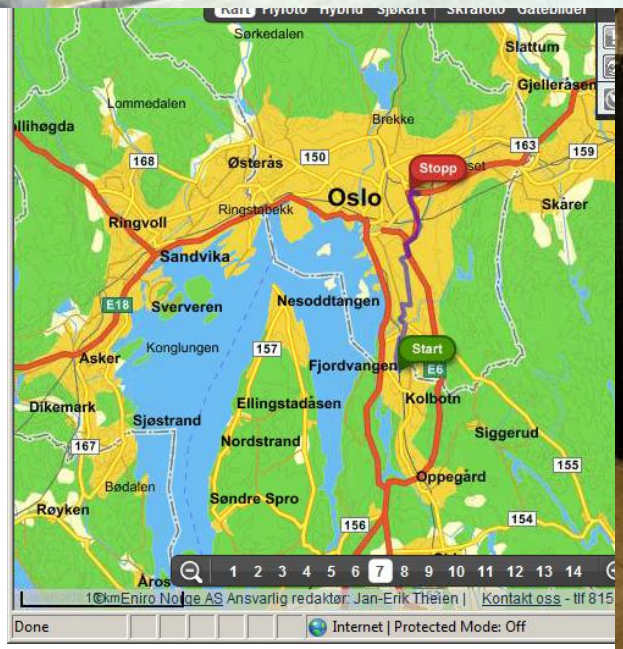
Quality Circle – Continous Improvement



We nead measurements and monitoring to check that execution of plans and processes have the intended outcome – and act on the data to improve processes and execution.

DigiPlex

DigiPlex
Sikker Nøytral IT Housing
Norges ledende nøytrale IT Housing leverandør etablerer Site 2 i Oslo regionen.
www.Digiplex.no


Sørkedalen
Slattum
Gjelleråsen
Lommedalen
Brekke
168
Østeras
150
Stopp
163
159
Oslo
Skårer
Ringvoll
Ringstabekk
Sandvika
E18
Sververen
Nesoddtangen
Konglungen
157
Start
Asker
Fjordvangen
E6
Dikemark
Ellingstadåsen
Kolbotn
Sjøstrand
Siggerud
167
Nordstrand
155
Bødalen
Oppegård
Søndre Spro
Røyken
156
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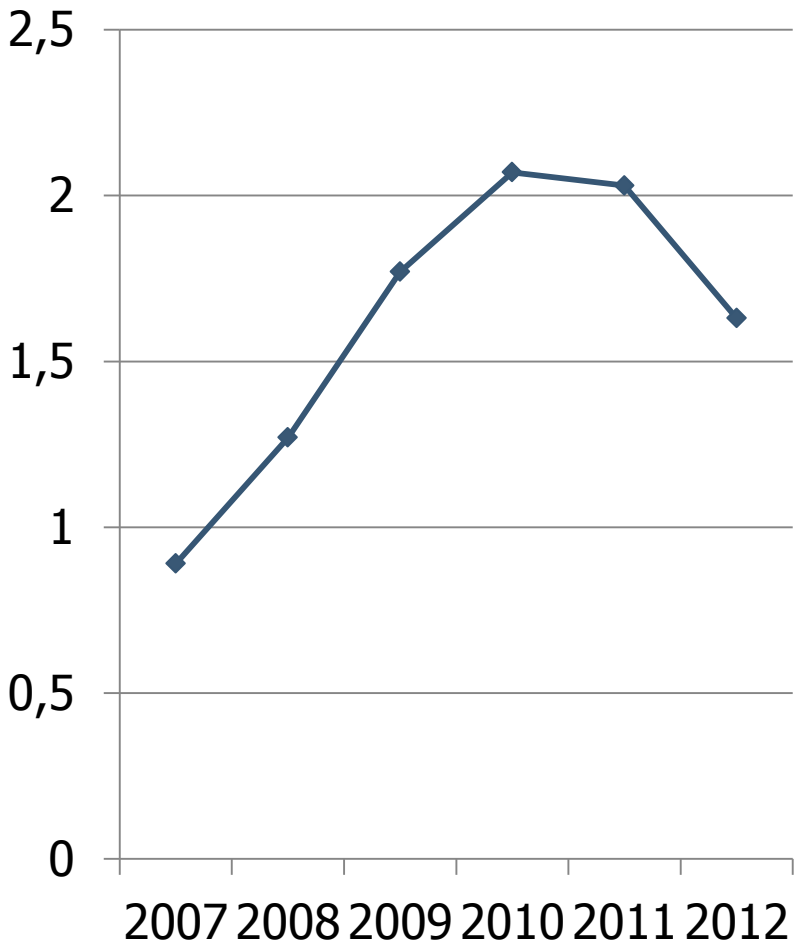
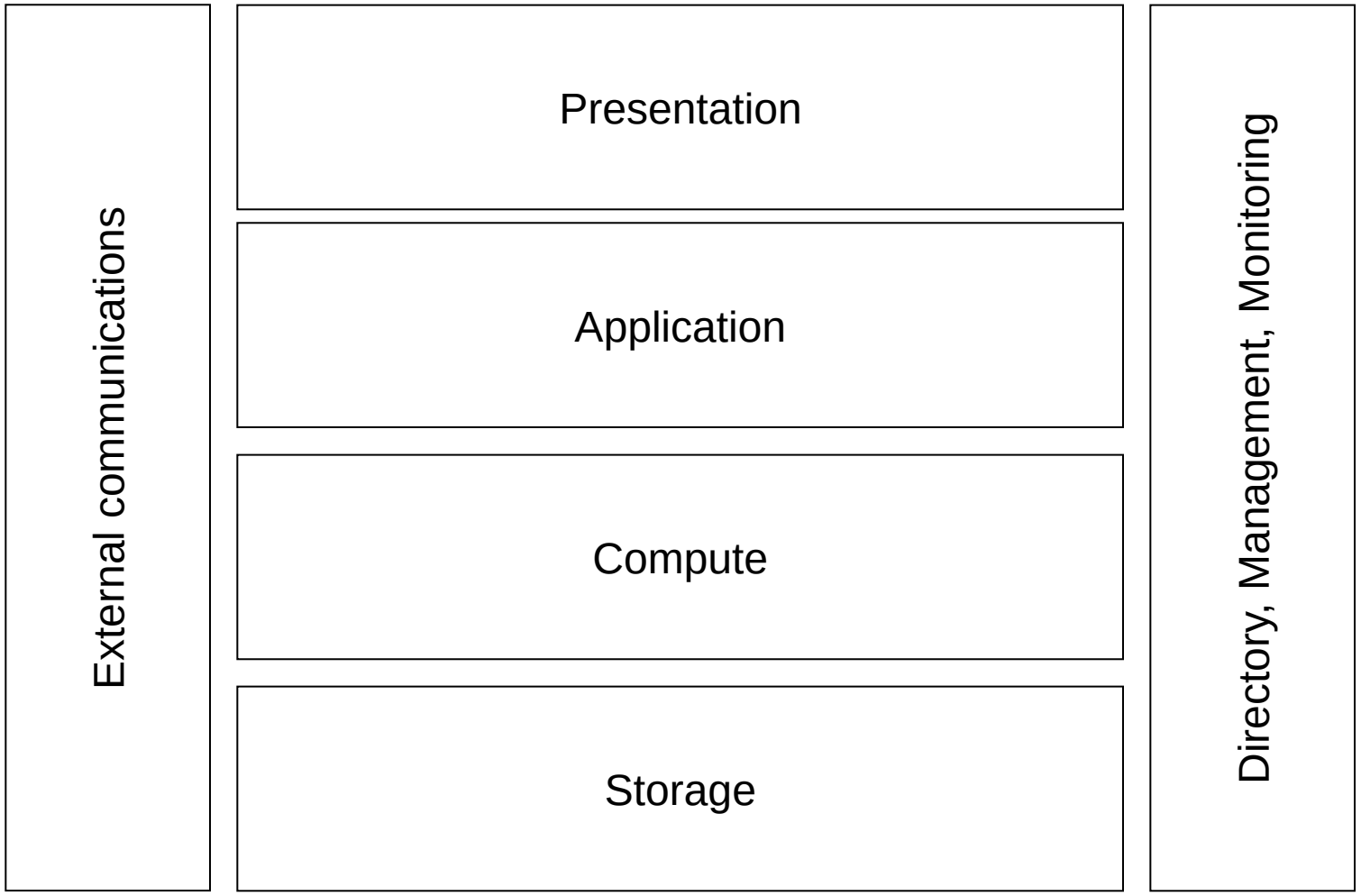
1 2 3 4 5 6 7 8 9 10 11 12 13 14
10 km
Eniro Norge AS Ansvarlig redaktør: Jan-Erik Theien |
Kontakt oss - tlf 815
Done
Internet | Protected Mode: Off

Efficiency in IT – How to measure?

- Revenue pr personell cost ?
- Revenue generated pr worked hour?
- Revenue delivered pr invested?
- Not robust to price changes, changes in revenue model
- Ticket pr hour?



Visma Private Colud



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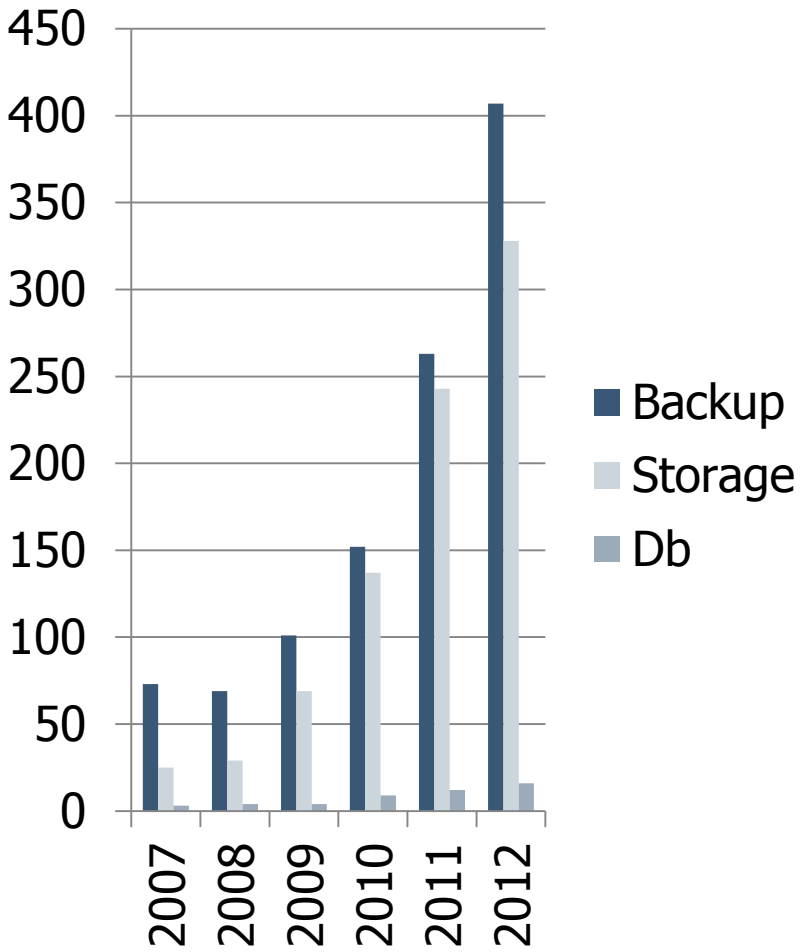
Datacentre efficiency

- PUE
- Most companies are not large enough to run own datacentre efficiently.
- Purchase services from a specialist data centre operator like DigiPlex
- Or maybe in the future from a «Cloud provider» like Microsoft Azure
- Utilization of space and power
- Efficient servers (compute resources) and storage
- Use of virtualization
- But even more importantly – efficient use of human resources...

Storage

- Business expectation: cost reduced by 50% every 18 months
- Cost of hardware helps, but
- Are the performance requirements the same?
- Risk
- Storage in the cloud



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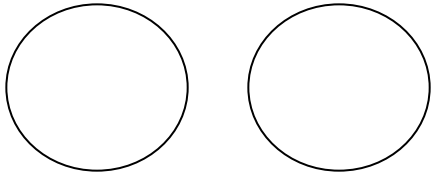
SQL server design

Microsoft SQL
183 database servers

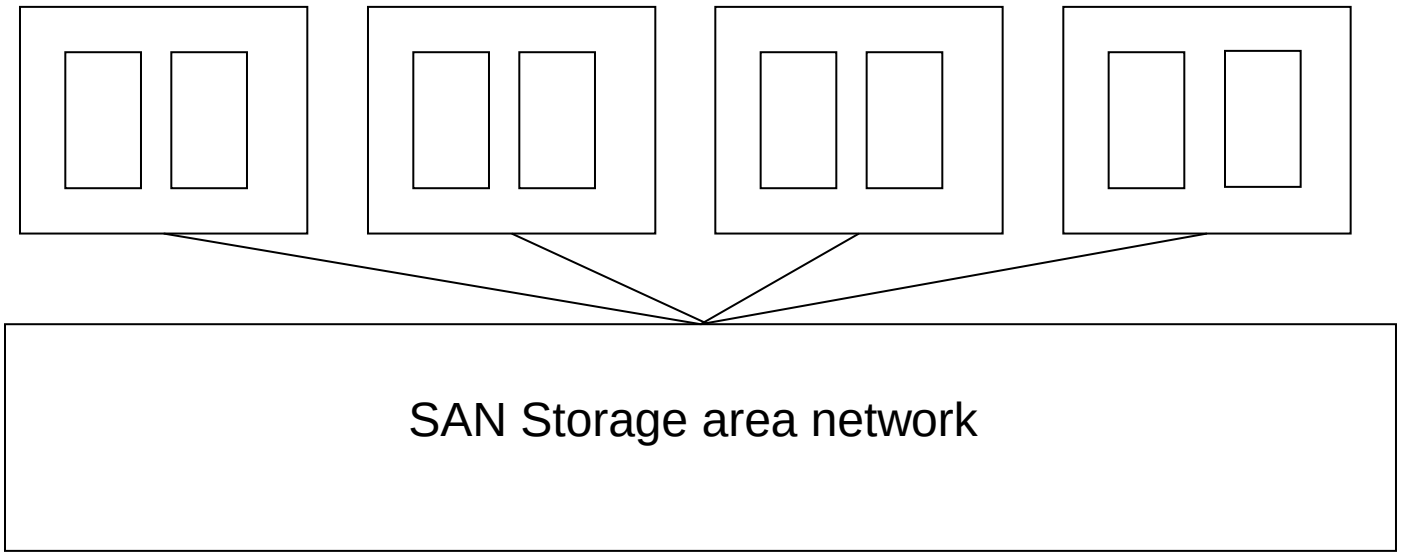
34 000 databases (+20%)
19 Tb data (+30%)

+ 2 Oracle clusters

Applications



143 Database servers on 7 Physical servers using vmware



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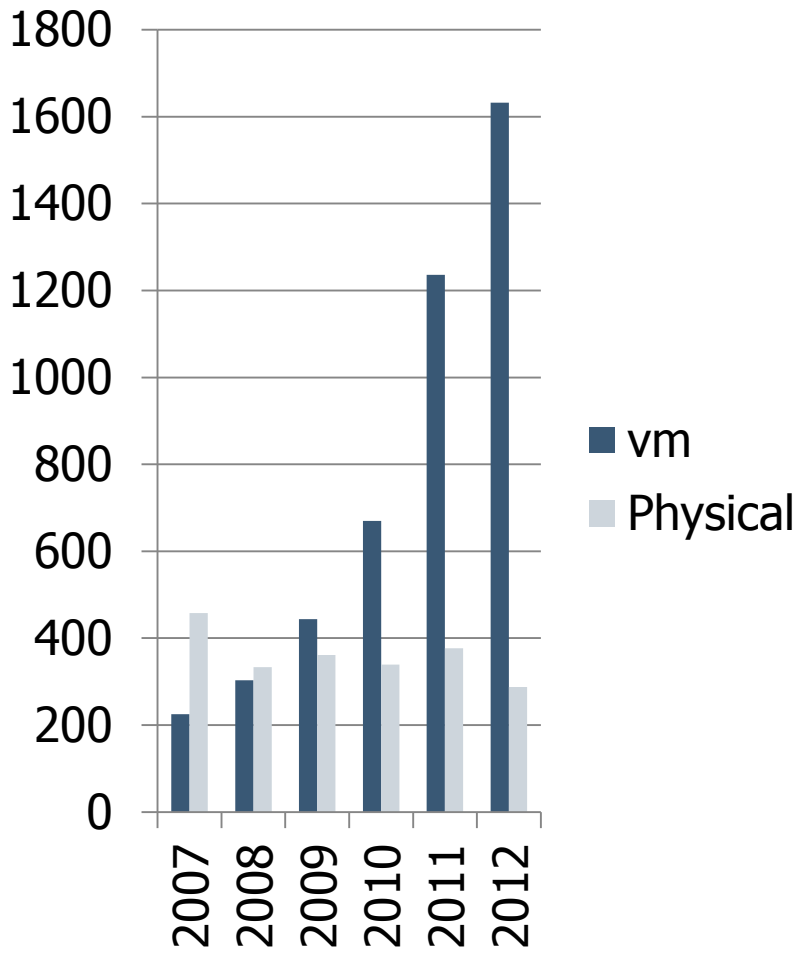
Compute

- Virtualization increases HW utilization
- Reduction in safety margins and increased risk
- Flexibility in management:
  - Templates
  - Snapshots
  - Rollback
- Still some to be gained in tuning drivers and OS
- Hard standardization on HW from Dell



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Application and System maintenance

- Resources required by applications increase.
- Reduced development cycles by more advanced tools may generate less eficient code.

- ERP systems over last 10 years
  - From character based
  - To Windows
  - To shades and pleasant design

  - More than 3x increase in HW resource pr accounting office user in 5 years.

- Integrations kills most models
- Cross development team
- Vendor
- Technology

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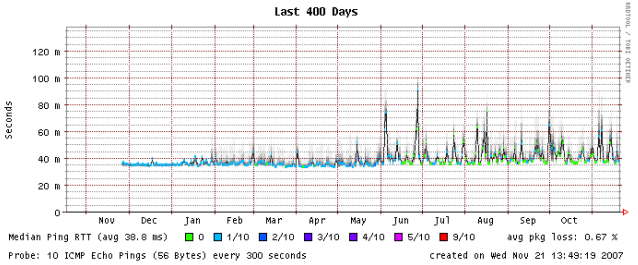
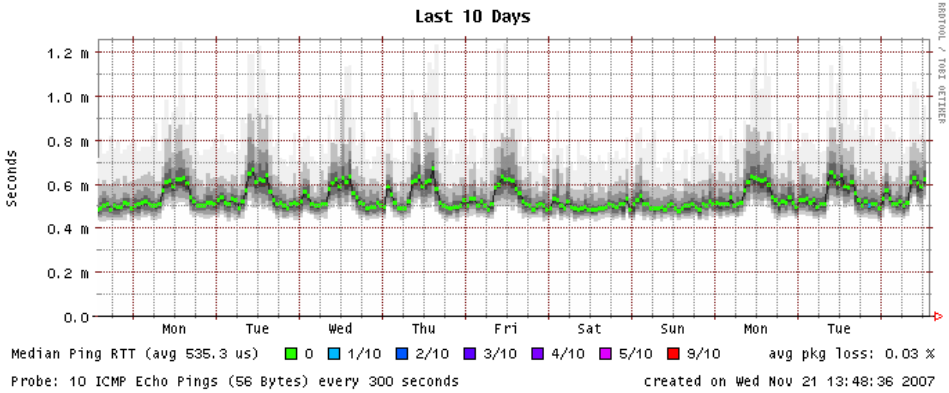
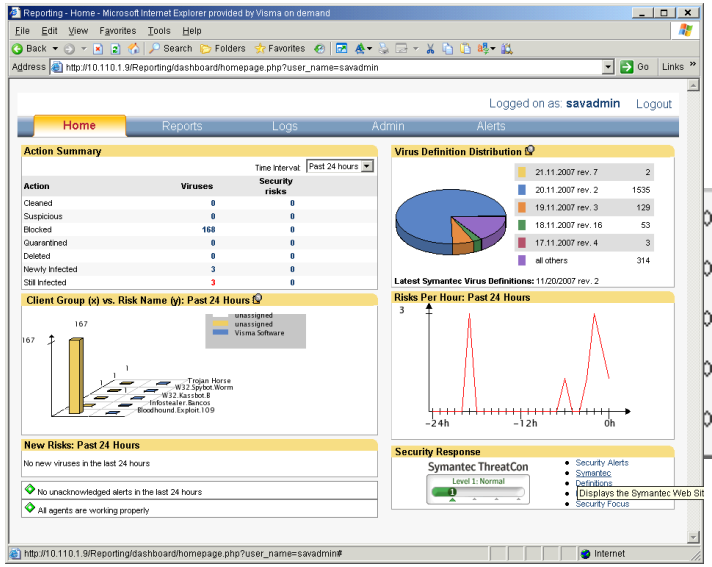
Summary

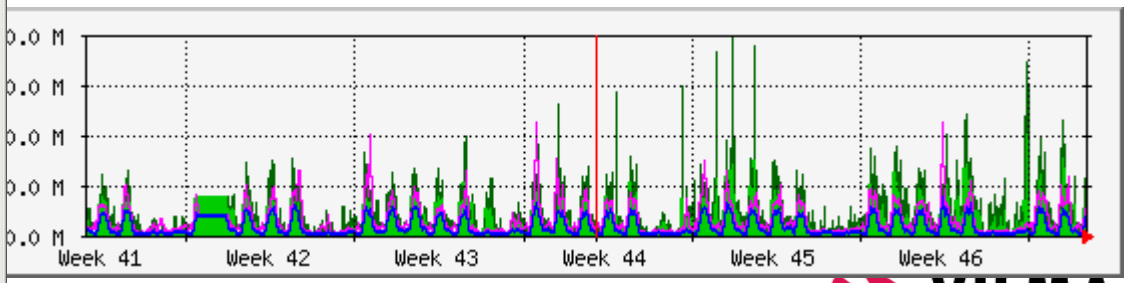
- Efficient processes
  - Identify KPIs
  - Mesure
  - Improve
- Right technology
  - Standardize but choose right tool for the job
  - Virtualization & thin provisioning
- In the end
  - Engaged employees with outstanding competence will still make a differeice

Monitor & Manage









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_Respect_Reliability_Innovation_Competence_Team Spirit_