



OVERVIEW

PROFILE

Industry: Commercial/Industrial Roofing Contracting

Location: Pittsburgh, Pennsylvania

Employees: 65 offices (U.S. and Canada)

Web Site: www.centimark.com

Solution: Outsourcing Services

Founded in 1968 by current Chairman and CEO Edward B. Dunlap, CentiMark is the largest commercial roofing contractor in North America with 2008 revenues of more than \$400 million. To best serve its customers, CentiMark keeps abreast of new technologies and leads the roofing industry with a full array of comprehensive online roof services. All CentiMark offices are supported by a corporate structure that provides professional expertise in roofing, sales, finance, legal, purchasing and safety.

itelligence – Solutions for the Midmarket

itelligence Outsourcing provides a full complement of services for CentiMark. In this role, itelligence's SAP outsourcing experts provide the following:

- State of the art highly redundant hardware environment
- Reliable, SAS 70 certified data center
- System monitoring and administration
- Real-time access to expert assistance

By entrusting these responsibilities to itelligence, CentiMark can focus on their core business, while itelligence concentrates on all technical SAP aspects.

Comprehensive Business Functionality

As a result of itelligence's intimacy with SAP, CentiMark is able to focus its IT resources on addressing responses to internal and external customers. "We think of itelligence as part of the team versus a hosting partner," says Wilson. "With itelligence's Outsourcing Services, we believe we have a skill set comparable with the top tier orgs across the world. In addition, without question the rate of maturation of the functional side of our system has accelerated over the past few years as a result."

Being a true partner is a top goal itelligence strives to achieve with every customer, according to Thomas Runge, director, outsourcing services for itelligence. "We are very pleased to have delivered to CentiMark's and our own expectations," says Runge. "We believe in providing our customers with support that meets all of their needs from a technical standpoint with no additional fees, enabling companies like CentiMark to focus on the functional side of their business."

Total Service

An SAP customer since 1998, CentiMark was first introduced to itelligence through SAP's Small and Medium Business Channel. itelligence initially provided Tier One Help Desk support, which led to additional functional support and, in February 2005, a multi-year contract for Outsourcing services.

According to Greg Wilson, senior vice president and CIO for CentiMark, itelligence earned his team's respect from the very beginning of the formal relationship. "itelligence had real skin in the game during the implementation process and hustled to do everything necessary to keep our system performance in line with our expectations," says Wilson. "itelligence earned an awful lot of respect in my mind as a result of how they responded to our unique system challenges."

CentiMark recently rewarded itelligence for its performance with a five-year contract extension. "The extension is validation of CentiMark's confidence in itelligence's ability to deliver high levels of SAP Hosting and the long-term view of the relationship constantly reflected in their approach," says Wilson. "A lot of business partners have additional billable time that's constantly in your face, which leads companies to struggle with outsourcing. With itelligence, there's no 'nickel-and-dime,' but rather consistent performance and a flexible contract tailored to our needs."



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Continued Support

In the 21st century, CentiMark continues to make strides in the roofing industry with initiatives such as technical innovations in response to today’s energy concerns. CentiMark is moving forward with solutions for energy efficient roof systems to increase R values and reflectivity. Energy solutions include the increased use of spray polyurethane foam, photovoltaic solar panels and environmentally safe, "green" roof solutions.

itelligence’s SAP Global certification, experienced personnel and hosting capabilities will continue to pay dividends for CentiMark as the company’s business opportunities expand. As one of only 12 companies in the world to achieve SAP Global Hosting Partner certification, itelligence will enhance CentiMark’s ability to achieve the full benefits and advantages of their SAP solution. At the same time, CentiMark’s IT department can focus on delivering functional value for other IT needs across the organization.

“For small or midsize businesses considering outsourcing, I would say I can’t think of a compelling reason to continue to host SAP yourself,” says Wilson. “I recommend hiring a company like itelligence that has great expertise and can efficiently and cost-effectively deliver managed hosting services. Making this decision will let you focus on your own business and show business value in many other ways.”



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