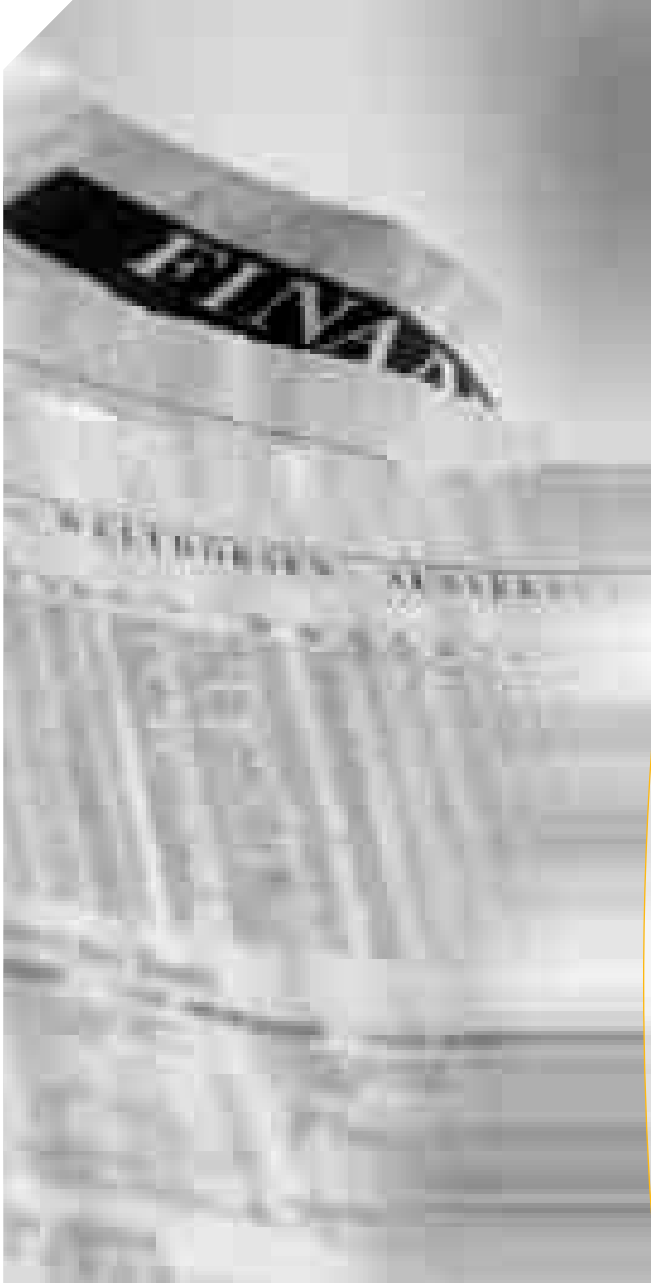




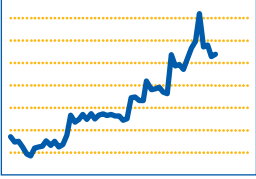
Glossary Stock Exchange



- Ad-hoc announcement**
Corporate report that can influence the share price. According to § 15 of the Securities Trading Law (Wertpapierhandelsgesetz, WpHG), stock corporations are obliged to publish ad-hoc announcement on such occasions.
- ADR**
American Depository Receipts: certificates (deposit certifications) that are issued by US banks. ADRs evidence ownership of foreign shares.
- Analyst**
A professional assessor of the investment quality, value, and price development of financial and capital investments.
- Analyst rating**
Assessment of securities by analysts – usually from large banks – leading to recommendations for or against purchasing. The best-known ratings are: strong buy; buy; hold; sell; strong sell. Other terms include accumulate, underperformer, out-performer, and market-performer.
- Ask (asked price)**
Price at which a financial instrument is offered for sale.
- Associates**
Legally independent companies in accordance with § 15 of the German Stock Corporation Act that are connected to different degrees of intensity. This includes



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simple majority holdings, independent and controlling companies, corporate groups, cross-shareholding companies, associated companies, and integrated companies.

Bearer share

Type of share which only changes ownership by means of transfer posting at the banks and the clearing house.

Bear market

Name for a negative development in stock markets that is expressed in a similarly negative price development. It can extend to all markets or just submarkets.

Bid

Price at which someone offers to buy a financial instrument.

Blocking minority

If one individual or a group of stockholders holds a share of more than 25 per cent but less than 50 per cent of the stock of a company, then this person or group can prevent General Meeting decisions that require a 75 per cent majority.

Blue chip

Stock market name for internationally known standard shares of top quality that, due to their earnings and substance, are considered to be particularly safe (conservative) investments. They take their name from the blue chips (the most valuable ones) in American poker.

Bond

Long-term loan against debenture bonds. In the bond issue terms, the bond issuer agrees on specific payments, usually to pay back cash loaned as well as to pay interest due on specific dates.

Book-building margin

Price range of a share defined on the occasion of a company going public. Interested parties can submit their subscription offers within this pre-defined range.

Broker

Professional agent who performs securities, foreign exchange, or goods transactions on behalf of clients.

Bull market

Name for a positive development in stock markets that is expressed in a similarly positive price development. It can extend to all markets or just submarkets.

Cash flow

Key company figure which represents the surplus funds: Net income plus depreciation plus change in long-term provisions.

Cash flow statement

Instrument used in the context of financial analysis to investigate the causes of changes in the company's cash holding. This is done by entering all liquid funds as well as the flows of incoming and outgoing payments.

CEO

Abbreviation for Chief Executive Officer.

CFO

Abbreviation for Chief Financial Officer.

Charts

Graphical representation of long number series for listed values (securities, foreign exchange, goods) and indices (index performance of a value, an industry, or an overall market).

Common stock

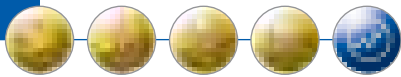
The most common type of share in Germany. Common stock guarantees owners the rights listed in the German Stock Corporation Act, such as the right to vote.

Convertible bond

Bond of a stock corporation that gives the holder the right, but not the obligation, to exchange it at a later date or within a future period of time for shares in the company, based on a specific ratio, possibly against additional payment.

Current price

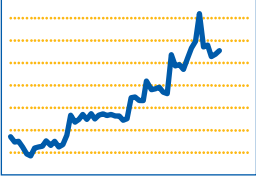
The price on the day on which a security is purchased or sold.



- DAX**
Abbreviation for Deutscher Aktienindex (German share index). The DAX includes the prices of 30 standard shares. Representing around 70 per cent of the capital permitted on the stock market and more than 80 per cent of the exchange transactions in German shares, it is the most popular indicator of price development on the German stock market.
- Day order**
Limited stock market order whose validity period is fixed to a certain day.
- Demand price**
Name of the price at which demand exists.
- Depositories**
Institutions at which the stockholders have deposited their shares for the purpose of participating in the General Meeting. The shares must be deposited as required before the holders can exercise their voting rights.
- Depreciation**
Annual loss in value of a business asset distributed across its lifetime. Depreciation reduces the taxable income and therefore the tax burden.
- Directors' dealings**
Securities transactions by members of the Managing Board and Supervisory Board of a company listed on the stock exchange; according to the guidelines for the Neuer Markt, such transactions have had to be disclosed since July 1, 2002.
- Discount**
Price markdown on the nominal value of a bond or a loan amount.
- Dividend**
Distribution of a stock corporation's profits. These are usually distributed per investment fund share (=share).
- Drawing**
Written obligation to a bank to accept new securities to be issued for a particular amount.
- DVFA result**
Scheme designed by the German Association for Financial Analysis and Asset Management (Deutsche Vereinigung für Finanzanalyse und Asset Management, DVFA) for calculating a company's annual net income in order to allow comparison of different years or different companies.
- Earnings per share**
Key figure for valuing and assessing shares which allows a judgement to be made concerning a company's profitability; calculated as annual net income divided by number of shares.
- EBIT**
Earnings Before Interest and Taxes: This can be found in the statement of income and may also be referred to as "Income from operations".
- EBITDA**
Earnings Before Interest, Taxes, Depreciation and Amortization: EBITDA is used internationally and is one of the most transparent indicators of success for assessing the strictly operative profitability of a company. It is made up – by back calculation – of the EBIT, the net interest income and depreciation.
- Economic value added (EVA)**
Variable that demonstrates to what extent a decision will create or destroy assets for the company.
- Equity**
Funds with which a stock corporation is liable to its creditors.
- Equity story**
A corporate concept published by a company when going public or when increasing capital. Moreover, it constitutes one of the essential determinants for issue price determination.
- EURIBOR (European Interbank Offered Rate)**
Interbank money rate for 1 week and 1 to 12 one-month loans. As of January 1, 1999, the national reference interest rates in Euro countries – such as FIBOR (Frankfurt Interbank Offered Rate) – have been replaced by the EURIBOR interest family. The EURIBOR rates form the respective reference values for most variable bonds as well as the negotiated variable credit agreements in the EU.



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Executive Board
One of the three bodies of a stock corporation, alongside the General Meeting and the Supervisory Board. The Executive Board represents the stock corporation externally and manages business internally. It therefore has sole representative power and management authorization. The Executive Board is made up of one or more individuals who are appointed by the Supervisory Board and are responsible for managing the company.

Floor trading system
Securities trading between brokers and traders in person which takes place "on the floor" of the stock market building.

Free float
The portion of the shares of a listed company which is traded freely on the stock market.

Forward transactions
Contracts concerning purchase or sale, for example of securities, where the time at which the contract is concluded differs from the time when the security transaction is performed.

Fund
Investor assets that are managed by capital investment companies or investment companies. These companies invest the investors' capital in shares, pensions, or real estate.

Future
Forward contract in which the buyer and seller commit themselves to deliver or accept a specific quantity of a base value at a fixed price upon the due date.

General Meeting
Body of a stock corporation. In the General Meeting, the stockholders, unless laws stipulate otherwise, exercise their rights in the affairs of the stock corporation. The General Meeting makes decisions in the cases that are expressly determined in the law and Articles of Association in accordance with § 118 of the German Stock Corporation Act. This includes the appointment of members of the Supervisory Board, giving discharge to the Supervisory Board and Managing Board, appointment of the accountant, appropriation of net retained profits, amendments to the Articles of Association, as well as measures for capital procurement and decreasing capitalization.

General standard
Alongside the prime standard, this is one of the two stock market segments introduced with the stock exchange rules changed on January 1, 2003 and the resulting restructuring. The minimum national legal requirements apply in the general standard. The rules are binding for all issuers on the Frankfurt Stock Exchange.

Greenshoe
Option allowing a consortium bank to release additional securities of the company for which it is responsible onto the market as part of a new issue. This option is primarily used when demand for the issued shares clearly exceeds the planned issue volume.

Hedging
To hedge = to limit. Market participants conclude an option or forward transaction to minimize their rate, currency, and price risks.

IFRS
The International Financial Reporting Standards (IFRS) are a collection of standards and interpretations that are not legally binding, developed by an independent private committee, the International Accounting Standards Board (IASB). They aim to harmonize accounting practices in various countries in order to improve transparency and facilitate comparison. These standards and interpretations list rules on external company accounting. They comprise the International Financial Reporting Standards (IFRS), the International Accounting Standards (IAS), the interpretations of the International Financial Reporting Interpretations Committee (IFRIC), and the interpretations of the Standing Interpretations Committee (SIC).



Index fund

Investment fund that is structured in such a way that it corresponds to a generally recognized stock market index.

Individual share certificate

Share that is based on part of the capital of a stock corporation. For genuine individual share certificates, the number is laid down in the Articles of Association. Non-genuine individual share certificates (no-par-value stocks) are issued on a particular fraction of the capital and exist as no-par-value stocks with or without the quota stated on the stock.

Issue rate

Price at which a newly issued security is offered to potential capital investors for drawing.

Key interest rates

Common name for the discount rate and Lombard rate set by the Bundesbank.

Limit

Price limit for purchase orders and sales orders.

Liquidity

Ability of a company to meet its payment obligations on time and to the full amount; also called total liquid funds.

Market capitalization

Current market value of a company listed on the stock exchange: Share price multiplied by number of shares.

Neuer Markt

Segment of the Frankfurt stock exchange launched in 1997. It includes shares of small and medium-sized enterprises which are particularly innovative, tap new sales markets, use new processes, offer new services, and are expected to achieve above-average sales and profit growth. It was terminated in the course of 2003.

New Economy

In the New Economy, value creation revolves around human capital. The development of products is primarily based on the know-how and creativeness of employees. The main examples are Internet and e-commerce companies.

Ninety-day line

A moving average line that is important for technical share analysis. It is formed from the average prices on the last ninety stock market days. If the current price rises from below this line to above it, this is valued as a signal to buy. In contrast, it is valued as a signal to sell if the price falls from above the line to below it.

Nominal value

The part of a share that represents the company's registered capital; for fixed-interest securities, this is the amount that the issuer (distributor of the bond) must pay back to the holder at the end of the maturity period.

NYSE

Abbreviation for New York Stock Exchange (Wall Street). The most important stock market in the world. Formed in 1792. Floor trading system with market segments for cash transactions and forward transactions.

Offer price

Name of the price at which an offer exists.

Old Economy

The Old Economy consists of all branches of industry in which value is primarily created by using capital. Examples include the automotive industry and mechanical engineering.

Option

Purchase or sale of the right to accept an offer to buy or sell within a fixed period of time.

Order

Another term for purchase orders or sales orders on a stock exchange.

OTC transaction

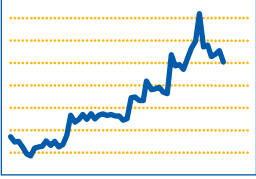
Over-the-counter: Unofficial exchange in the USA for shares and bonds in interbank trade which takes place outside of the responsibility of the stock exchange but which is still subject to the valid legal provisions for securities trading.

Outside capital

Capital obtained externally by taking out loans from banks or other creditors.



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- Penny stocks**
Highly speculative American shares with prices between fractions of a cent and a few dollars.
- Preferred stock**
Increasingly rare type of share without the right to vote but which has higher dividends.
- Premium**
Price markup on the nominal value of a security or the parity rate of foreign exchange: nominal value or parity + premium = price.
- Price-earnings ratio (PER)**
Current market price divided by earnings per share. The PER allows statements to be made regarding the way in which various shares from a particular industry are valued on the stock market.
- Prime standard**
Alongside the general standard, this is one of the two stock market segments introduced with the stock exchange rules changed on January 1, 2003 and the resulting restructuring. In the prime standard, the issuers must meet international transparency requirements that go beyond those of the general standard. These include quarterly reports, international accounting standards (IAS or US GAAP), presentation of a company calendar, at least one analysts' conference each year, as well as ad-hoc disclosures and regular reporting also in English.
- Profit warning**
Declaration of a company listed on the stock market that the profit originally expected will not be achieved; must be published in the form of an ad-hoc report.
- Publicity obligation**
Obligation, laid down in the second law to promote the financial market, for companies listed on the stock market to publish ad-hoc reports.
- Quarterly report**
Quarterly interim report on a company's sales and profit development in a particular quarter.
- Rate**
Price of securities, foreign exchange, and fungible (representable) goods (that are traded on the stock exchange). As the market price, the rate is the result of the offer/demand ratio that exists when the rate is formed.
- Rate cash flow ratio**
Share price divided by cash flow per share. Key figure that demonstrates the relationship between the share price and the underlying performance-based potential.
- Rating**
Opinion, expressed in symbols, of agencies specializing in creditworthiness analyses with regard to the economic ability and legal commitment of an issuer to meet all due payment obligations and/or due payment obligations associated with a specific financial title completely and on time.
- Real-time prices**
Quotations which the stock exchange displays on price screens or other terminals without delay.
- Registered share**
Share registered in the name of the owner.
- Return on investment (ROI)**
Key commercial key figure (financial profitability). The ratio between profit and total assets.
- Securities and Exchange Commission (SEC)**
Securities and stock exchange supervisory authority in the USA that monitors the entire international market.
- Security identification number (SID)**
Six-digit number which is used to uniquely identify all traded shares and other securities.



Share

Shares (also referred to as stock) break down the share capital of a stock corporation into smaller parts and at the same time evidence ownership of holders' rights in the stock corporation. According to §8 paragraph 1 of the German Stock Corporation Act, the shares can be either par-value shares or individual share certificates.

Share buy-back

Under certain circumstances, stock corporations may buy back their own shares. Shares may be bought back for various purposes. One of the most important reasons is to increase the share price of the shares remaining on the free market.

Share call option

Authorizes its holder to purchase shares at a previously fixed price within a certain period or at a certain point in time.

Share index

Key figure that, usually every day of trading on the stock market, reflects changes in share prices (several or all) over the course of time based on a randomly set base value. Share indexes can comprise the entire market (overall index) or just individual industries (industry index).

Shareholder value concept

Concept representing the sole orientation of management towards the interest of shareholders, with the aim of maximizing market value.

Share put option

Authorizes its holder to sell shares at a previously fixed price within a certain period or at a certain point in time.

Short sale

Forward transaction that involves the seller selling goods or securities that he does not yet possess in the hope of being able to purchase them by the delivery date at a lower price than that agreed in the contract and therefore taking in the difference as a profit.

Small caps

Shares of small stock corporations traded on the stock market. The name is an abbreviation of small capitalized.

Small shareholder

Shareholder who only owns a few securities of a company.

Split share

Arises when shares are increased by exchanging the old shares for a larger number of new shares (split shares) whose nominal values or unit values are reduced accordingly.

Stagflation

Stagnation of economic growth coinciding with inflation.

Stakeholder value

Concept of company management that is considered to be the opposite of shareholder value. This entails the company management considering the interests of all entitlement groups connected to the company – such as management, employees, buyers, vendors, creditors, and the state – when making decisions.

Stock market supervisory authority

Supervises the stock market in accordance with the rules of stock exchange law as defined in § 1 paragraph 2 of the German Stock Exchange Law. The supervision extends to adherence to the stock exchange rules and laws as well as orderly implementation of trading on the stock market including the processing of stock market transactions.

Stock option

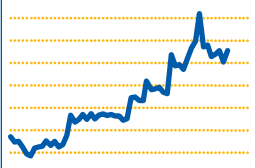
The right, acquired by paying a premium, to buy (call) or sell (put) a specific number of shares at a specific pre-defined price within a specific period or on a specific date in the future.

Stock option plan

Model that allows for a company's managers to be given stock options in the company without remuneration or subject to preferred conditions.



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Stock split
Division of a share into two or more parts. The main purpose of such a measure is to reduce the price of the individual share and make it easier to handle.

Stock voting right
Voting right of the stockholders. The most important management right enjoyed by individual stockholders that can be executed based on membership and autonomously. In general, every share grants a voting right that is exercised based on principle share values or, in the case of individual share certificates, based on the number thereof.

Supervisory Board
Body of a stock corporation. The Supervisory Board monitors the management of the stock corporation, appoints members of the Executive Board, calls a General Meeting in special circumstances, and represents the company legally against the Executive Board.

Transaction costs
Charges that investors pay the bank in charge of their securities account when they buy or sell shares.

Treasury stock
Shares issued by a stock corporation that it holds itself. According to §71 paragraph 1 of the German Stock Corporation Act, the company may only purchase treasury stock under certain conditions listed there.

Under pressure
The stock market tendency indicating that the number of sales orders increases when prices drop rapidly.

US GAAP
United States Generally Accepted Accounting Principles: American accounting standards which are not legally binding in the USA but are officially recognized and valid.

Venture capital
Name for equity that is made available by means of a specialized company (venture capital fund) to young companies that cannot finance their growth from their own funds and receive no or insufficient credit from banks due to a lack of collateral.

Volatility
Measure of the degree of fluctuation and thus the price risk of a security over a particular period. The term is often also used generally for market price and interest rate fluctuations.

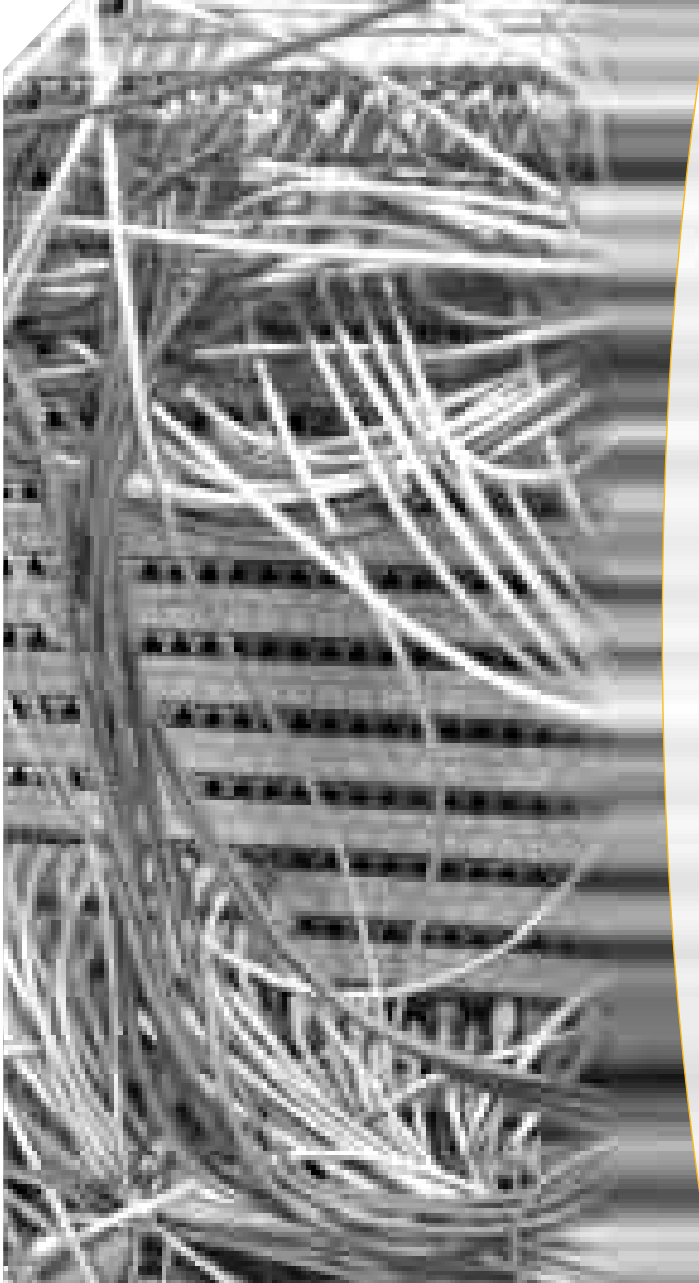
Working capital
Key figures for assessing the liquidity of a company. Defined as surplus of the short-term assets (can be converted into cash within a year) over the short-term liabilities of a company.

Xetra (Exchange Electronic Trading)
Fully electronic international trading platform of Deutsche Börse AG. Market participants with global operations (institutional investors and private investors) can trade any amount of any of the stocks, bonds, and warrants listed on the Frankfurt stock exchange using XETRA.

Yield
The profit – specified as a percentage of the purchase price – which a security brings, taking into account all factors such as price, maturity period, and interest.



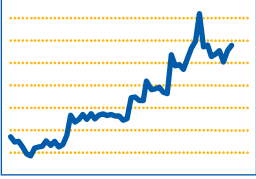
Glossary Technique



- Accounting**
Usage-related service accounting for IT resources based on real usage data. Based on usage measurements and the recording of the asset (see asset management).
- Application hosting**
Model which entails companies no longer operating their hardware and software on their own premises but outsourcing it to relevant service providers and only paying for the applications they need at any given time.
- APO**
Advanced Planner & Optimizer: Software application from SAP for detailed planning, optimization, and scheduling of logistics processes. Used in SCM (Supply Chain Management).
- Asset management**
The entry and management of economic goods and their costs and values, specifically for IT investments in the areas of hardware and software.
- ASP**
Application Service Provider: An ASP leases software applications. Users pay for the access either by the hour or according to use



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- Back-office**
Installations and software applications which focus on internal company administration of all business processes – such as human resources and financial accounting.
- Backup**
Regular copying of data to an external storage medium.
- BI**
Business Intelligence: Software solution offering various functions and procedures for analyzing the knowledge of all employees in a company and making it available to others.
- Business process**
Sequence of operations and steps, e.g. to process a sales order.
- Browser**
Program for finding data and documents on the World Wide Web (www), accessing them, and displaying them on a computer screen.
- Client-server architecture**
Cooperative structure for processing information whereby the tasks are shared between programs on networked computers. In such a connected system, central computers (servers) offer services to various devices on the user-side (clients) as required – such as access to a database.
- Cluster**
Combination of several servers in an IT environment in order to use resources more efficiently and reduce unscheduled system downtime.
- CRM**
Customer Relationship Management: Software solution following an end-to-end approach for maintaining customer relations. CRM systems use all available company and customer data and support sales/distribution, marketing, customer service, and controlling functions.
- Data Warehouse**
Comprehensive concept to provide employees from all areas and levels of a company with help in decision-making. Such solutions are based on an integrated database with decision-relevant information about all fields of business.
- Early Watch**
Regular examination of the performance of SAP R/3 systems. Early Watch recognizes potential bottlenecks in the available hardware resources or non-performance programming at an early stage.
- E-business**
All forms of electronic business processes between companies, customers and business partners.
- E-commerce**
Trading of goods and services by means of electronic media such as the Internet.
- ERM**
Enterprise Resources Management: Software solution which constantly monitors and controls complex IT systems, such as SAP R/3, and all participating components such as databases, operating systems, and network elements.
- ERP**
Enterprise Resources Planning: Fully-integrated enterprise-wide software solution, such as SAP R/3, which plans and monitors processes in all business areas (manufacturing, financial accounting, logistics, human resources, projects, and sales/distribution, etc.).
- Firewall**
Software acting as a security barrier to prevent unauthorized third parties from accessing networks.
- Front-office**
Installations and e-business applications for direct customer contact. These include CRM systems and call centers.
- Going-live service**
Service which optimizes the performance and reliability of SAP systems right from the start.



Helpdesk

People or services offered which users can turn to when they have questions or require support.

Hosting

Opportunity to have IT systems operated in the computer center of an external service provider.

HTML

Hyper Text Markup Language: Programming language for designing contents on the World Wide Web (www).

InterfaceManager (IM/3)

Software product developed by REALTECH for standardizing, generating, maintaining, and monitoring interfaces between SAP and non-SAP applications.

Internet

Global, TCP/IP-based computer information network allowing rapid information interchange between computers connected to it and for the related technologies. e.g. World Wide Web (www).

Intranet

Network for processing information within a company or organization.

IT

Abbreviation for information technology.

IT infrastructure

All networked IT components as a whole – consisting of network devices, servers, and workplace computers, as well as the software running on these computers.

ITIL Standard (IT Infrastructure Library)

ITIL is the de facto worldwide service organization and service management standard. ITIL breaks IT service management down into eleven disciplines which are split into two sections, Service Support and Service Delivery. ITIL provides process and interface descriptions for each of these disciplines. These descriptions enable internal processes to be defined and optimized in line with the IT service to be provided.

Knowledge Management

End-to-end method of gathering, selecting, organizing, filtering, and presenting the information available in a company in a systematic manner. The aim is to optimize knowledge transfer and thus increase the productivity of employees.

MSP

Managed Service Provision: Service for operating computer centers remotely using system management software.

mySAP.com

SAP's e-business platform. Extensive solution concept developed by SAP for optimizing integration of all relevant business processes using the Internet.

Operating system

Essential program required to run computers. Operating systems make functions available which control and monitor individual application programs and form the basis for joint use of computer resources. Examples include Windows, Unix and Linux.

Outsourcing (Outside Resource Using)

Commissioning external service providers to perform certain tasks in the framework of a long-term contract between partners.

Portal

A portal is a uniform user interface (typically a Web interface) that displays all relevant applications on this interface depending on the user context.

Recovery

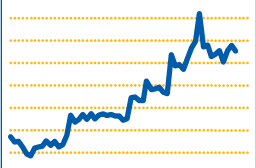
Recovery of datasets after errors or data loss.

SAP R/3

Leading global ERP system developed by SAP.



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SCM
Supply Chain Management: Software solution for harmonizing all logistics processes and functions within the supply chain from the vendor to the end user. The aim is to optimize customer service while at the same time minimizing costs.

Server
Central computer in a network which makes applications and data available to the individual workplace computers or other peripherals.

Server-on-demand
A service entailing a computer center putting servers at a company's disposal on a temporary basis, e.g. in order to test a new software version prior to actually using it in production.

Service level agreement
A service level agreement is an agreement between the users of IT services and an IT service provider relating to service quality and quantity. The SLA is an undertaking on the part of the service provider to deliver a service level defined in terms of both scope and quality as well as an undertaking on the part of the user to make a defined contribution to the same. Typically, agreements of this type are concluded between organizations (e.g. between a company's profit and cost centers) or with a company group – however SLAs are not contractual agreements.

Scalability
The opportunity to increase the number of users or the capacities of a software solution without modifying the application software of the system on a large scale.

SMS
Short message service: service for exchanging short messages of up to 160 characters via the mobile phone network.

Software distribution
The automatic distribution of software packages in line with specific sets of rules. Typically, this can be completely automated for Windows workplace computers using suitable software solutions.

SQL server
Database product from Microsoft which – as a Relational Database Management System (RDBMS) – makes complex database technologies easier to use and available to a large user community on Windows platforms.

Systems integration
Technical connection of hardware or software from various manufacturers. The aim here is to create high-availability system environments which are stable and secure and allow companies to make the most of available resources.

TCP/IP
Dominant global protocol for communication between computers. Every computer connected to the Internet "speaks" TCP/IP.

theGuard! System Management Suite
System management software developed by REALTECH for managing complex IT systems. Ensures that all relevant components, services, and applications in IT systems run as smoothly and efficiently as possible and notifies the relevant employees should any faults occur. theGuard! System Management Solutions constitute an entire family of products for managing applications, systems, and devices in an IT system connected across the company, consisting of the following individual solutions:

theGuard! ApplicationManager
Application and system management software from REALTECH. This is an integral part of theGuard! System Management Suite that monitors smooth operation and maximum availability of critical IT components such as the operating system, database, middleware, and applications such as SAP R/3 or mySAP. Detailed reports form the basis for strategic decisions for the company IT department.



theGuard! Helpdesk

Extensive helpdesk solution from REALTECH for the operation of support departments. Integral part of theGuard! System Management Suite. Helps customers to document and solve errors in a structured manner. Can be easily adapted to meet specific individual requirements.

theGuard! InventoryManager

Software from REALTECH for inventory management and stocktaking, also an integral part of theGuard! System Management Suite. Is used to present inventory data regarding software and hardware and to list software licenses in the corporate network.

theGuard! NetworkManager

Network management product from REALTECH and integral part of theGuard! System Management Suite. Central manufacturer-independent network management that manages various network components from all well-known manufacturers. Particular features include automatic recognition and graphical representation of the network topology and corresponding components.

theGuard! ServiceLevelAnalyzer

theGuard! ServiceLevelAnalyzer is a powerful software solution from REALTECH for guaranteeing and monitoring service level agreements via a complete IT infrastructure. This innovative solution allows IT employees and IT organizations within companies to monitor and document agreed SLAs in real time. The reports created by theGuard! ServiceLevelAnalyzer are based on data supplied by the installed components of theGuard! System Management Suite and checked against the contractual rules.

theGuard! SystemManagementPortal

theGuard! SystemManagementPortal integrates all the advantages of REALTECH's theGuard! ApplicationManager, theGuard! NetworkManager, theGuard! InventoryManager, and theGuard! Helpdesk to form a powerful, Web-based solution with quick, extensive, and correlated problem-solving functions for all user groups in an IT department.

theGuard! Xtensions

REALTECH's theGuard! Xtensions offers special network and system management solutions which are integrated into the REALTECH theGuard! System Management Suite. The functions which theGuard! Xtensions adds to theGuard! product family mean that it is now possible to respond to customer requirements and to support new market developments more quickly.

TransportManager

Software solution from REALTECH for the SAP R/3 transport system. A time-saving, secure, automated, workflow-based procedure for change requests in the R/3 transport system. It also offers a revision-safe authorization procedure, a signature concept and its own integrated function for testing critical objects.

Web AS

Web Application Server: The Web AS is a further development of mySAP technologies for the development and operation of Web applications and affects all business applications offered by SAP. It combines the advantages of the familiar SAP development environment with the well-known approach for Web applications development (similar to Microsoft ASP, Java JSP). Using the Web AS, you can program and call applications that access the database directly and send out the result in the form of pure HTML code, thus allowing any common browser to display these applications. Furthermore, the applications can be tailored to the company design and are thus ideal for customer contact.

WAP

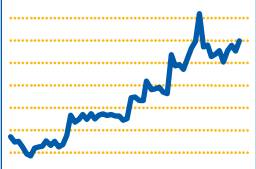
Wireless Application Protocol: Standard for the provision of Internet-based information and services for mobile phones.

WML

Wireless Markup Language: HTML language for WAP applications.



REALTECH AG	
Price	8,00
Date	12.02.04
SID	700 890



- Workflow**
Pre-defined sequence of work steps within IT systems.
- World Wide Web (www)**
User-friendly service on the Internet that, together with a browser, allows you to access information distributed throughout the world and saved on servers.
- XML**
Extended Markup Language: HTML language for Internet applications with the addition of semantic checks and type checks.
- XSL**
Extended Style Sheet Language: Formatting and layout language for Internet applications based on XML.

