

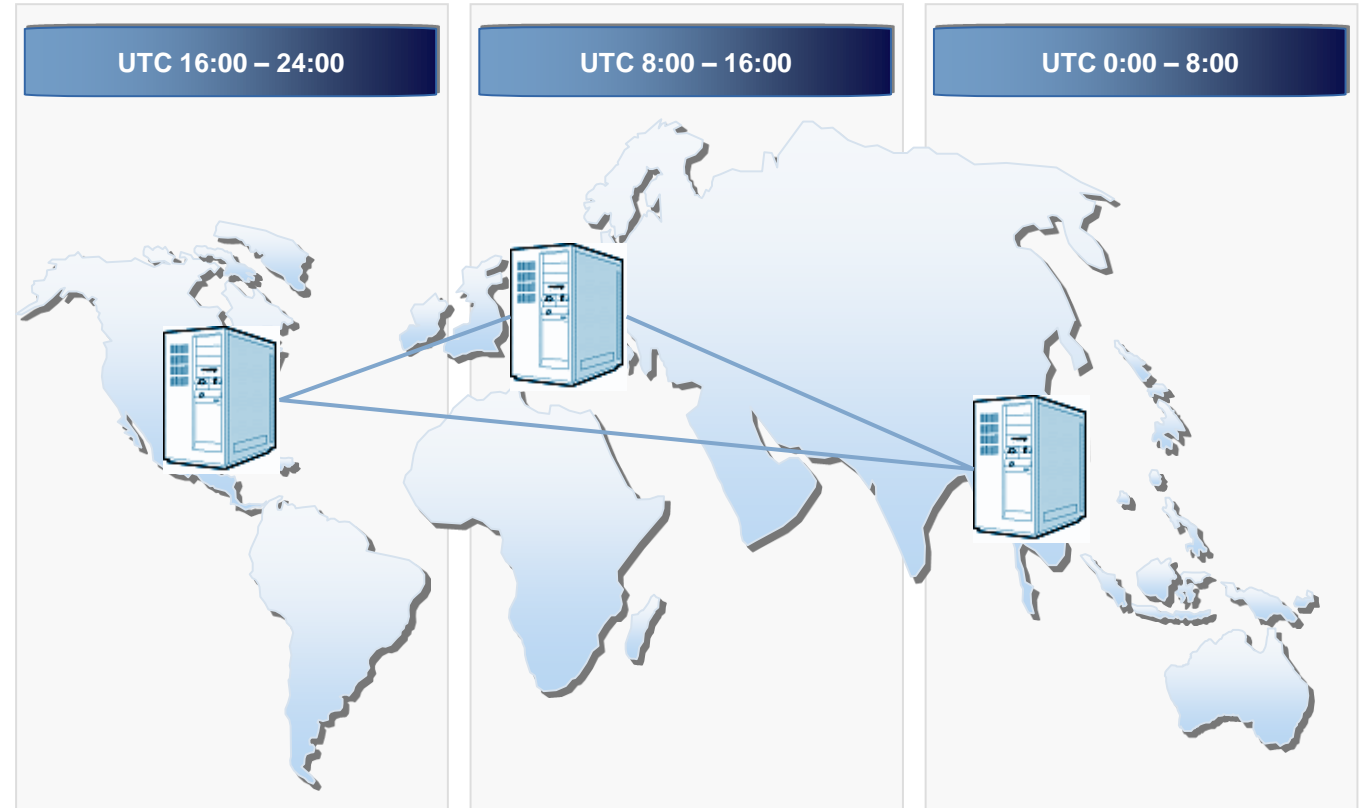
KUEHNE + NAGEL

- Founded in 1890 (Germany)
- Logistics provider
 - 1000 offices in over 100 countries
 - 66,000 employees
- Total turnover of \$ 18.5 billion



DATA CENTERS

- Act as backup and recovery for each other
- 24 hour support (follow-the-sun)



- Centralized management of applications and services
- Standardized architecture, hardware, processes
- Security control

KEY SYSTEMS

Large portfolio of applications

Strategic

- SeaLog/AirLog
- ACON
- KN Login
- Vlog
- L-WiS
- KN Service Broker

Operational

- CIEL FW/DW
- OTM
- KN Messaging System
- KN Railsoft
- KN Vast NG
- KN Information Broker
- KN Data Pool
- KN Document Warehouse
- KN Master Data Management

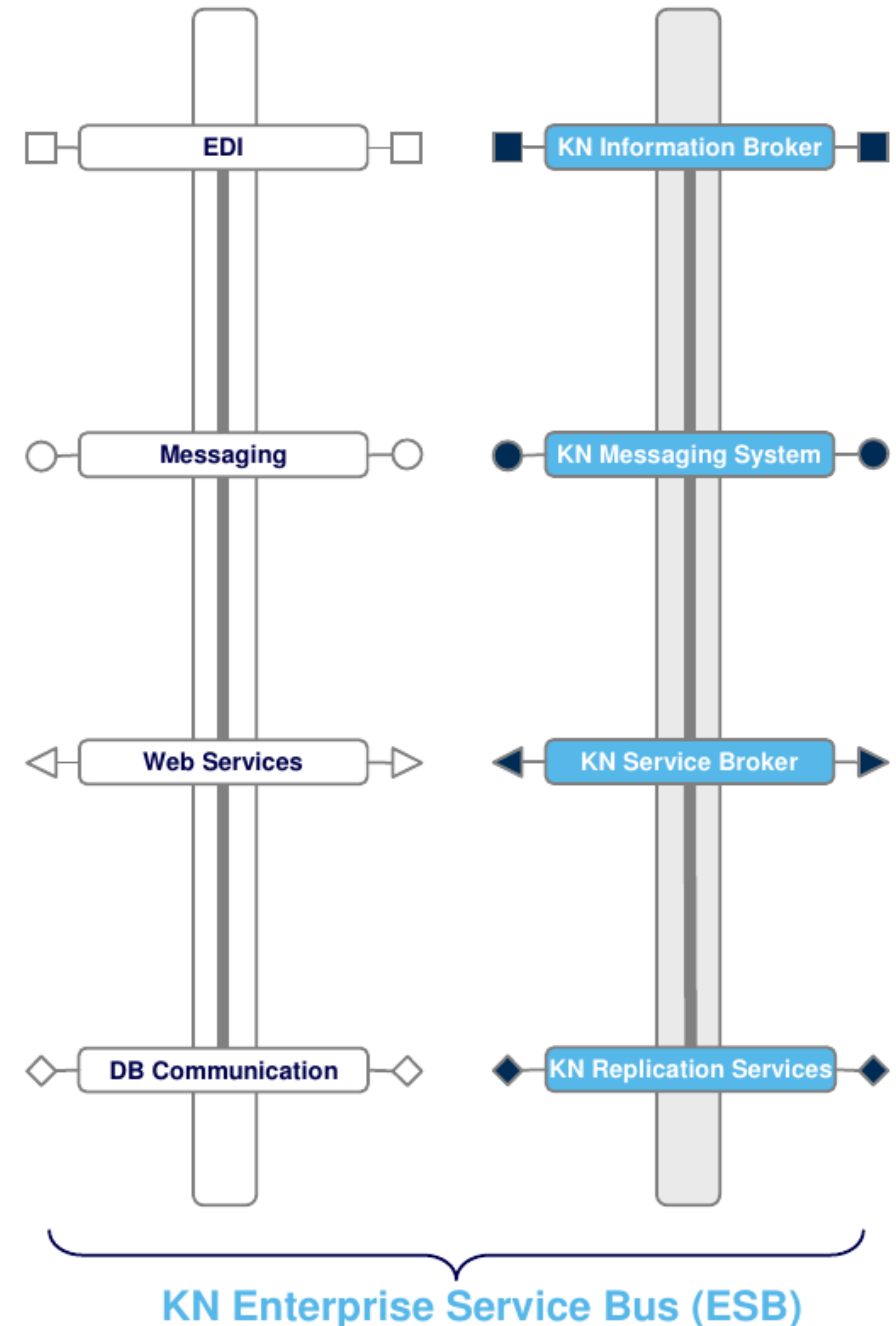
Support

- JIRA Demand Dashboard
- Data Marts (Sea + Air, Road, Contract Logistics)
- Clarity
- Centra

KEY SYSTEMS

Integration: KN Enterprise Service Bus (ESB)

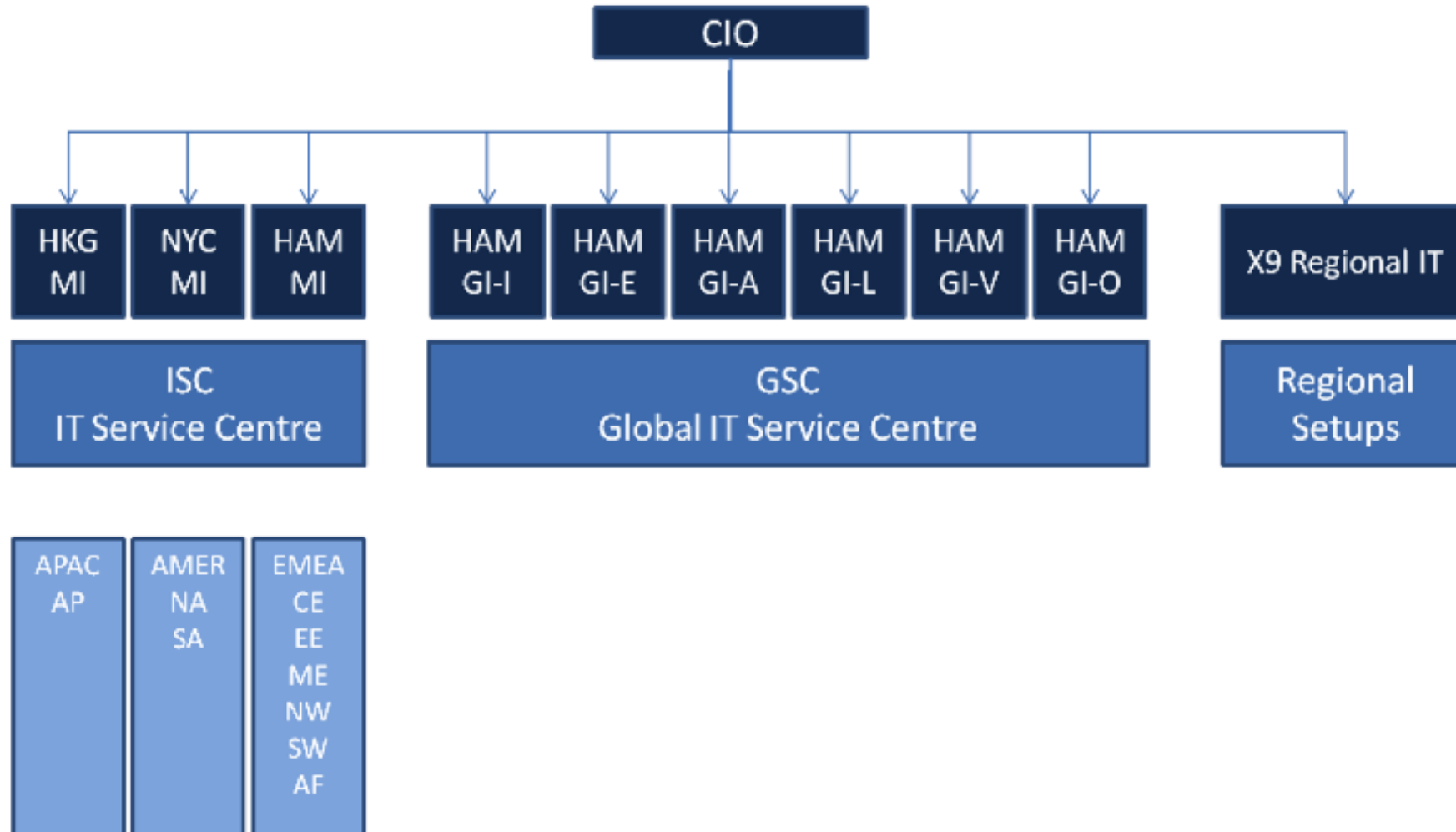
- **KN Information Broker:** integrates applications by doing file format and communication protocol translation to and from KN's internal proprietary format
- **KN Messaging System:** connects the applications by transferring KNIE messages. Central monitoring and archiving. 450K messages/day.
- **KN Service Broker:** enables applications to consume and export Web Services. Central repository for all Web Services. Does monitoring of service levels.
- **KN Replication Services:** replication of data, redundancy of services, backups and recovery.



EXTERNAL RELATIONSHIPS

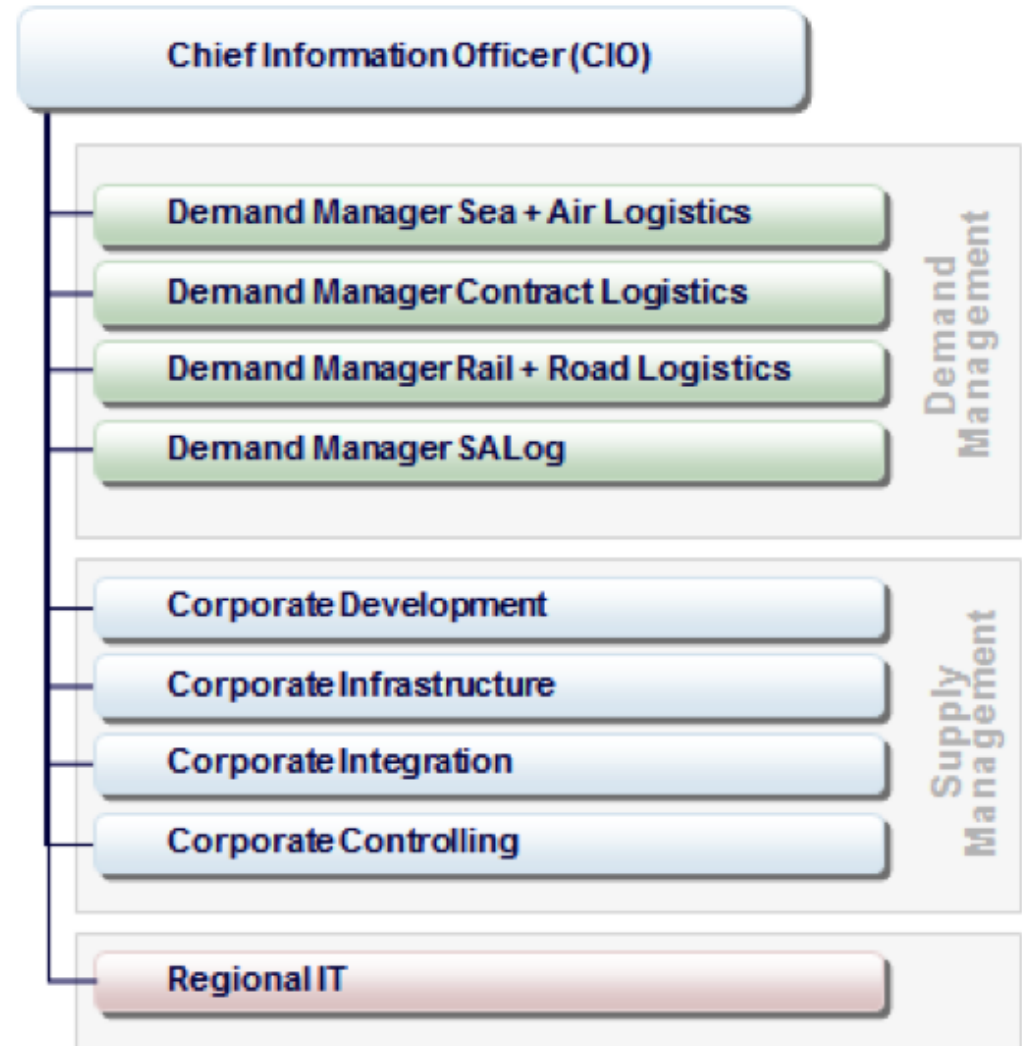
- Types of relationships
 - **Strategic partnerships**
 - Transaction relationships
 - Cosourcing alliance
- IBM (Hardware), Oracle (Database Management)

ORGANIZATIONAL STRUCTURE OF IT FUNCTION



IT within company

Structure of IT department



PROJECT PROCESS

- Choice of Company
- Interviews
- Document analysis