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Galileo Group provides Intelligent Data Qualification Module for successful CSRC Productive Start at Konica Minolta

The new Data Qualification Module forms the central base for intelligent processing of bi-directional data streams in the context of the Konica Minolta CS Remote Care (CSRC) concept.

Munich, May 29 2008 - The Galileo Group AG, one of the leading suppliers of software engineering and consultancy services for heterogeneous ERP landscapes and IT Service Management solutions, announces the release of the Intelligent Data Qualification Module (IDQM), building the foundation for intelligent processing of the bi-directional data streams, flowing between the printing solution installed by the customer and the Service Desk of Konica Minolta. IDQM is part Konica Minolta's CSRC Initiative to deliver high value services to its customers.

Advantages of CSRC

Konica Minolta's CS Remote Care concept reduces the workload for their customers, while in parallel enhances the productivity of the Konica Minolta products, which are deployed there. The availability of the equipment is raised, while the management process is streamlined, resulting in an improved ROI. Even before the customer has recognized, that there may be problem, the product itself will send a report to the Service Desk using GSM or GPRS technology via internet / email or fax, allowing Konica Minolta to send out a service technician to resolve it. The CSRC infrastructure hereby facilitates the interactive exchange of information between the products installed at the customer and the Service Management solution.

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The Intelligent Data Qualification Module (IDQM) as a Component of CSRC

The Intelligent Data Qualification Module facilitates the seamless integration of the Konica Minolta products located at the customers' premises with the ERP landscape in the specific Konica Minolta national subsidiaries. IDQM hereby distributes hereby the incoming reports to the correct ERP systems of Konica Minolta. In addition, it provides a central filter mechanism for the incoming reports (rule and history based) and also ensures serving all receiving systems in time, as the Konica Minolta expects a very high number of incoming reports. "One particularly interesting challenge we faced was to meet the Konica Minolta's performance requirements while still providing the necessary flexibility for the rule engine," explains Rüdiger Schaade, Galileo Project Leader.

Galileo Group AG as Partner

"By selecting Galileo Group AG, we have enjoyed the professionalism of an experienced partner, providing the functionalities set out in the development agreement within the stipulated time as well as the set budget," explains Willfried Barg, Project Leader at Konica Minolta. "We were delighted with the outstanding results, especially considering the heterogeneous IT landscape involved and the various internal interests. The project delivered by Galileo provides rich functionality combined with high quality and stability leading to a low cost-of-ownership in the future. Of particular value to us was the wide-ranging expertise of the Galileo consultants, reaching from implementation of the Java-based core module to suggesting important changes for the associated SAP systems." Rüdiger Schaade adds: "In projects like this, our software engineers and consultants have – in addition to the essential hard skills – two soft skills which are absolutely crucial for success: an understanding of the client business, and the ability to combine and integrate various stakeholders on an ongoing basis."

About Galileo Group AG

The Galileo Group AG and its subsidiary Galileo Tools GmbH are one of the most respected system and solution houses, with activities extending throughout Europe. In addition to SAP introduction and software engineering/software development services on the basis of modern technologies such as Java/J2EE and .NET, Galileo offers comprehensive personal sourcing solutions for IT consultants. In association with its subsidiary Galileo Tools GmbH, the Galileo Group AG is also one of the leading providers

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of Change and Transport Management solutions for SAP®. Conigma™ CCM integrates administration and processes for developing, adapting and customizing SAP software seamlessly with existing IT support infrastructure, such as SAP standard procedures for distributing and transporting SAP changes (ABAP TMS and Java CMS).
The clients of Galileo Tools include companies like LSV (Landwirtschaftliche Sozialversicherung), Postbank, Siemens AG, the Züricher Kantonalbank in Switzerland and the General Accident Insurance Group in Austria. The Galileo Group may be found in the Internet under http://www.galileo-group.de.

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