

# HILBERT<sup>®</sup> SERVICES SUMMARY

## OVERVIEW

### The Highest Quality Service

Hilbert's knowledge, experience and methodology enable us to give each and every customer attentive services of the highest quality. Hilbert's service offering is completely dedicated to make sure that the products and solutions are most effective in any customer environment. Starting with a profound knowledge of the product, a proven project implementation strategy and after understanding your business intelligence challenges the services team works to achieve a fast and secure ROI of your Hilbert solution. We provide the consulting expertise and product support our customers need to transform their data into knowledge while increasing confidence in successful project execution.

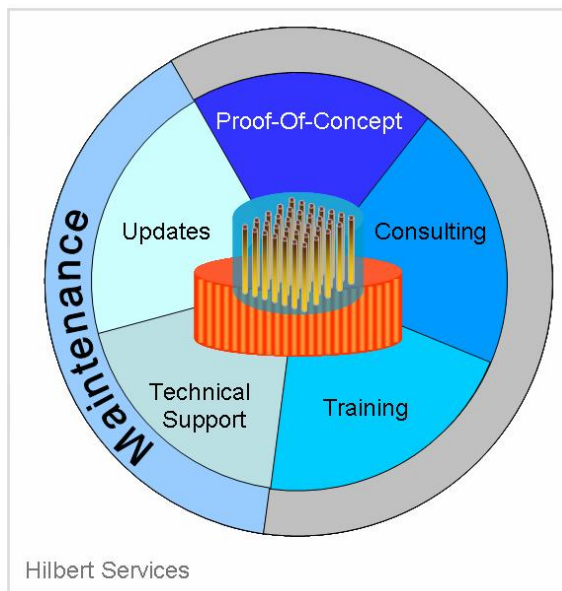
All services are driven by Expertise, Quality and Speed:

- n **Expertise**  
Our consulting professionals are the ones who know or products, solutions best and have successful implemented Hilbert Systems in various industries
- n **Quality**  
Hilbert consultants or Hilbert certified partners are quality driven. Customers find Hilbert's support approach cost-effective, convenient, highly efficient and at a superior quality level
- n **Speed & Return-On Business Intelligence**  
Investing in Hilbert and the full range of the Hilbert Solutions and Services is one of the highest return on business intelligence investments that many companies can make.

### Service Elements

Hilbert Services contains six complementary offers to secure your business intelligence investment:

- n **Consulting**  
Our consulting professionals and our consulting certified partners have a deep understanding of the Hilbert products and solutions. These persons are specialized in the implementation of Hilbert solutions and are thus dedicated to improving the business intelligence processes of our customers.



### Why Hilbert?

*We are the only solution provider for ultra high-speed access, manipulation, storage and analysis of large volumes of structured and unstructured data.*

*Speed, Flexibility and Scalability have been the design criteria of the Hilbert solution.*

*The Hilbert solutions are offered as embedded Hilbert Engine technology, standard products or industry specific solutions.*

Bjorn Gruenwald, CEO and Founder of Hilbert Technology Inc.

Services through Hilbert and certified partners services experts

High quality support

Fast problem resolution and support

Consulting services

Secure solution success

Fast return on business intelligence investment

Customized solutions to fulfill customer specific requests

Proof-Of-Concept Services

Demonstration of solution success

Test of final solution in a controlled process

**n Proof-Of-Concept**

Customers like to get a first idea and proof of concept for the application of Hilbert solutions within their data environment. Hilbert and its certified partners offer a pilot installation and customization service to prove the ultra high-speed advantage of the Hilbert solution with a subset of your data in a solution subset which allows you to see a representative part of the final solution.

**n Training**

Hilbert and its certified partners offer standard class-room, web based and on site training for the Hilbert products and solutions. All training can be customized to support your specific business requirements and solutions.

**n Technical Support**

Hilbert and its certified partners offer first and second level support based on the conditions and requirements as stated in your customer support contract. Third level support is provided for by the Hilbert development and support centre.

**n Updates**

Hilbert technology is optimized to support the search, access, storage and analysis of data in distributed data environments with a mix of structured and unstructured data and data types at ultra high-speed. We constantly expand the performance and functionality of our products and solutions. To take advantage of these efforts we offer an update service for the underlying technology.

**n Maintenance**

Customers can sign a maintenance agreement with Hilbert to take advantage of the Hilbert product and solution enhancements thru our updates and receive technical support through E-mail, phone and web access.

## Conclusion

Hilbert offers highest quality service through its own and its certified partner service organizations. The services offer expertise, quality and speed in return on your business intelligence investments. The services provide consulting, proof-of-concept, training, technical support and updates. In signing a maintenance agreement with Hilbert the customer will get the newest technology updates plus technical support.

### Training

- Provide solution success
- Increase efficiency and effectiveness
- Manage change management

### Technical Support

- Provide solution success
- High availability of the solution

### Updates

- Increase business value of solution
- Advantage of performance and functionality enhancements

### Maintenance

- Provide solution success
- Updates and technical support
- Increase business value of solution
- Advantage of performance and functionality enhancements

- High availability of the solution

## Your Benefits

- n Services through Hilbert and certified partners services experts
  - n High quality support
  - n Fast problem resolution and support
- n Consulting services
  - n Secure solution success
  - n Fast return on business intelligence investment
  - n Customized solutions to fulfill customer specific requests
- n Proof-Of-Concept Services
  - n Demonstration of solution success
  - n Test of final solution in a controlled process
- n Training
  - n Provide solution success
  - n Increase efficiency and effectiveness
  - n Manage change management
- n Technical Support
  - n Provide solution success
  - n High availability of the solution
- n Updates
  - n Increase business value of solution
  - n Advantage of performance and functionality enhancements
- n Maintenance
  - n Provide solution success
  - n Updates and technical support
  - n Increase business value of solution
  - n Advantage of performance and functionality enhancements
  - n High availability of the solution

## About Hilbert

Pennsylvania based Hilbert Technology Inc. is an international provider of business intelligence (BI) solutions for large and medium size enterprises worldwide. The offering is based on the revolutionary, patented Hilbert Engine technology for the ultra high-speed access, manipulation, storage and analysis of large volumes of structured and unstructured data. The Hilbert solutions are offered as embedded Hilbert Engine technology, standard products or industry specific solutions. Organizations in public services, law, government, finance, communications, whole- and retail sales, transportation & tourism and chemical & pharmaceutical can employ Hilbert solutions to gain unparalleled speed in access and analysis over large data volumes.

## Notes

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