

## **TeamWork becomes a Centreon Advanced partner.**

**By obtaining its Centreon EMS certification, TeamWork will be able to offer its clients high added value IT Monitoring services and join the official Centreon partner club.**

Paris, XX September 2017 - TeamWork, specialized in consulting, integrating, outsourcing of SAP solutions and technology platforms, has created a shared service center (SSC) for its clients in France and worldwide. By becoming a Centreon (the independent French IT monitoring software company) partner, TeamWork has taken a new strategic direction. The partnership, built around the Centreon EMS solution (\*), will make it possible for TeamWork to propose added value IT Monitoring services to its clients.

TeamWork, a strategic partner in digital transformation, operates in four core businesses: Business Consulting, SAP Business Solutions, Technology Platforms and Data Analytics. TeamWork supports both major international accounts and SMEs. TeamWork's 15 international sites allow it to provide 24/7 technical and functional outsourcing support services and geographical proximity to its customers. It is within this context that TeamWork has joined the Centreon Advanced partner club for its Technology and Infrastructure activities.

This partnership with Centreon is part of the company's strategy to offer its clients the best technology. The choice of Centreon EMS for the shared services center was natural for the teams, which had already completed many projects for its clients based on the Centreon open source platform. The creation of the new Centreon partner program developed along with the fact that the Centreon EMS is in line with IT Department expectations were decisive factors in deciding TeamWork senior management to formalize this alliance.

*"This partnership is at the heart of our technology businesses which require advanced monitoring. It's a project that brings our teams together. We had been hoping for it for several months, and it's the culmination of the investments in manpower and time we have made around the Centreon solutions. At first, our center in Lyon will have the leadership, but in the medium term, all our international centers, whatever their location, will be trained and will also be able to conduct IT Monitoring projects in their own zones"* commented Mathieu Commare, TeamWork Integration and Infrastructure Team Leader.

Centreon EMS is a highly scalable IT monitoring solution that adapts to any business for all types of IT infrastructure. Its strength is to pool the data to make the fullest use of it in all circumstances. It makes it possible to present data in the form of event trays and summary dashboards that are directly understandable and suited to the user's context and the application environment. Performance indicators can be communicated to business.

Also, by providing a bottom-up approach to monitoring, Centreon EMS stands apart from competing approaches. Furthermore, it meets major companies' highest standards by providing a complete solution based on a reference open source platform, guaranteeing the overall performance of the different Centreon products. By including the features of Centreon EPP and its many plugin packs, of Centreon BAM, of Centreon MAP and Centreon MBI, as

well as unlimited support, the Centreon EMS offer becomes a global, complete and permanent solution that is updated regularly. A true strength for the TeamWork technical teams.

*“By joining the Centreon Advanced partner program, TeamWork will offer IT outsourcing services including Centreon EMS monitoring, as well as Centreon EMS integration and resale services... As part of a long-lasting strategy accompanied by close cooperation, this partnership will also include co-development projects.”* said Thomas Lussiez, the Centreon Partner Manager.

For Mathieu Commare, *“TeamWork’s consultants have been working with Centreon for over 10 years and we had already deployed many projects. Before offering it to our clients, we used it for our internal needs and were thereby able to test and appreciate it. We were won over by Centreon EMS. The variety of plugin packs combined with the other features were a triggering factor for us because we don’t have the time to develop tools that are as powerful and effective. This partnership will allow us to bolster our shared service center’s skill set. We’re going to capitalize on it to propose our clients value added solutions to meet their increasing needs for application reporting with business oriented views. In that context, Centreon EMS is the ideal solution to meet their needs.”*

*“Absolutely determined to become part of our program at its launch, the TeamWork teams are highly involved and validate high skill levels by obtaining their Centreon EMS certification. This partnership is doubly strategic for us: firstly, it shows our solution is adapted to monitoring needs identified by our partners, equally for SME and major group IT departments; and secondly, TeamWork’s international presence will increase our visibility in other countries in line with our export growth strategy. In that context, we will do all we can to support Mathieu’s teams as best we can following the trust he has showed in us by joining our new partner program”* concluded Romain Le Merlus, Centreon CEO and co-founder.

### **About TeamWork**

TeamWork, international group, founded in Geneva in 1999, is an independent company involved in four core businesses: Business Consulting, SAP Business Solutions, Technology Platforms and Data Analytics. Recognized by its clients for its expertise and experience, TeamWork is a strategic partner in digital transformation, equally accompanying both major international accounts and SMEs. With more than 500 employees and 15 international sites (Switzerland, France, Vietnam, Singapore, China, India, Canada, United States), TeamWork stands out with its capacity to guarantee 24/7 technical and functional outsourcing support services and geographical proximity to its clients. The competence, the taste for challenges, human values and the talent of its teams allow TeamWork to achieve linear growth and strong customer loyalty.

For more information, go to [www.teamwork.net](http://www.teamwork.net)

### **About Centreon**

Centreon is an independent French publisher of IT Monitoring software.

Founded by Romain Le Merlus, CEO, and Julien Mathis, CTO, Centreon helps businesses reduce incidents using open source standards, thereby avoiding expensive IT service down time.

A major European reference, Centreon has over 200,000 professional users and is equally recognized by SMEs and Global Fortune 500 companies. Airbus, Atos, Bolloré, BT, Eurovision, Hugo Boss, Kuehne Nagel, LVMH, Orange, Redbull, Telindus and Thales are amongst its many international references. They have chosen Centreon to set up relevant, upgradeable and profitable IS and network performance monitoring. They can count on Centreon’s support and services, as well as on its dynamic and innovating R&D.

For more information, go to [www.centreon.com](http://www.centreon.com)

*(\*) the Centreon EMS monitoring solution, previously known as CES Complete, includes Centreon Open Source, Centreon EPP (indicator plugin packs), Centreon MAP (customizable views and cockpits), Centreon BAM (business oriented KPIs), Centreon MBI (specific monitoring BI reports) along with support/maintenance. By helping the I&O teams to communicate and demonstrate the contribution of well structured IT data to business players, Centreon*

*EMS takes IT infrastructure, system and network monitoring to business performance oriented relevance.*

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