



# Huawei ICT Lösungen

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Enterprise Business

# Huawei Global Footprints

170+

Countries



16

R&D Centers

28

Joint Innovation Centers



15

Regional HQs



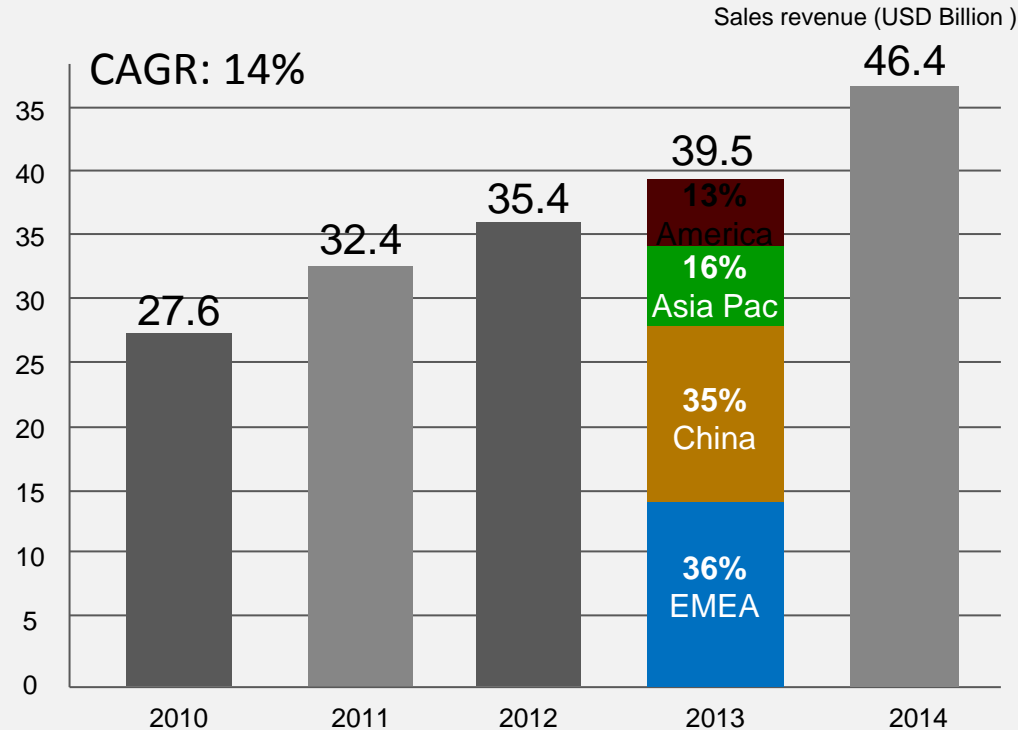
45

Training Centers

170,000

Employees Worldwide

# Who is Huawei



## Keep sustainable growth

- A Leading global ICT solutions provider
- 3 main businesses: Carrier BG, Enterprise BG, Consumer BG
- Rank 285th on the 2014 Global Fortune 500
- Customer-centric culture
- World-class management, process, and practice

- Huawei Technologies releases an annual report with consolidated financial statements audited by KPMG. — From Huawei annual report audited by KPMG

# Unsere Marktposition



**DC Switches:**  
**2,400+** units  
CE series switches shipped



**Data Center:**  
**480+** DC  
(**160+** Cloud DC)



**Storage:**  
**18%** growth  
**No.1** Ranking

Source: TBR



**Enterprise Routers:**  
**12.5%** market share  
**No. 2** Ranking

Source: Gartner



**LAN Switch:**  
**1.35M** units shipped  
**No.3** Ranking

Source: Dell'Oro



**WLAN, Switch, UC, CC:**  
placed in the  
**challengers** quadrant

Source: Gartner



**LTE:**  
**66** Industry LTE networks  
**No.1** Ranking



**GSM-R:**  
**26,500 km**  
Coverage



**UC, Videoconferencing :**  
**Major Player**

Source : IDC

# Beständiges Investment in Innovationen und Entwicklung

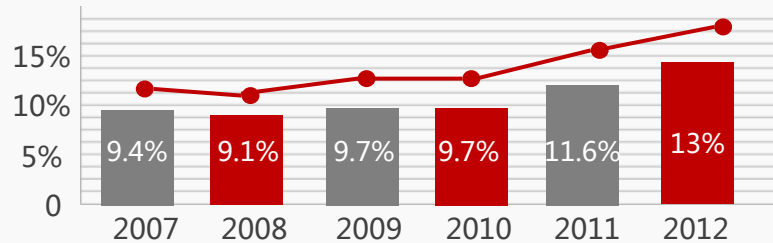
Das fünft-innovativste Unternehmen der Welt

## R&D Investment



- **USD \$4.8 billion** in 2014
- **78,000** R&D employees
- **16** R&D centers

Continuous increase in percentage of R&D investment to total sales revenue



## Standards und Patente



### Standards

- Membership in **150** international standards organizations such as IEEE, IETF, DMTF, Continua, and HL7
- **180+** positions in international standards organizations
- **23,000** standards - related manuscripts



### Patents

- **41,948** patent applications in China; **12,453** PCT patent applications and **14,494** patent applications outside of China.
- **30,240** patent applications granted (by December 31, 2012)



# Die drei Huawei Business Groups

## Carrier Business Group



- Fixed Network
- Wireless Network
- Global Services
- Telecom Software and Core Network
- Network Energy

## Enterprise Business Group



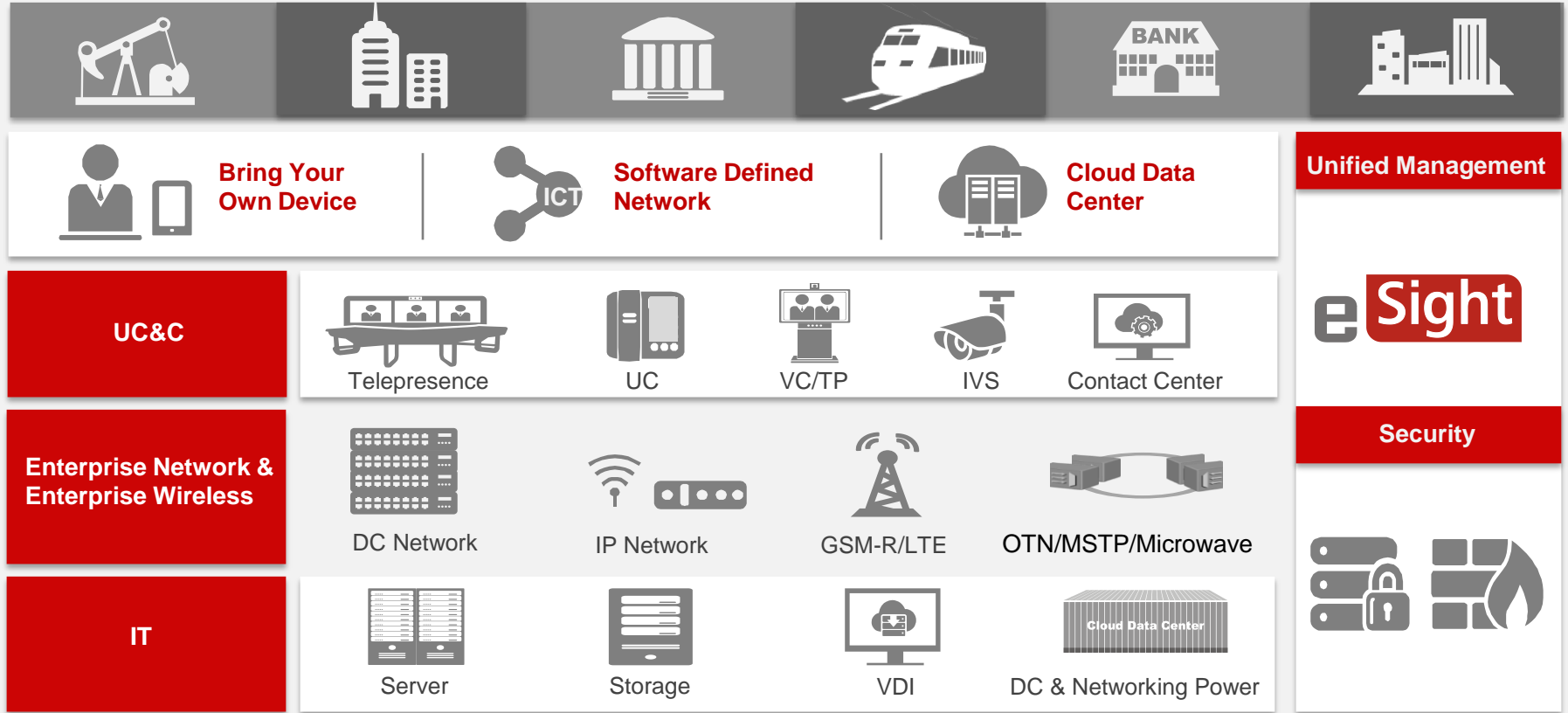
- Enterprise Networking
- Cloud Computing and Data Centers
- UC&C
- Management and Tools
- Wireless

## Consumer Business Group



- Smartphones
- Mobile Broadband
- Home Devices

# ICT Product and Solution Portfolio



# Huawei Deutschland: 1.800+ Mitarbeiter

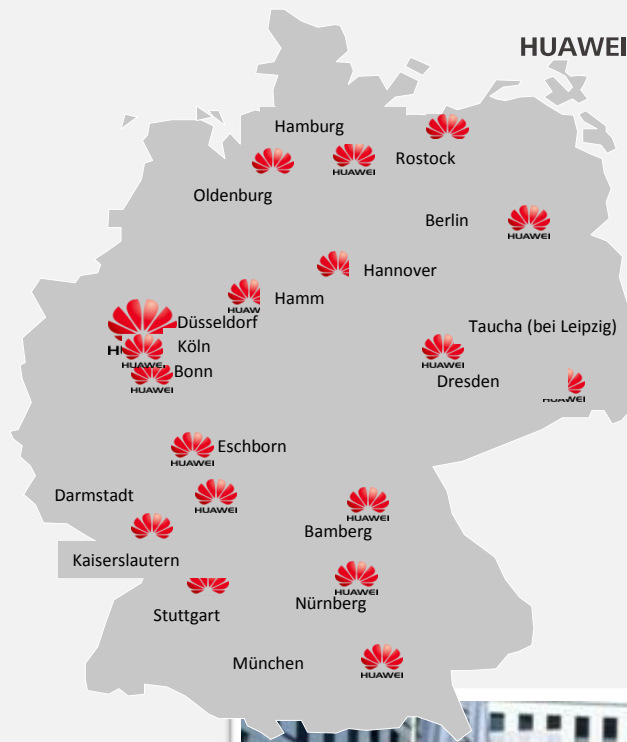
## HUAWEI Duesseldorf GmbH

- Düsseldorf (Business Center Europa)
- München (EU Research Center)
- Berlin (EU Research Center)

## HUAWEI Deutschland GmbH

- Düsseldorf
- Eschborn
- Bonn
- Darmstadt (Innovation Center)
- Bamberg (Optisches Kompetenzzentrum)
- Nürnberg
- München
- Walldorf (SAP)

HUAWEI ENTERPRISE ICT SOLUTIONS A BETTER WAY



## HUAWEI Service GmbH

- München
- Berlin
- Dresden
- Hamburg
- Hamm
- Hannover
- Kaiserslautern
- Köln
- Oldenburg
- Rostock
- Stuttgart
- Taucha (bei Leipzig)



## HQ in Düsseldorf

20 locations

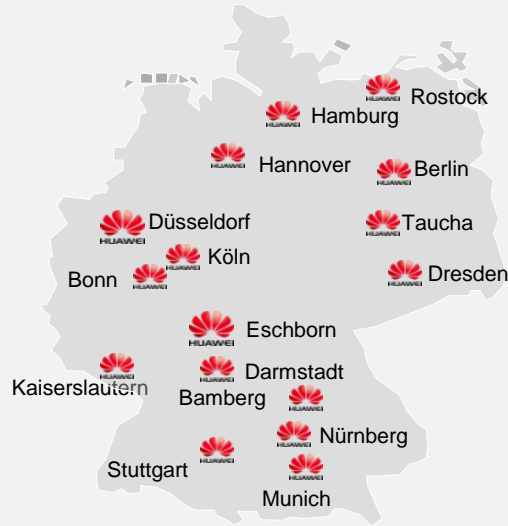
5 R&D and innovations centers

2 training centers

24 h customer service system



# 24x7 lokaler Support wo Sie ihn benötigen!



## 16 Warehouses:

Rostock  
Bremen  
Hamburg  
Hannover  
Bielefeld  
Berlin  
Dresden  
Erfurt  
Neuss  
Troisdorf  
Mörfelden

Saarbrücken  
Stuttgart  
Nürnberg  
München  
Freiburg



Huawei Tech. Services GmbH

• **500+ Service  
Mitarbeiter**

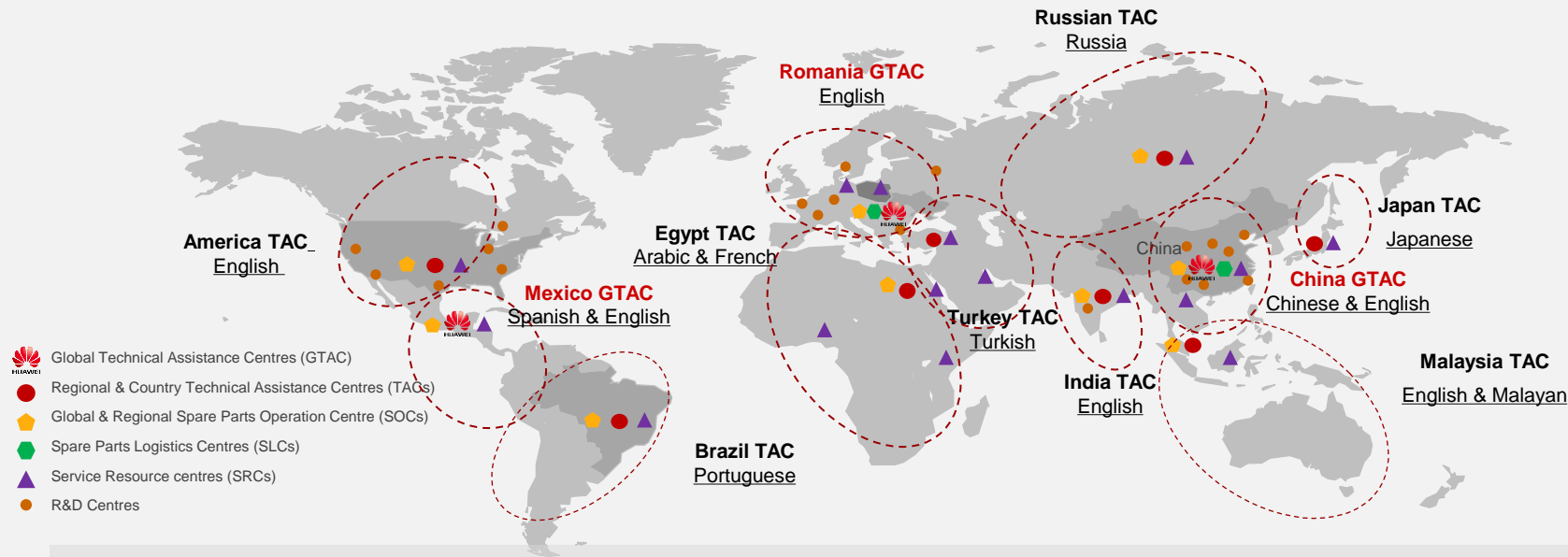
- 95% Local employees
- State of the art Work Force Management System

## Spare parts & logistics



Country	4hr covering area	NBD covering area
Germany	All over the country	All over the country

# A Company with Global Resources



## Technical Assistance Centres (TACs):

- **3** Global TACs
- **8** Regional TACs
- **9** Languages Supported
- **42** Logistic & Spare Parts Centers

## A Global Service Team:

- **26,000+** Service Staff
- **1,450+** Dedicated Enterprise Service Staff/Experts
- **1,350+** PMP Project Management Experts
- **100+** Service Solution Architect

# A Team with Worldwide Partners



- Certified Service Partners: **550+**
- Authorized Service Partners: **120+**
- Enabled Partner Engineers: **7000+**

- Service covering countries: **140+**
- Huawei Authorized Learning Partner : **68**

# Remote Technical Support

## TAC Plattform

Call Center 800-33888888

- 24x7 Operation
- 550 Service-Mitarbeiter
- **Multilingualer Support:** Englisch, Spanisch, Italienisch, Deutsch, Französisch
- Issue to Resolution (ITR) Process
- iCare & Salesforce
- Service Desk, Fault Management, Performance Management System, etc.



TAC Labor



Front Office



Customer Support Office

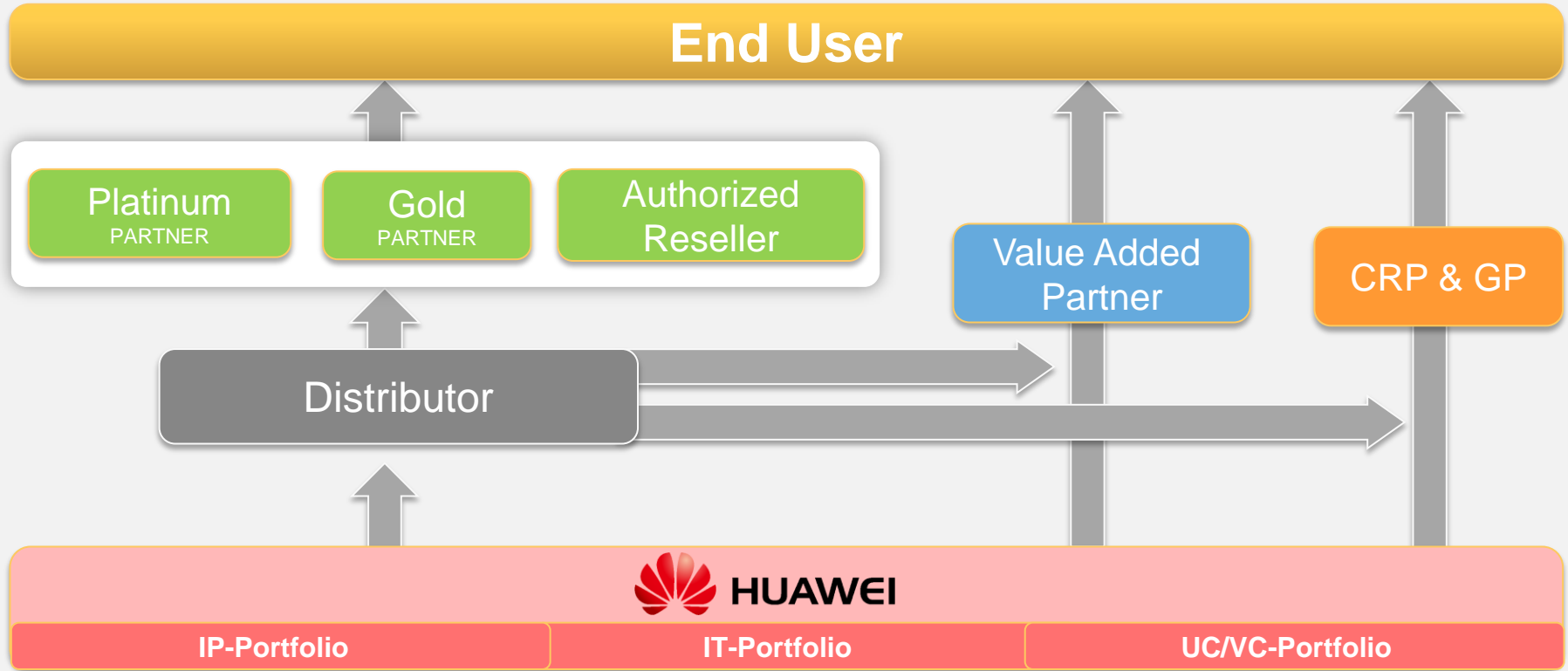


Technical Support Office



War Room

# Channel-Sales Overview





# Service Go To Market Strategy



# Success Through *Hi-Care Customer Support Service*

Hi-Care Service Portfolio											
Service	Service Item	Hi-Care				Hi-Care Onsite				Hi-Care Application Software Support	Hi-Care Application Software Upgrade Support
		Basic	Standard	Enhanced	Premier	Standard	Enhanced	Premier	Premier+		
Remote Support Services	Help Desk	24x7	24x7	24x7	24x7	24x7	24x7	24x7	24x7	24x7	24x7
	Remote Troubleshooting	24x7	24x7	24x7	24x7	24x7	24x7	24x7	24x7	24x7	24x7
	Online Technical Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Software Support Services	Software Update	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Software Upgrade	No	No	No	No	No	No	No	No	No	Yes
Hardware Support Services	Hardware Advance Replacement	9x5xNBD-S	9x5xNBD	9x5x4H	24x7x4H	9x5xNBD	9x5x4H	24x7x4H	24x7x2H	No	No
Onsite Support Services	Onsite Hardware Replacement	No	No	No	No					No	No
	Onsite Troubleshooting	No	No	No	No					No	No
Proactive Support Services	Equipment Health Check	No	No	No	No	No	No	No	twice a year	No	No
	Service Support Plan and Report	No	No	No	No	No	No	No	Yes	No	No

# Huawei Service Certification Program(HSCP)

Channel Partner with service capacity can join the HSCP to be Huawei Certified Service Partner with benefits:

- Fast/Simple/Easy cooperation
- Efficient sales and service support
- Competitive in incentive program
- Collaborative service lead to profit
- Global support
- On-the-job training and instruction



CSP Certification Requirements		3 star			4 star			5 star		
Service platform assurance	Have a customer service hotline.	8x5			24x7			24x7		
	Have a system in place to manage customer problems and has established routine troubleshooting processes.	-			Yes			Yes		
	Have a test lab for post-sales support.	-			-			Yes		
Certification engineer (minimum requirements)	Product category	HCNA	HCNP	HCIE	HCNA	HCNP	HCIE	HCNA	HCNP	HCIE
	Routing & Switching, WLAN, Security, Transmission, Video Conferencing, Unified Communication, Call centre, Servers&Storage, Cloud 9 product domain	1	0	0	1	1	0	1	2	1
	Networking CSP(Unify Routing & Switching, WLAN, Security)	2	0	0	2	1	0	0	3	1

# Success Through Co-Care Customer Support Services



Co-Care Service Portfolio						
Service	Service Item	Co-Care				
		Essential	Basic	Standard	Enhanced	Premier
Remote Support Services	Help Desk	24x7	24x7	24x7	24x7	24x7
	Remote Troubleshooting	24x7	24x7	24x7	24x7	24x7
	Online Technical Support	Yes	Yes	Yes	Yes	Yes
Software Support Services	Software Update	Yes	Yes	Yes	Yes	Yes
Hardware Support Services	Hardware Advance Replacement	9x5x10BD-S	9x5xNBD-S	9x5xNBD	9x5x4H	24x7x4H



## HUAWEI ENTERPRISE ICT SOLUTIONS **A BETTER WAY**

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