

May 2019

Mark Arts

We Transform. Trust into Value

itelligence – Higher Education Solutions

“There is more to students than just SLcM”



itelligence | Member of an Extensive International Network

NTT DATA

Global IT Innovator

As part of the NTT DATA Network we provide consistent global delivery, but are flexible enough to meet the needs of large and small organisations alike.



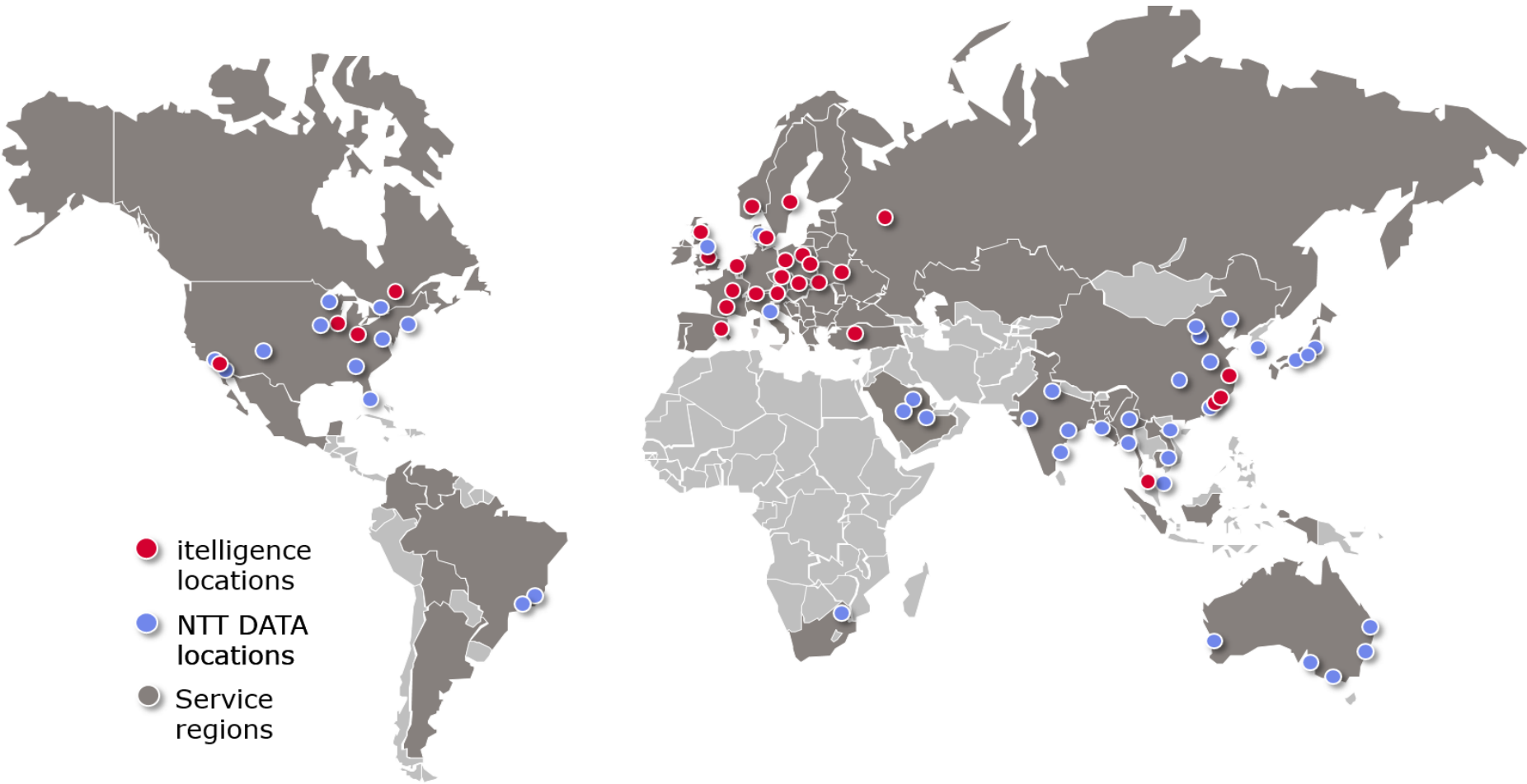
Over **115.000+**
it experts
worldwide



Over **13.500+**
SAP experts
worldwide




Presence in
52 countries
spanning
all continents



itelligence Worldwide in Numbers

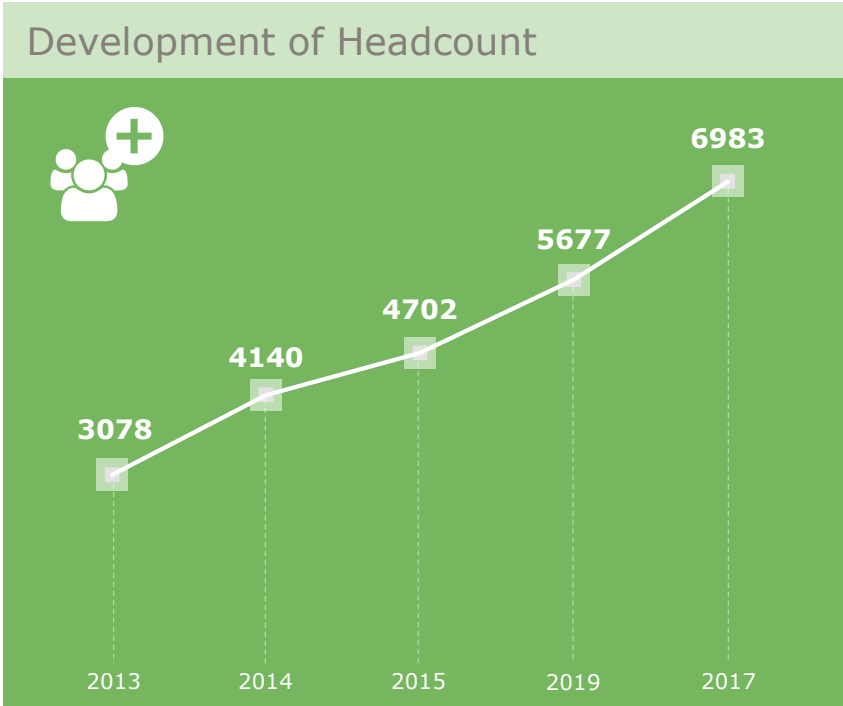
Founded

 1989


Employees

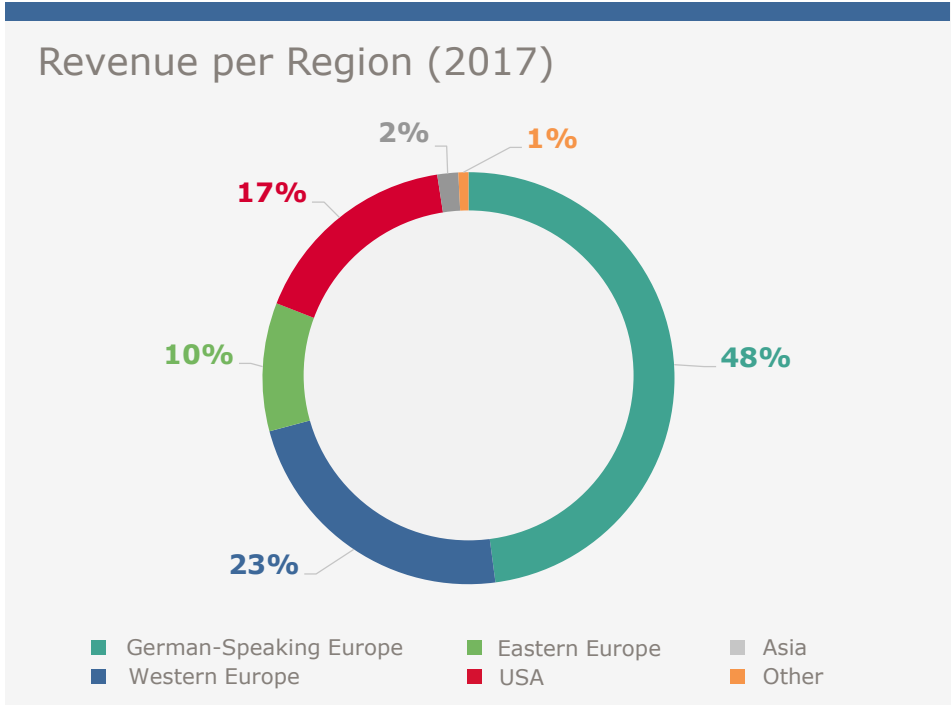
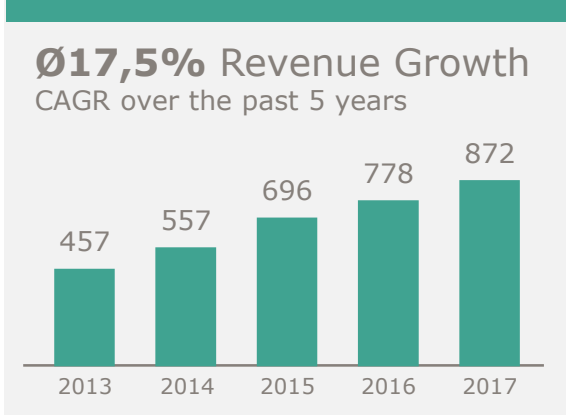
 6,900+

(as of Dec 2017)



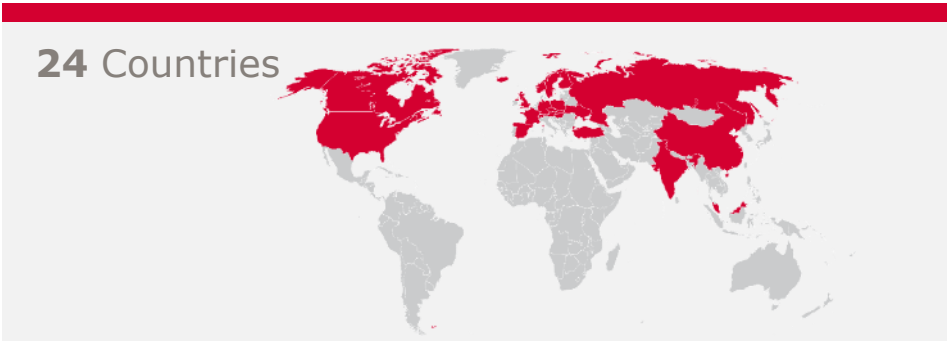
Revenue

 872.2 MEUR (2017)




Customers

 6,000+




itelligence Higher Education in Numbers

Since



2006


Experts



150+



Global support




NTT DATA

Customers




Principles




Competence
Focus
Trust
Fun
Innovation

Customers



60+

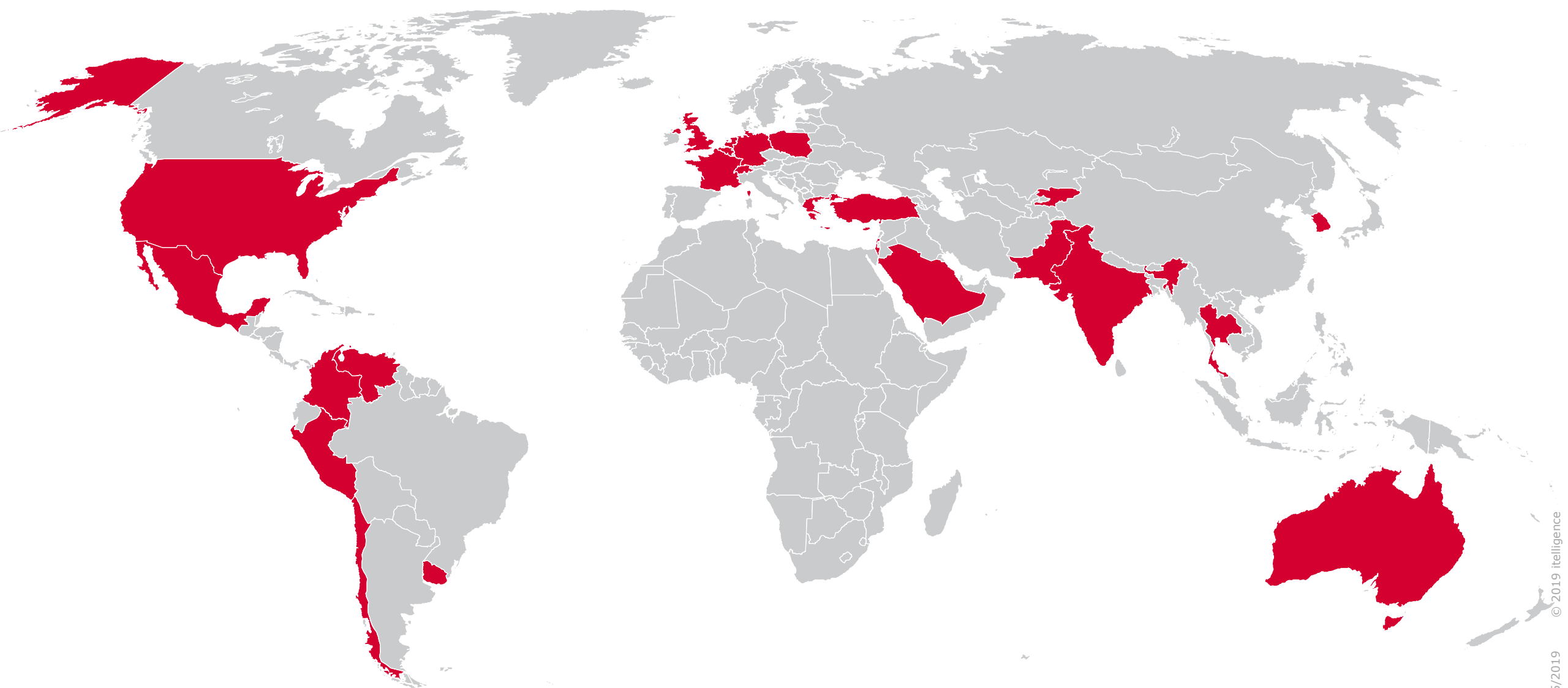
Focus Topics



Digital Transformation
S/4 HANA
Smarter Universities
Analytics

Student Engagement
SLcM, C4C, Hybris
User Experience
Fiori

SAP Student Lifecycle Management used in many countries



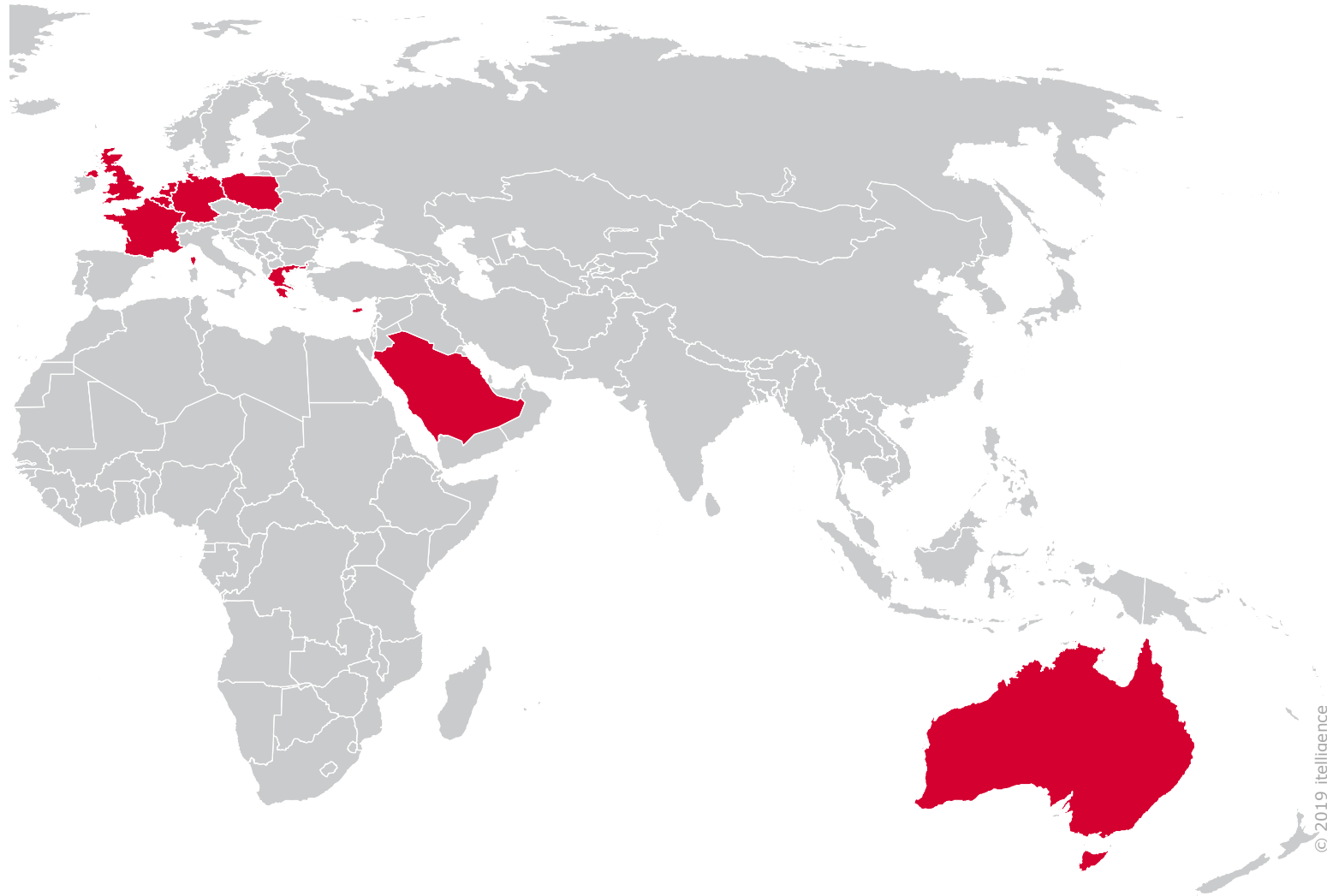
The only SIS designed from the start to meet the needs of 5 countries

- SAP Student Lifecycle Management was designed by SAP with input from universities from
 - Belgium
 - Germany
 - South Africa
 - United Kingdom
 - USA
- Very flexible data model
 - Supports many types of programs, grading structures, etc.
 - Different from systems designed for 1 country and translated / implemented in other countries
 - Localization for various countries to meet legal requirements

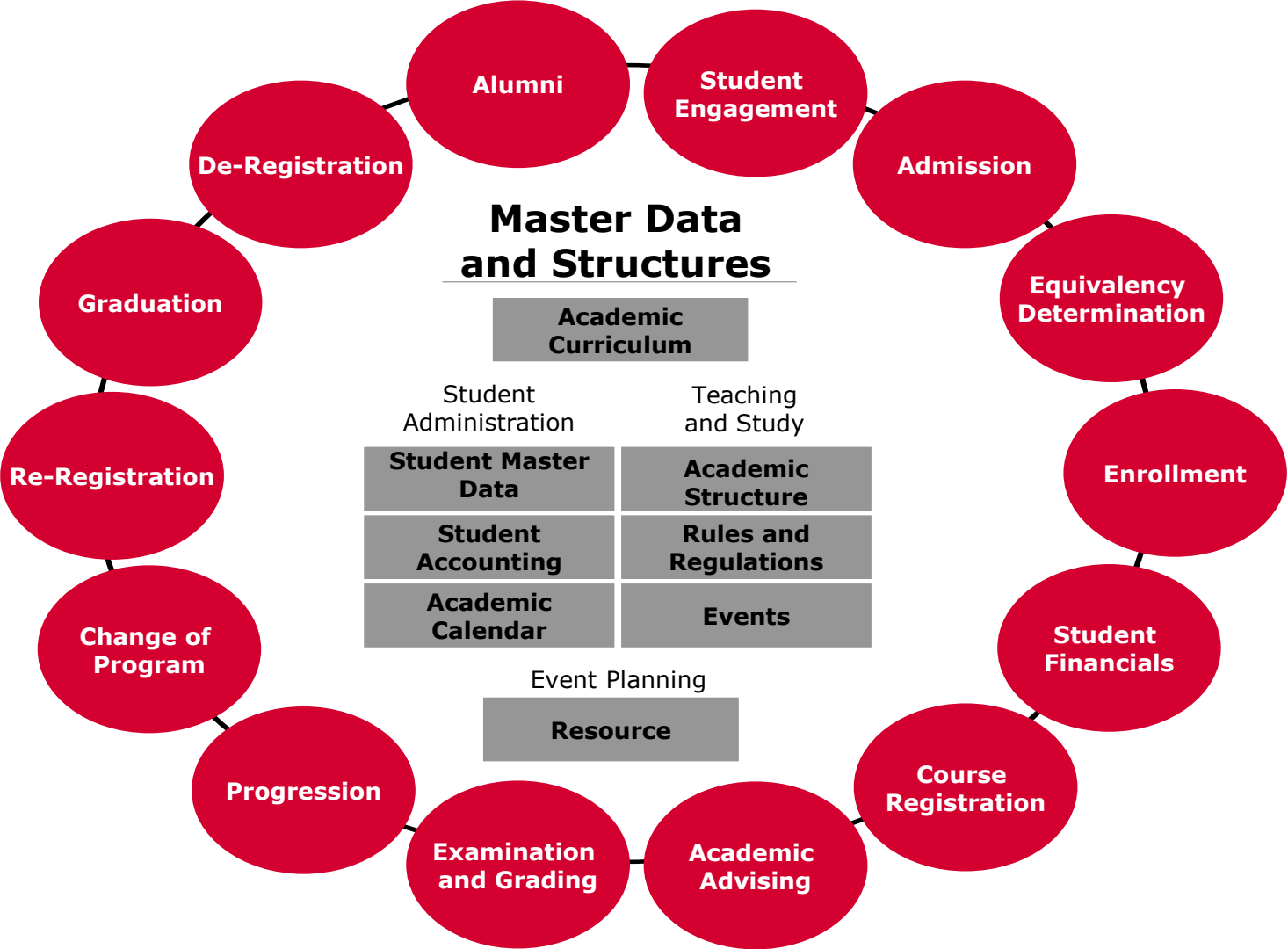


itelligence Student Lifecycle Management experience

- itelligence has experience in implementations in many countries
 - Australia, Belgium, Cyprus, France, Germany, Greece, Netherlands, Poland, Saudi Arabia, United Kingdom
- Localisation
- Data Migration
- More than just SIS
 - CRM
 - Analytics
 - Marketing
 - Social Media Listening
 - Commerce



it.education: fully integrated student information system



Comprehensive Overview

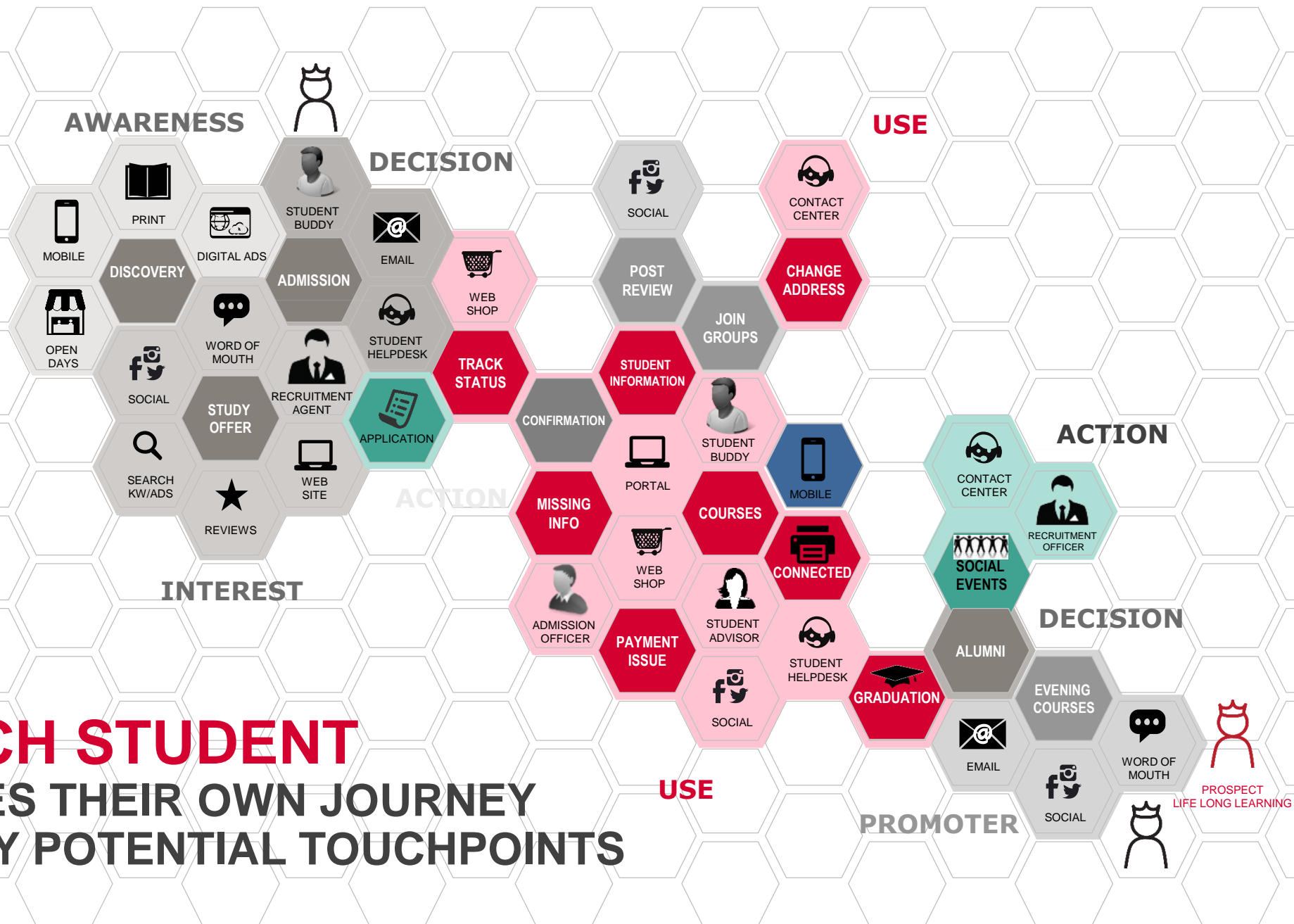
- Curriculum management
- Student administration
- Student Engagement
- Student Information & Analytics

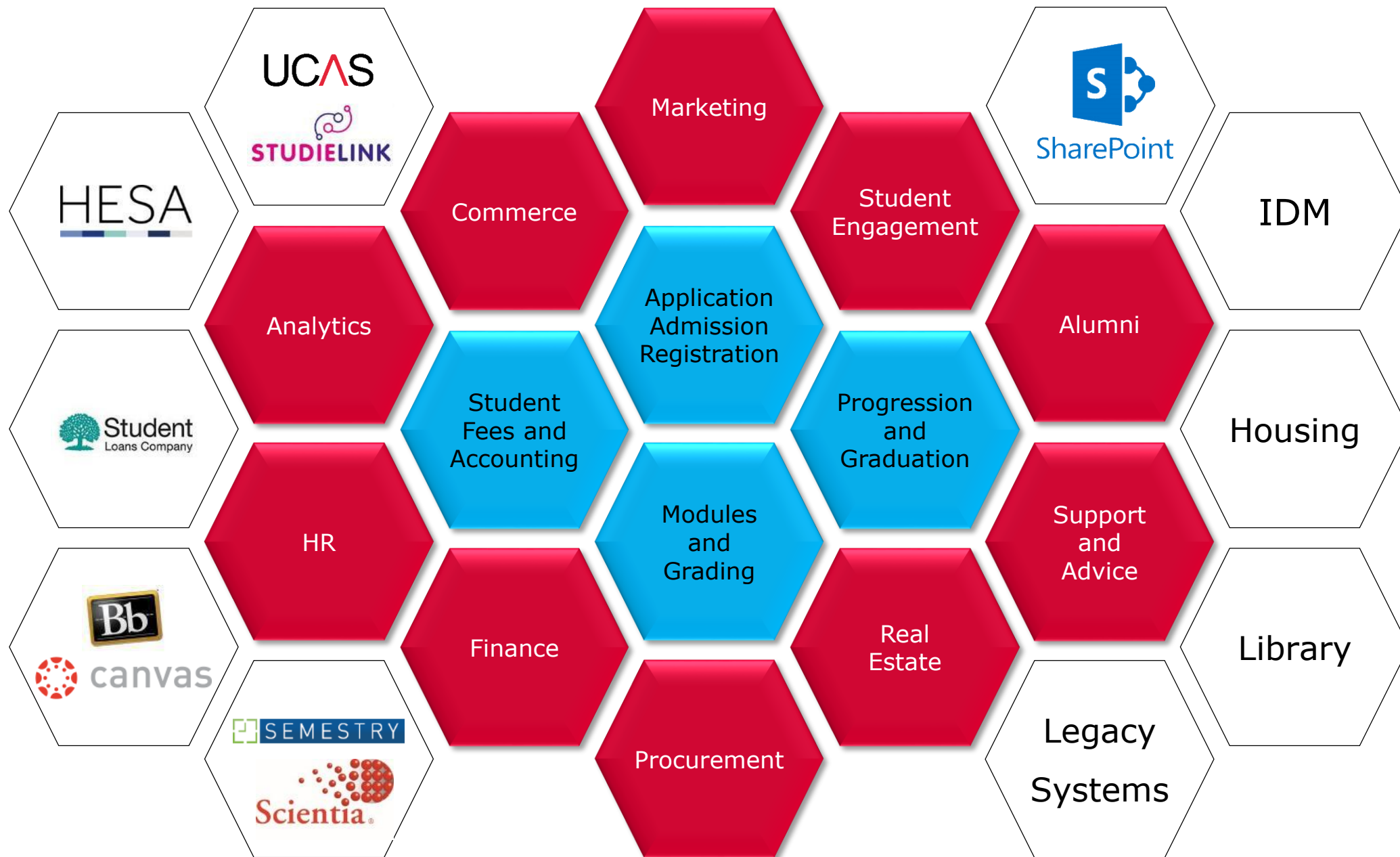
Enhanced by intelligence

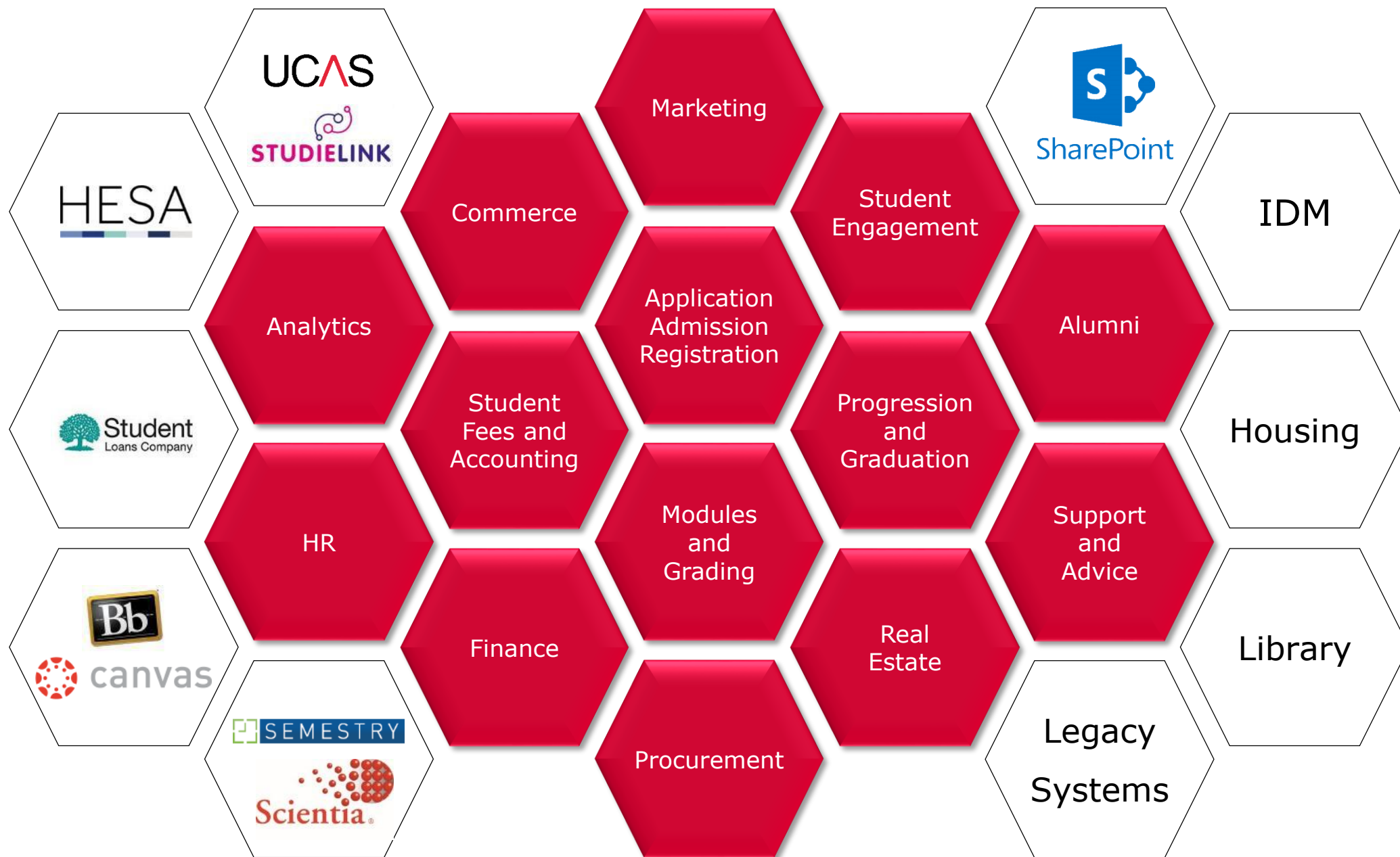
- Best-practices solution
- Mobile and User-centric
- Fully integrated system with predefined interfaces
- Single source of student data

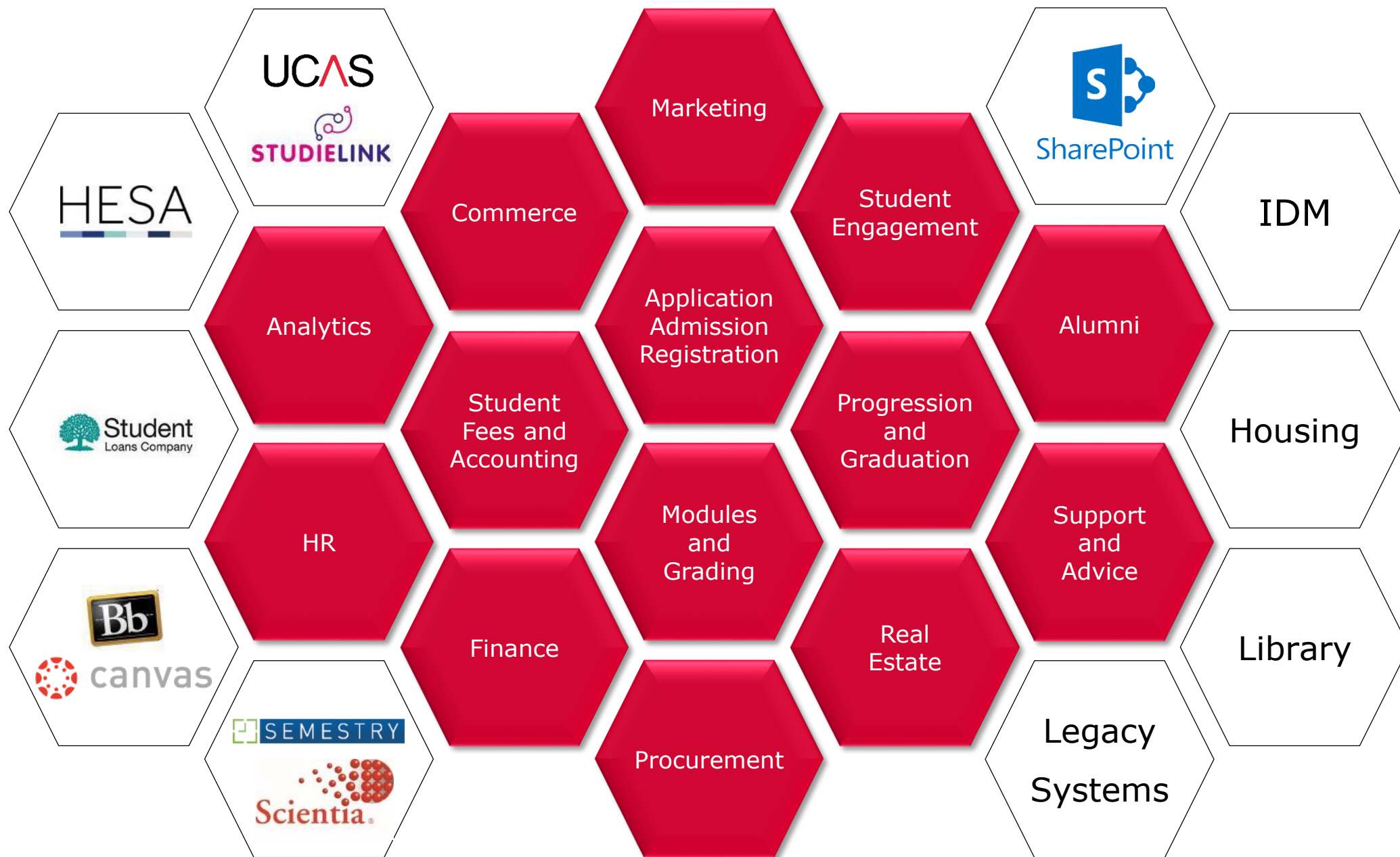
Key Features

- Student is at center of solution
- Process-oriented and was developed on the basis of the HER best-practices
- Short implementation phase by template approach



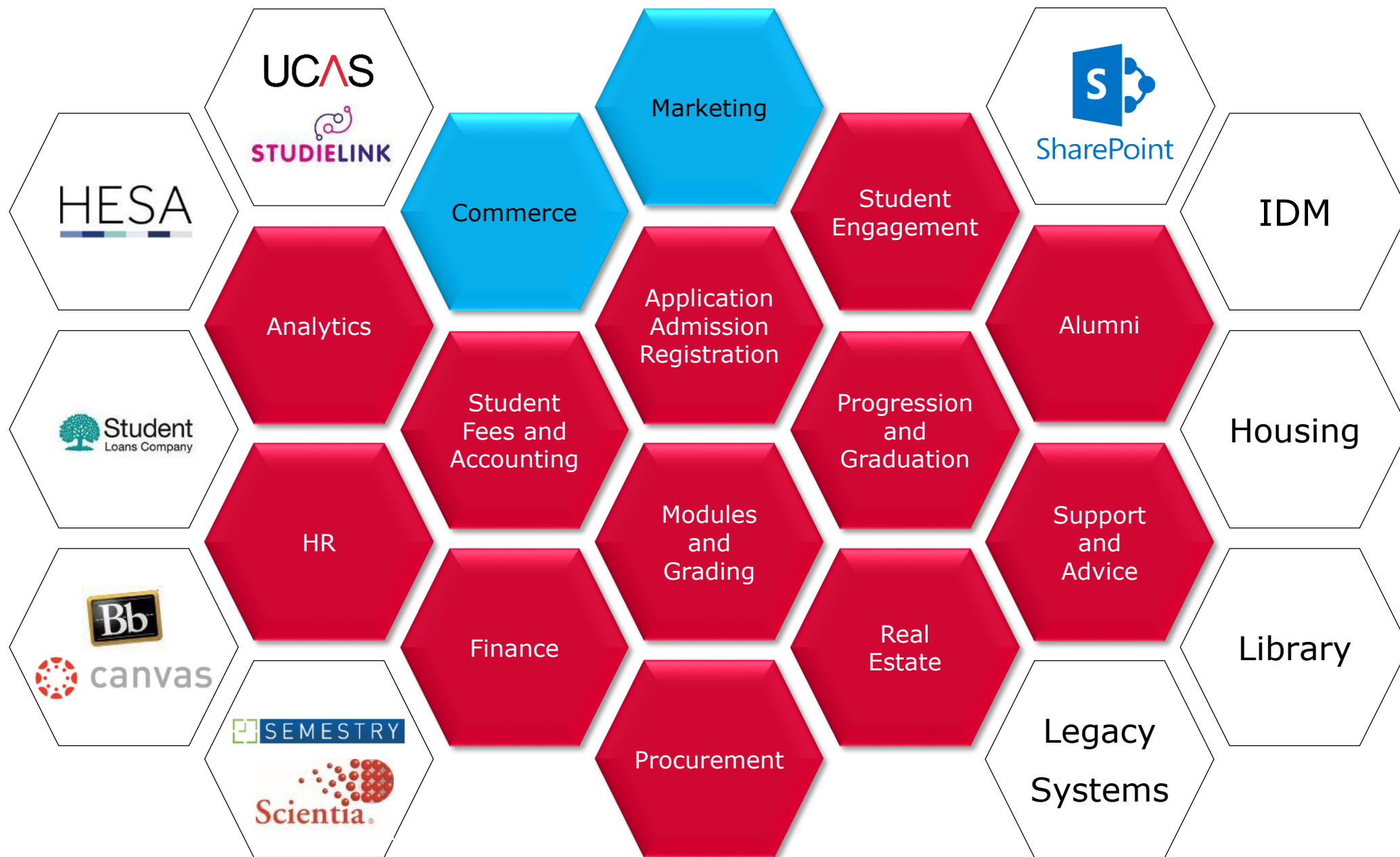






DISCLAIMER

- Any abbreviation or product name used in this presentation may have changed before this presentation started or they may be changed by SAP before this presentation ends...



Saxion “First University to implement Hybris Commerce”

Top objectives

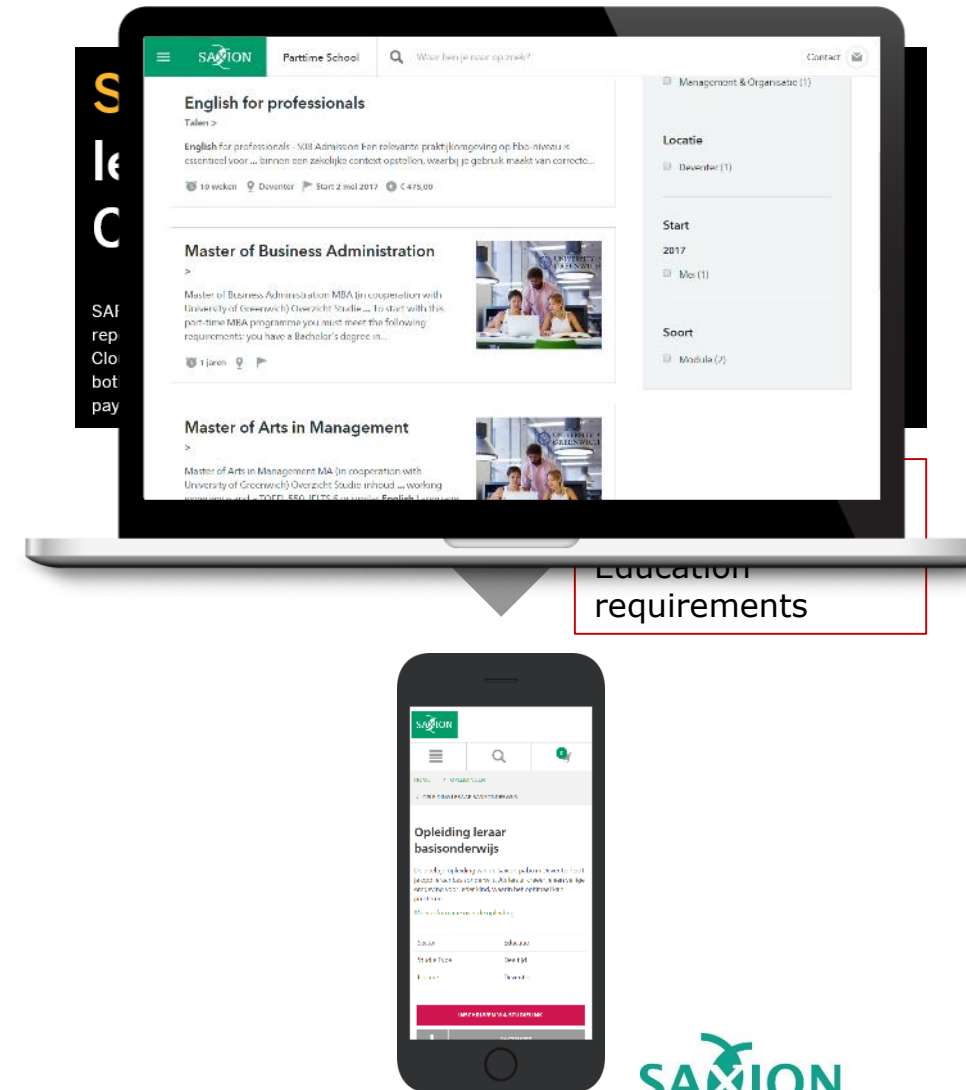
- Respond to **Changing demographics** of student population
- Adopt to the **Non-traditional student** (Life Long Learners)
- Be more **Competitive** on the commercial market
- Provide **Web Shop experience** for students
- Implement a **Leading** e-commerce **solution**

Solution

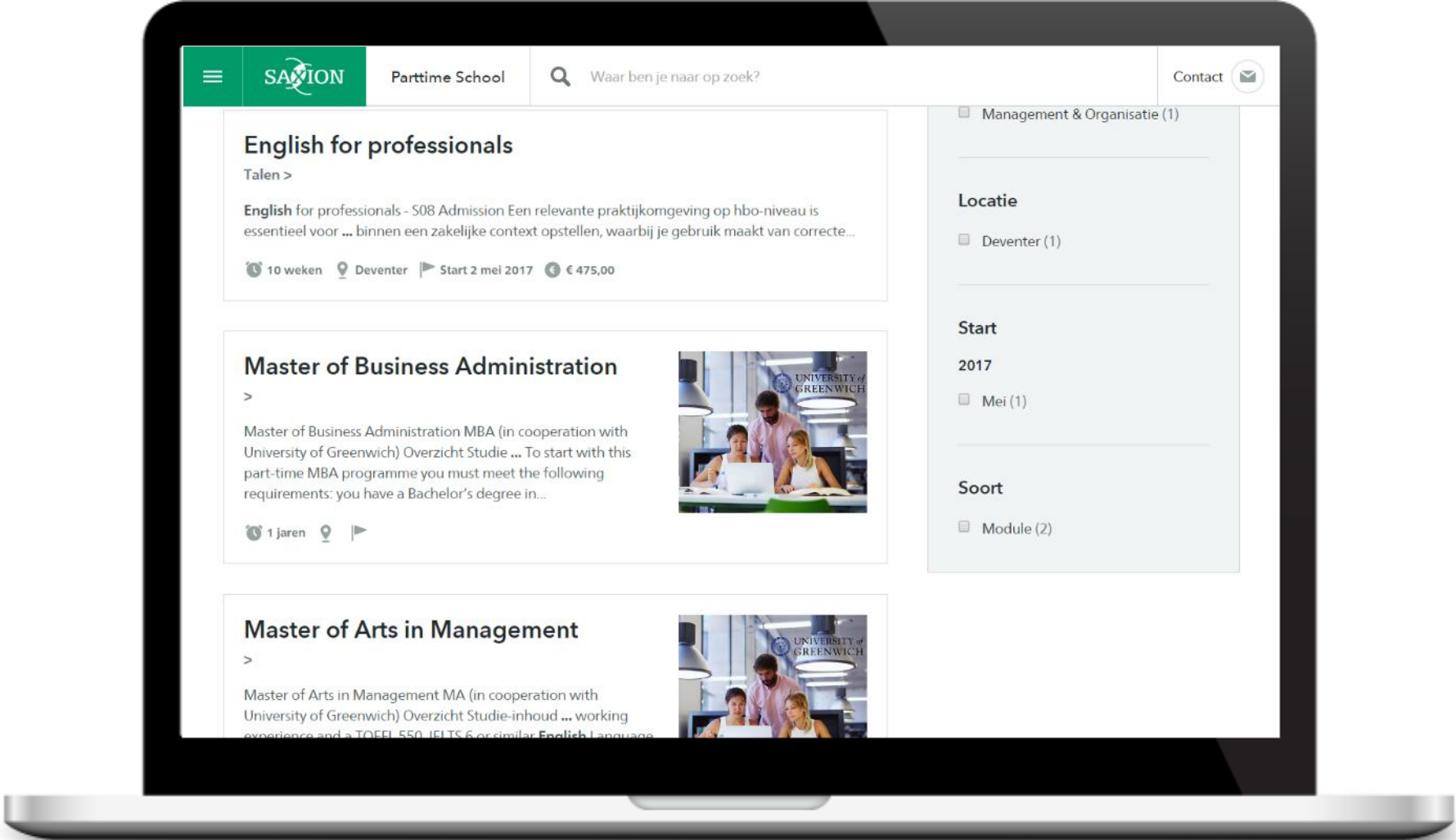
- **SAP Hybris** Commerce (PCM)
- itelligence Hybris **accelerator**
- Live in **8 weeks**

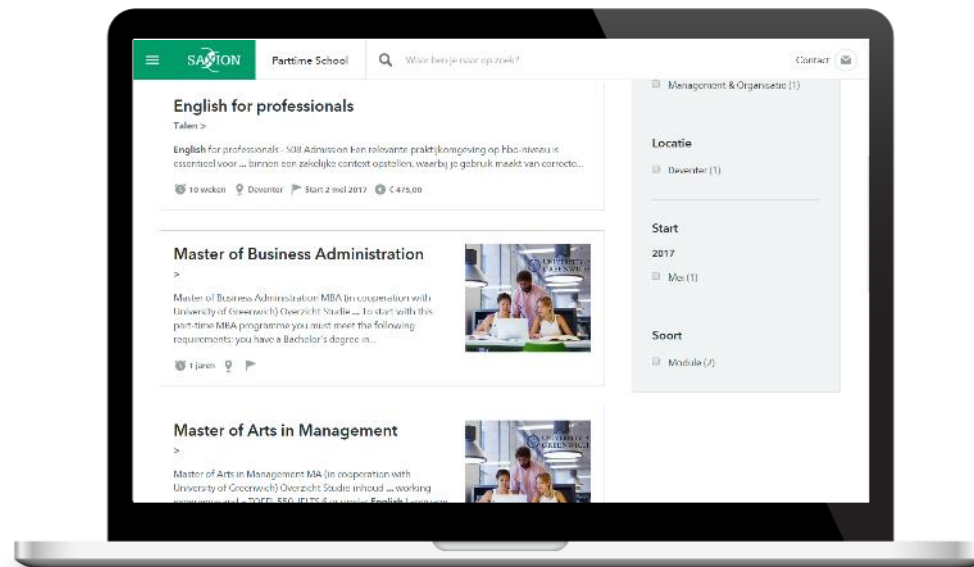
Key benefits

- **Integrate** into the existing SIS (**SAP SLcM**)
- Provide the best **user experience** for students/customers
- Adopt to new **Business Model**
- **Accelerator** for quick and easy ‘go live’
- Foundation for further **roll-out**

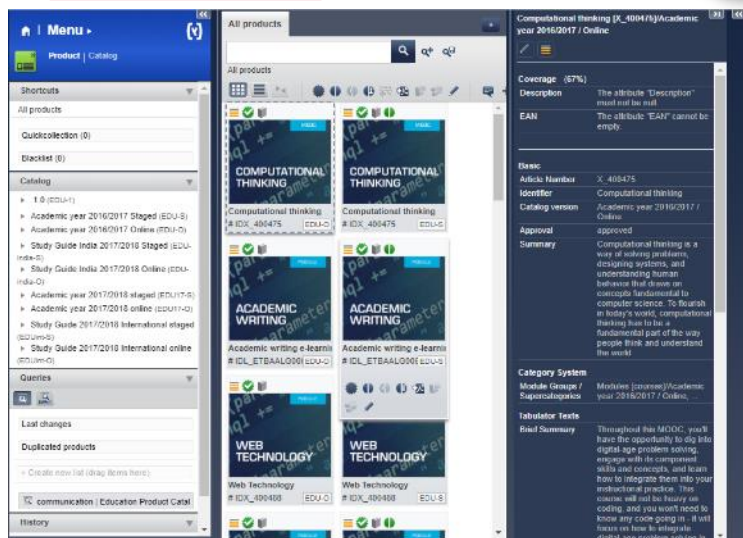


Website Saxion

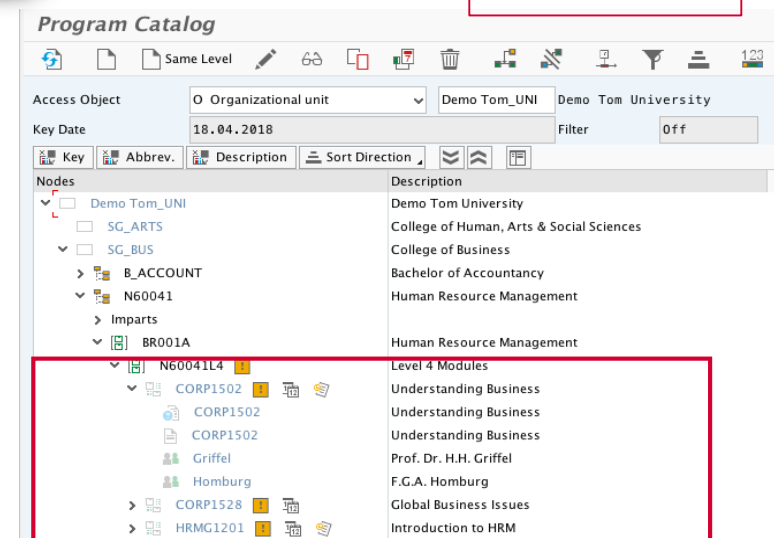




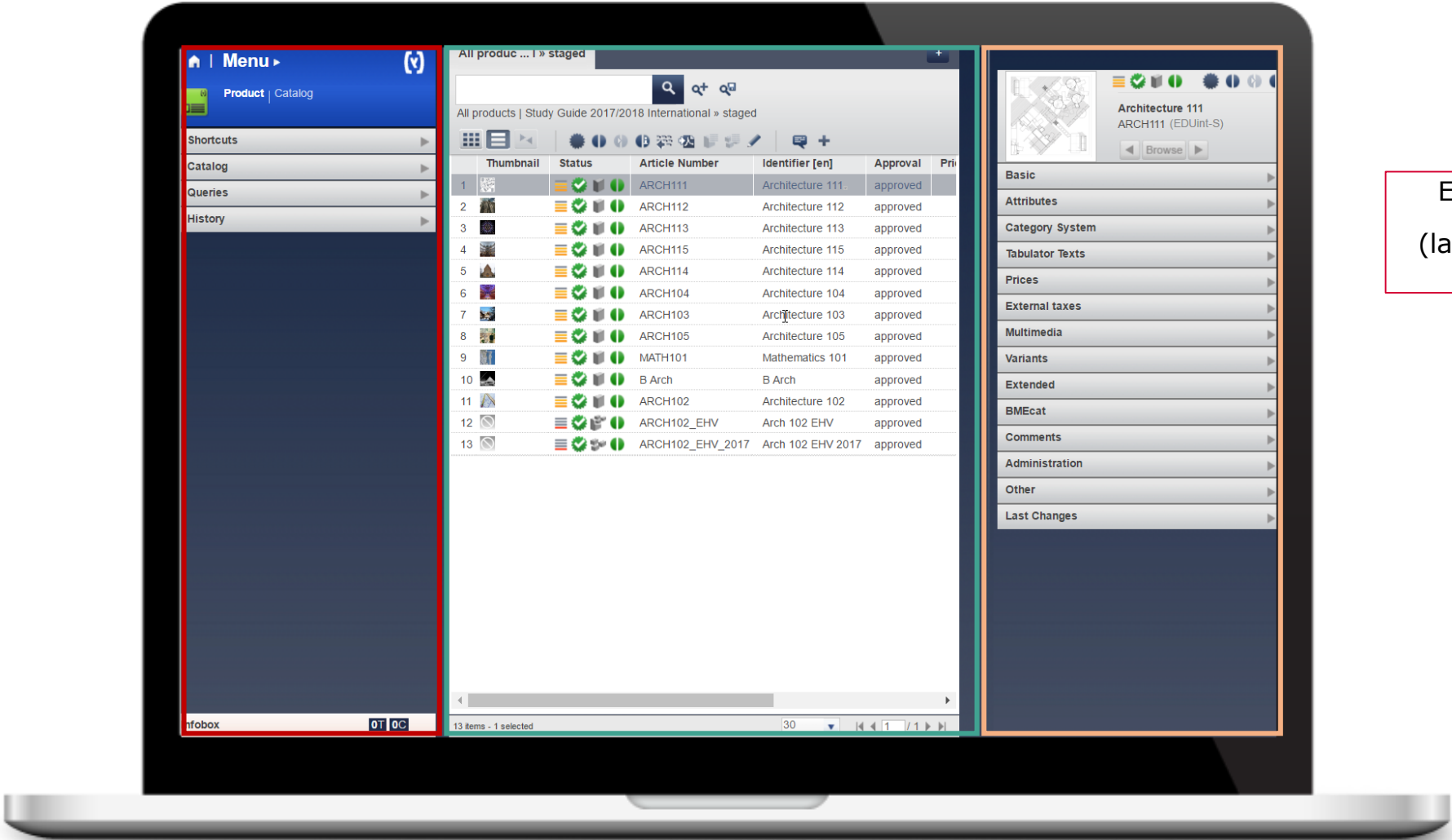
Hybris PCM



SAP SLcM
Ac Structure



Ac Structure
imported in
Hybris PCM



Enrich the data in
Hybris PCM
(layout, translations,
media, ...)

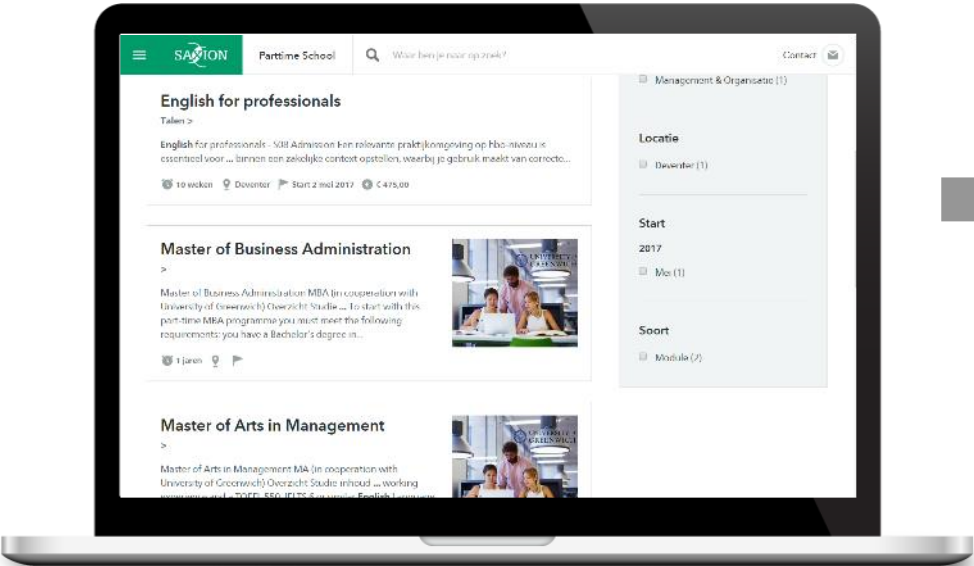
Catalogs

Products

Attributes

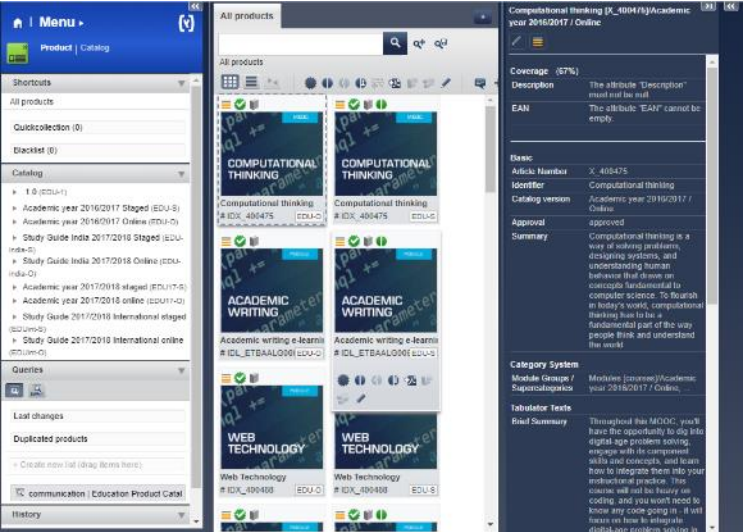
Enrich & Publish content to shop

Hybris PCM

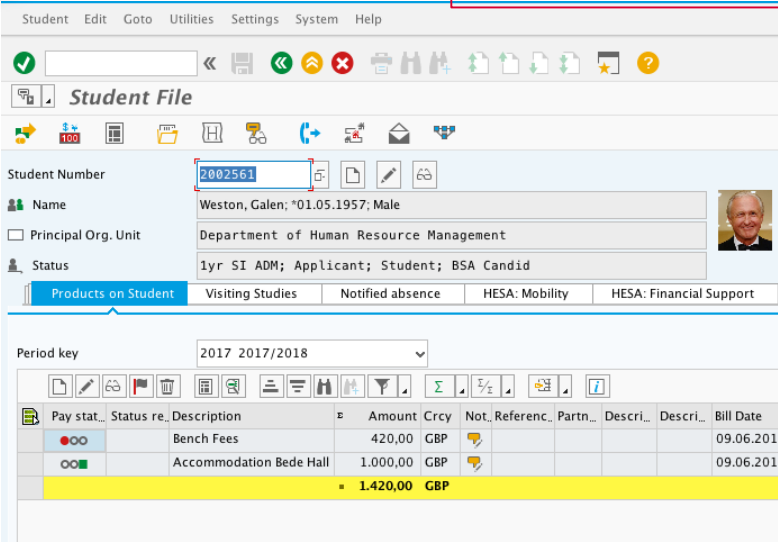


Update Student Account

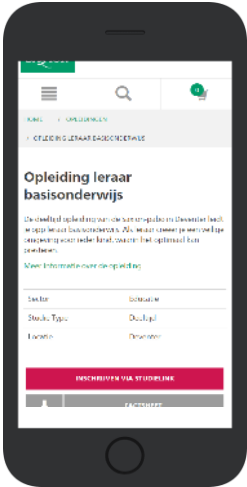
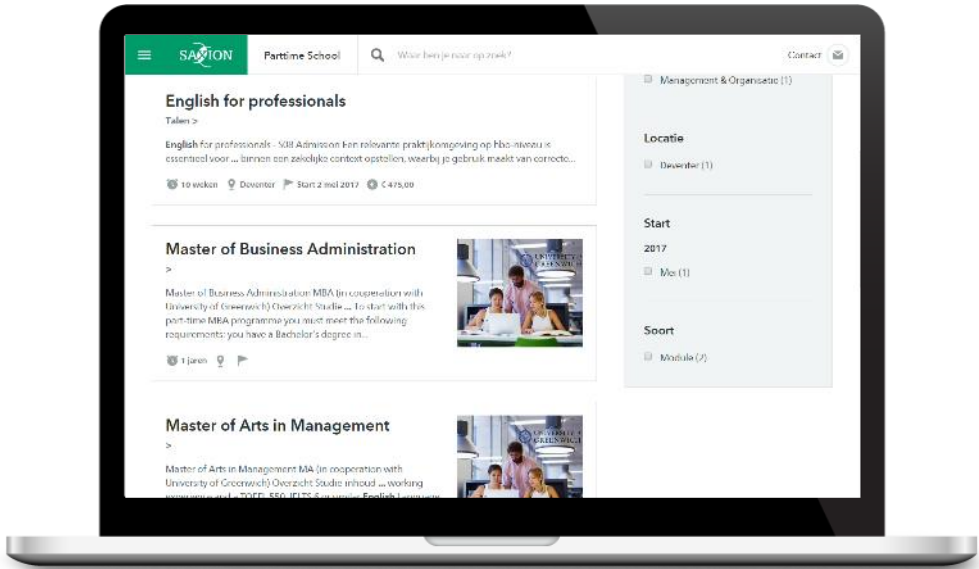
SAP SLcM Student Account



Ac Structure imported in Hybris PCM



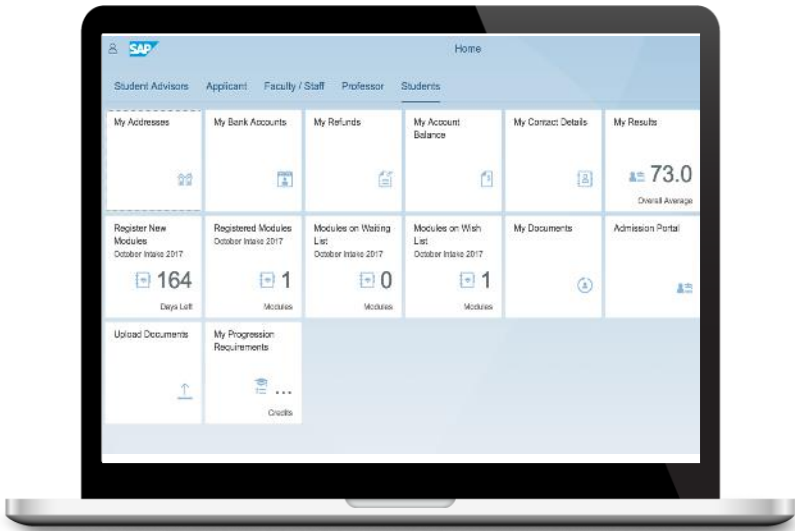
Factsheet Saxion shop



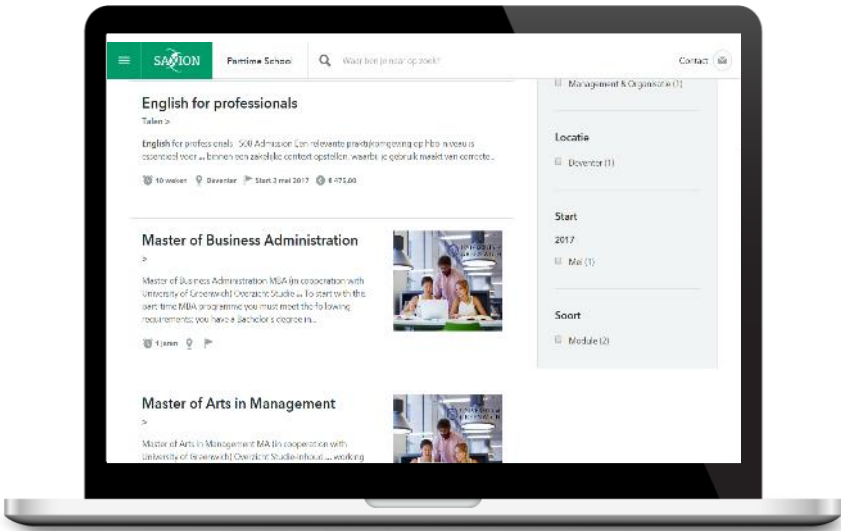
- Simple and intuitive Check out process
- Mobile responsive design
- Web shop experience
- Facet search / Filter
- Integration SIS (SAP SLcM)
- Feedback & Review: User generated content
- Live in 8 weeks

Dilemma

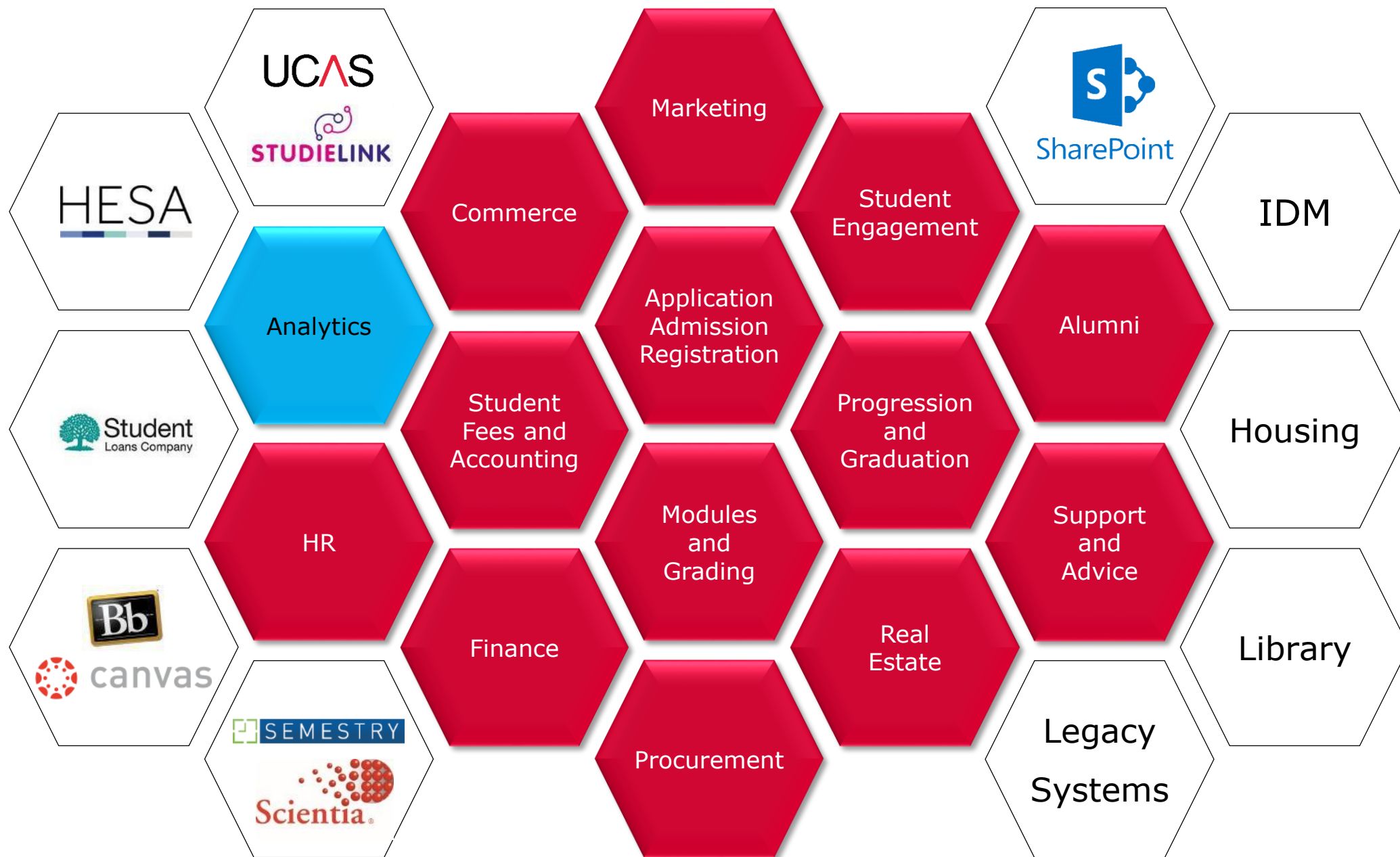
- Best of breed vs. all SAP
- Dilemma of overlapping portfolios:



**SAP SLcM
Fiori Apps**



**Hybris
Commerce**



Admissions

Academic year

- ☐ 2018
- ☒ 2019

Total registrations	Applications approved	Open applications	Unique students	Applications 1st year HO
645	17	536	503	565

National / international

- ☒ All
- ☒ (Null)
- ☒ International
- ☒ National

Status admission

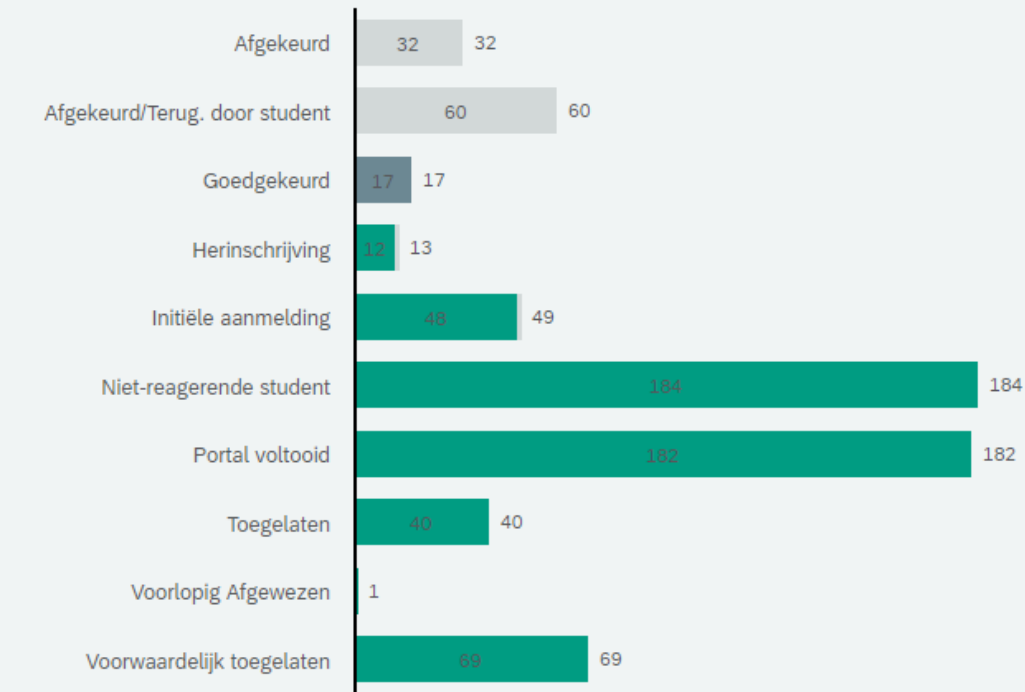
- ☒ Rejected / withdrawn
- ☒ Created
- ☒ Approved

Start Date

- ☒ All
- ☒ Feb 10, 2020
- ☒ Feb 1, 2020
- ☒ Sep 1, 2019

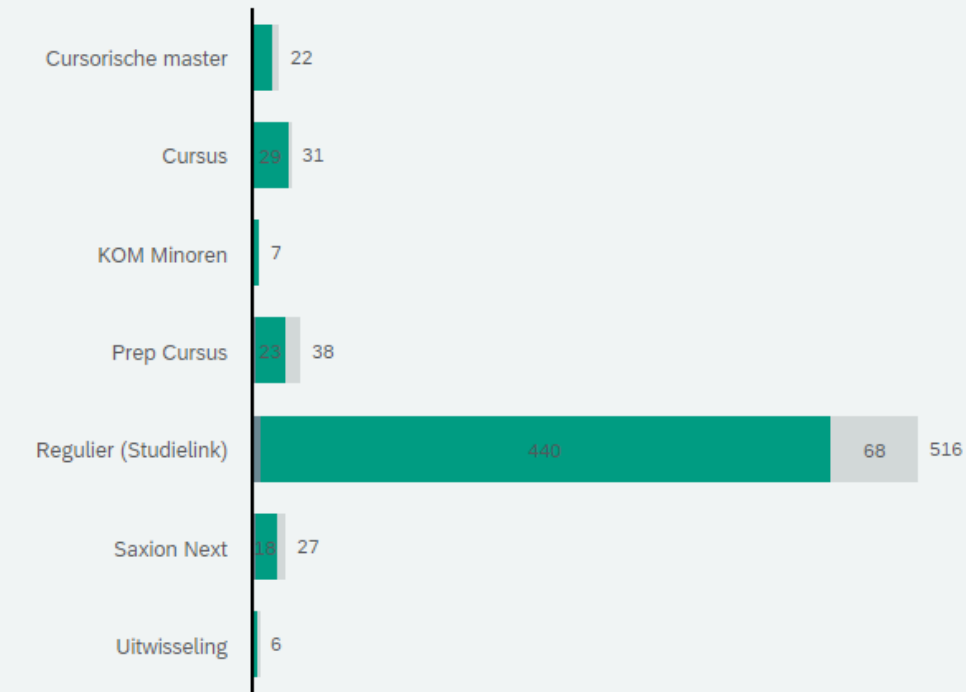
Show Inactive Values (18)

Applications per admission category



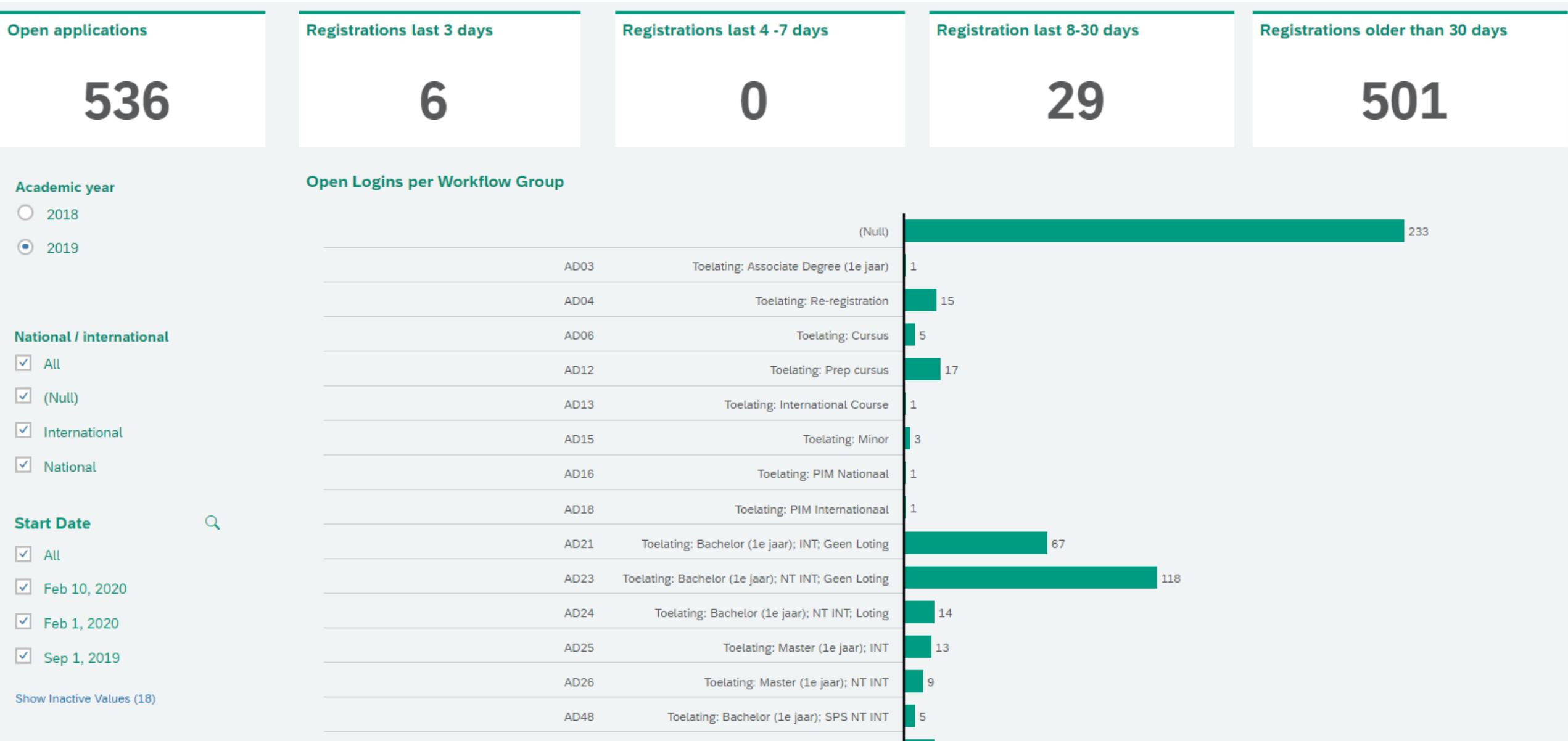
Aanmeldingen_goedgekeurd
Aanmeldingen_gecreerd_open
Aanmeldingen_afgewezen_teruggetrokken

Registration per registration type



Aanmeldingen_goedgekeurd
Aanmeldingen_gecreerd_open
Aanmeldingen_afgewezen_teruggetrokken

Workflow admission overview



Academic year

- ☐ 2018
- ☒ 2019

AD group

- ☒ All
- ☒ AD03
- ☒ AD04
- ☒ AD06
- ☒ AD07
- ☒ AD12
- ☒ AD13
- ☒ AD14
- ☒ AD15
- ☒ AD16
- ☒ AD17

Start Date

- ☒ All
- ☒ (No Value)
- ☒ Sep 1, 2019
- ☒ Sep 2, 2019
- ☒ Feb 1, 2020
- ☒ Feb 10, 2020

Show Inactive Values (19)

Total workflows

373

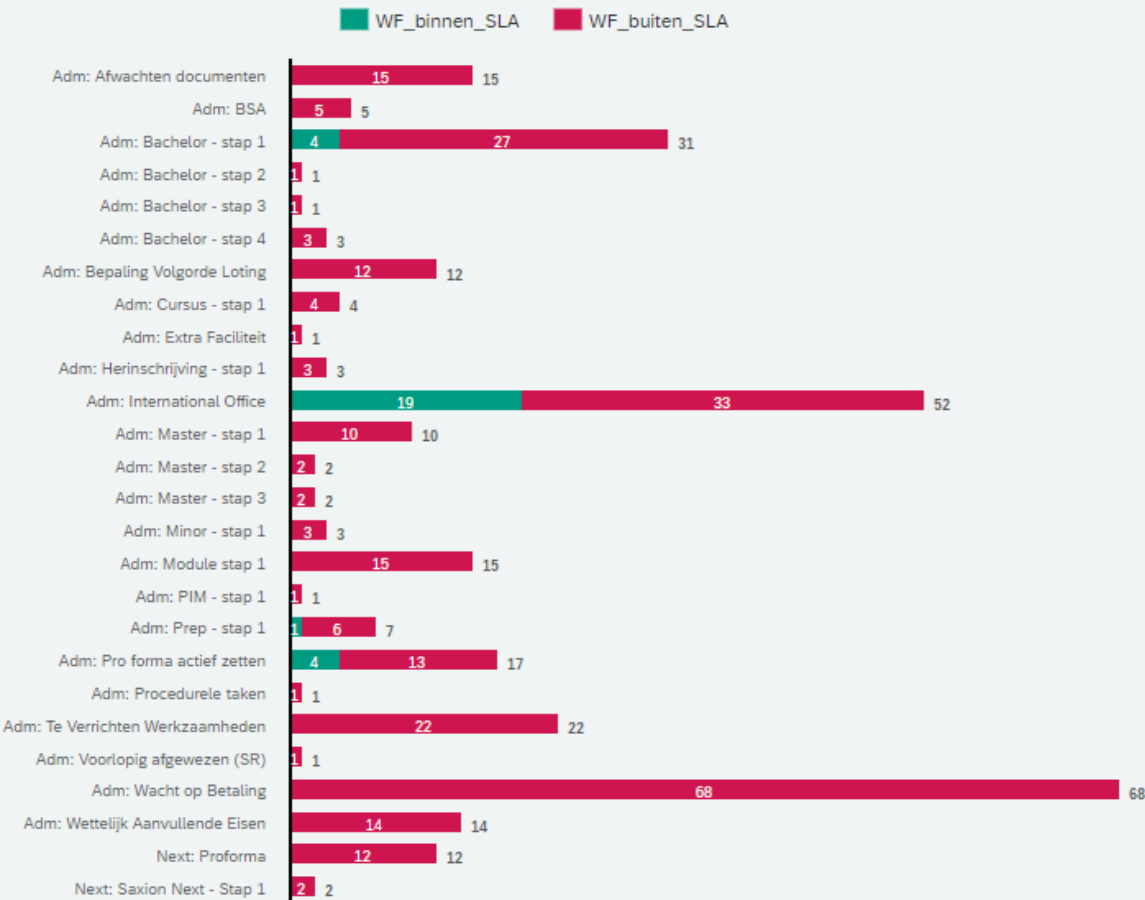
Workflows started

312

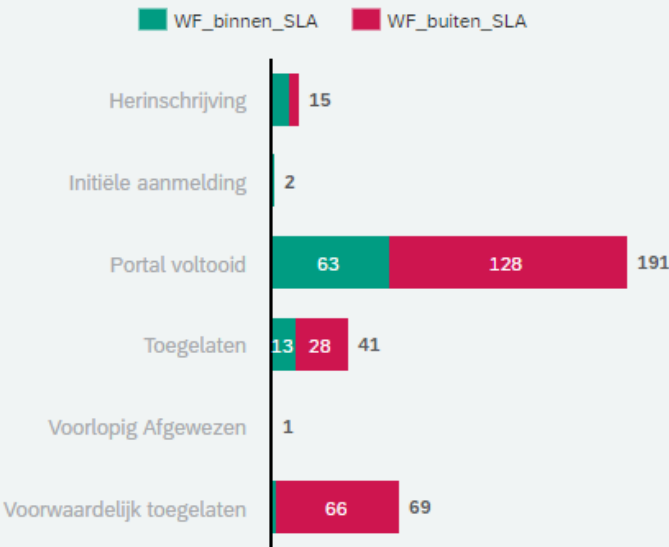
Workflows completed

58

Workflows per workflowstep



Workflows per admission category



Admission audit

Academic year

- ☐ 2018
- ☒ 2019

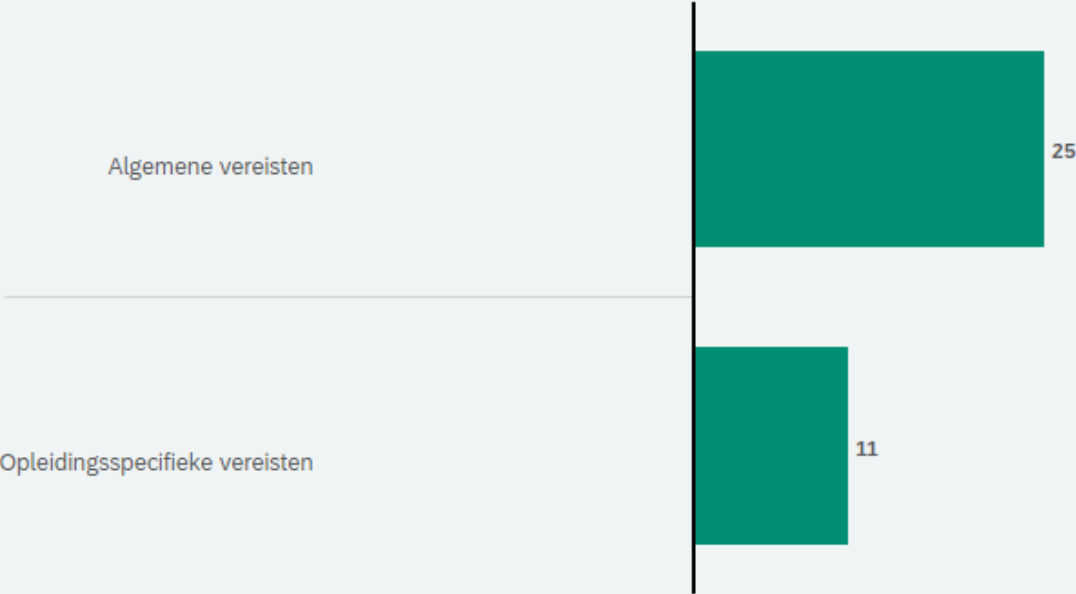
Result Requirement

- ☒ All
- ☐ Complete
- ☒ In process
- ☐ Not complete

Audits open

533

Number of open requirements per main group



Aantal open requirements per requirementgroep



Lumira reporting at DMU



Current Year

Previous Year

The dashboard is **interactive** and allows the business user to analyse various **dimensions** like Campus, Program Type, etc.

Yearly Trends

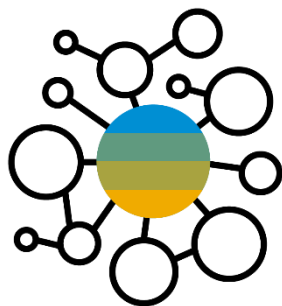
A dashboard to analyse the **conversion** rate of “Applications”, “Offers” and “Acceptance” by **Student** Category across current and previous year.



SAP Student Activity Hub allows you ...



- ...to capture relevant **student activities** from key campus/university systems



- ...to bring it together into one place and **defined data model**



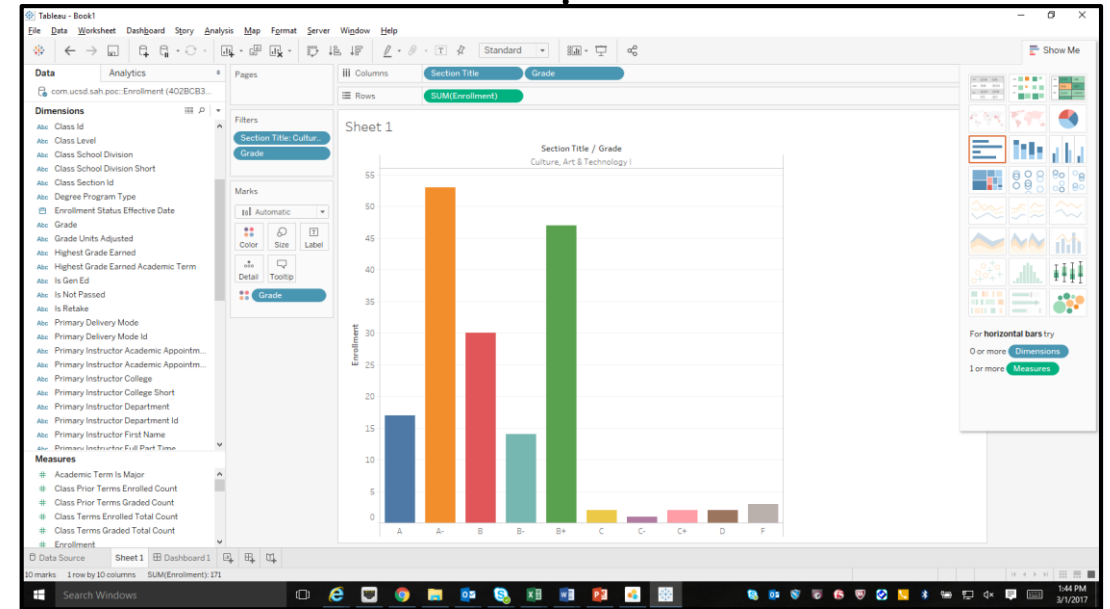
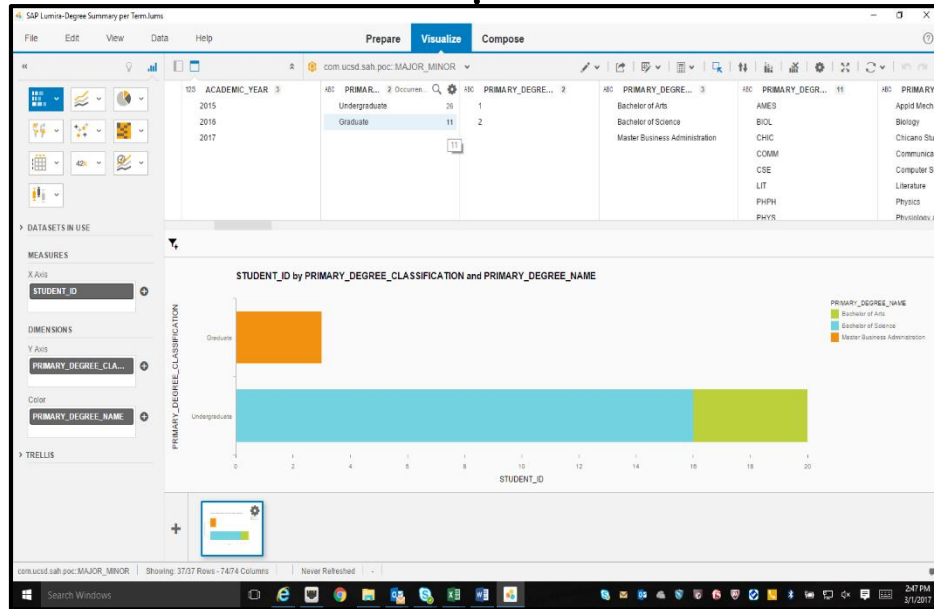
- ...to **filter, group, analyze** students based on flexible criteria

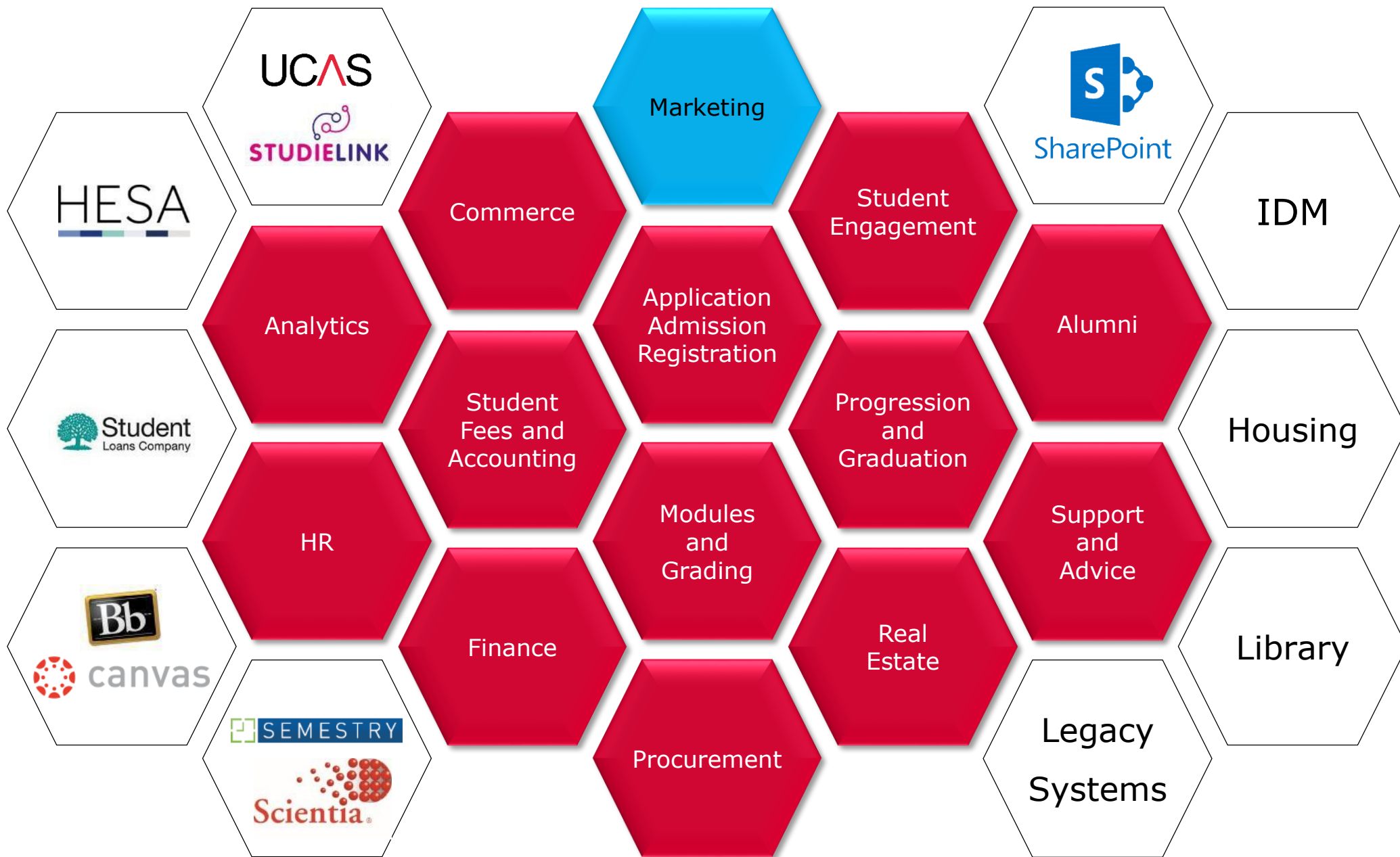


...and use this insight to Improve **the Student Experience & Personalize Learning**

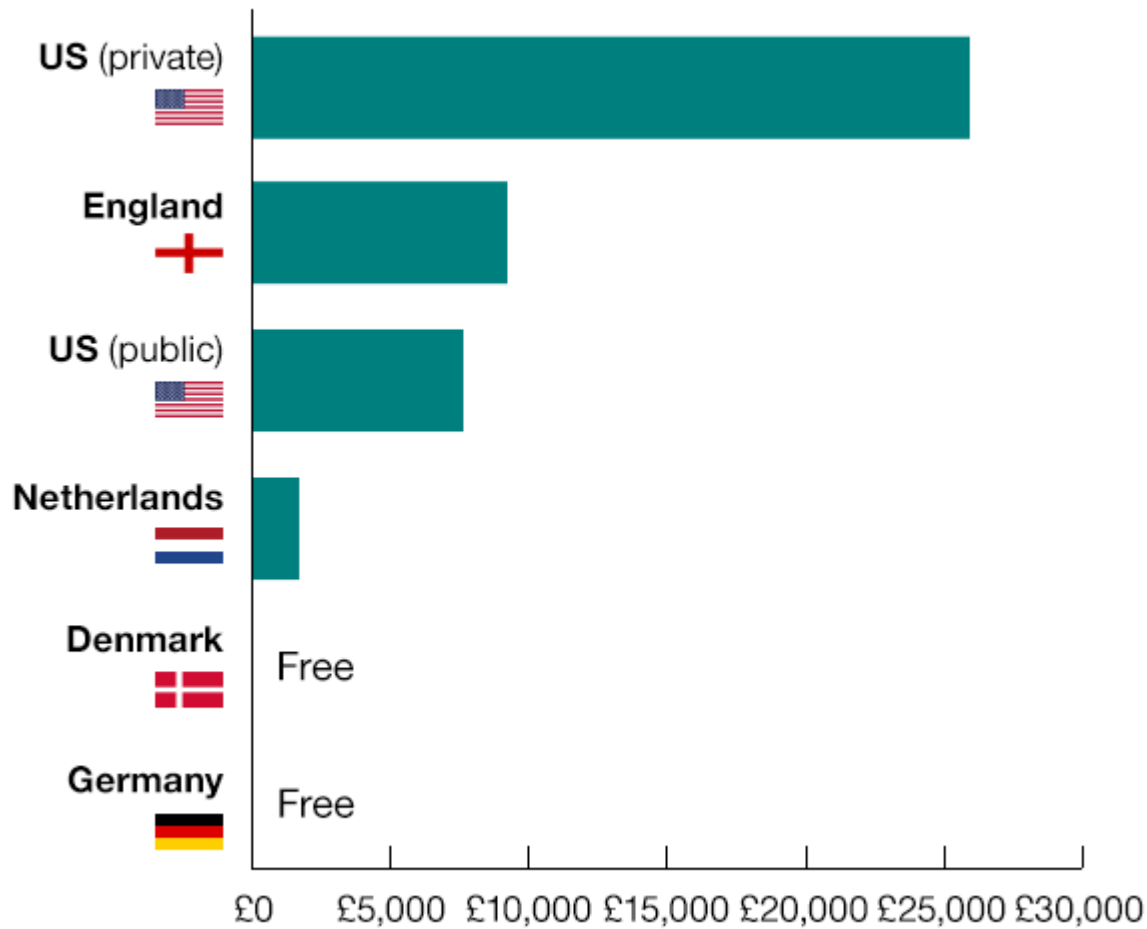


Analytical “views” can be deployed in the BI tool of YOUR CHOICE to gain immediate student and learning insights.





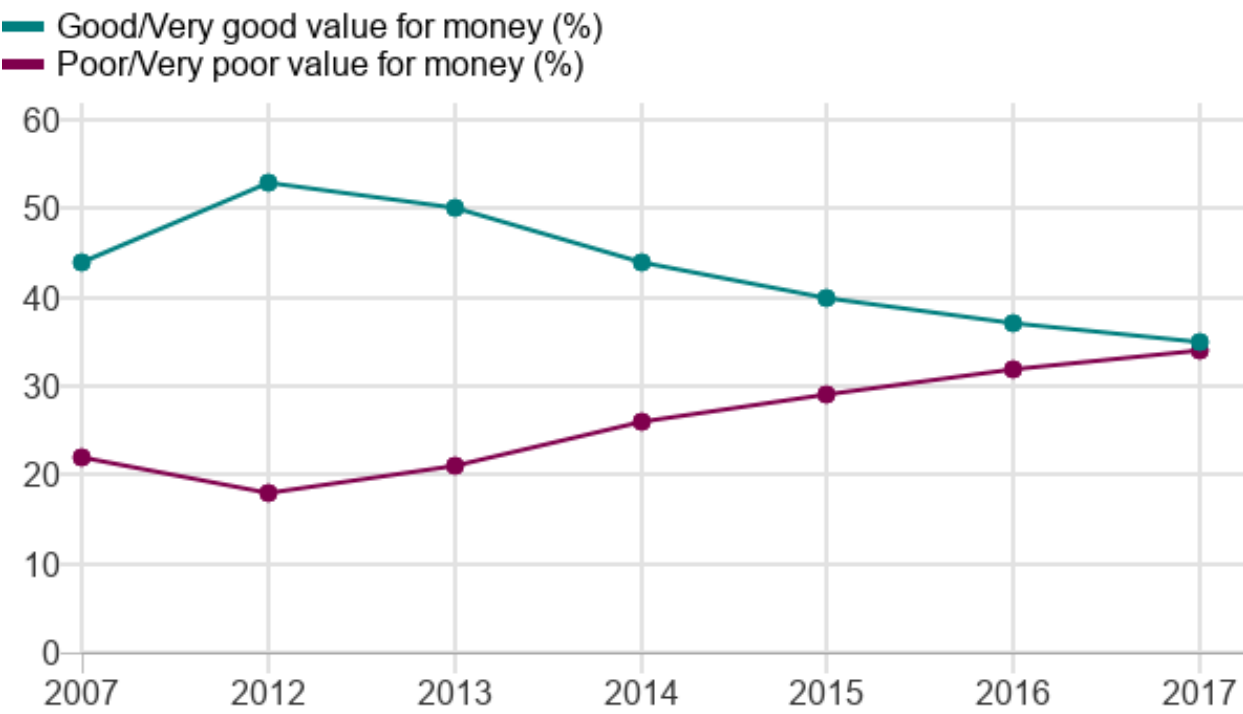
England's tuition fees higher than most countries



Source: Collegeboard/UCAS/German Gov/Danish Gov/Dutch Gov



Do students think they get value for money?



Source: HEPI

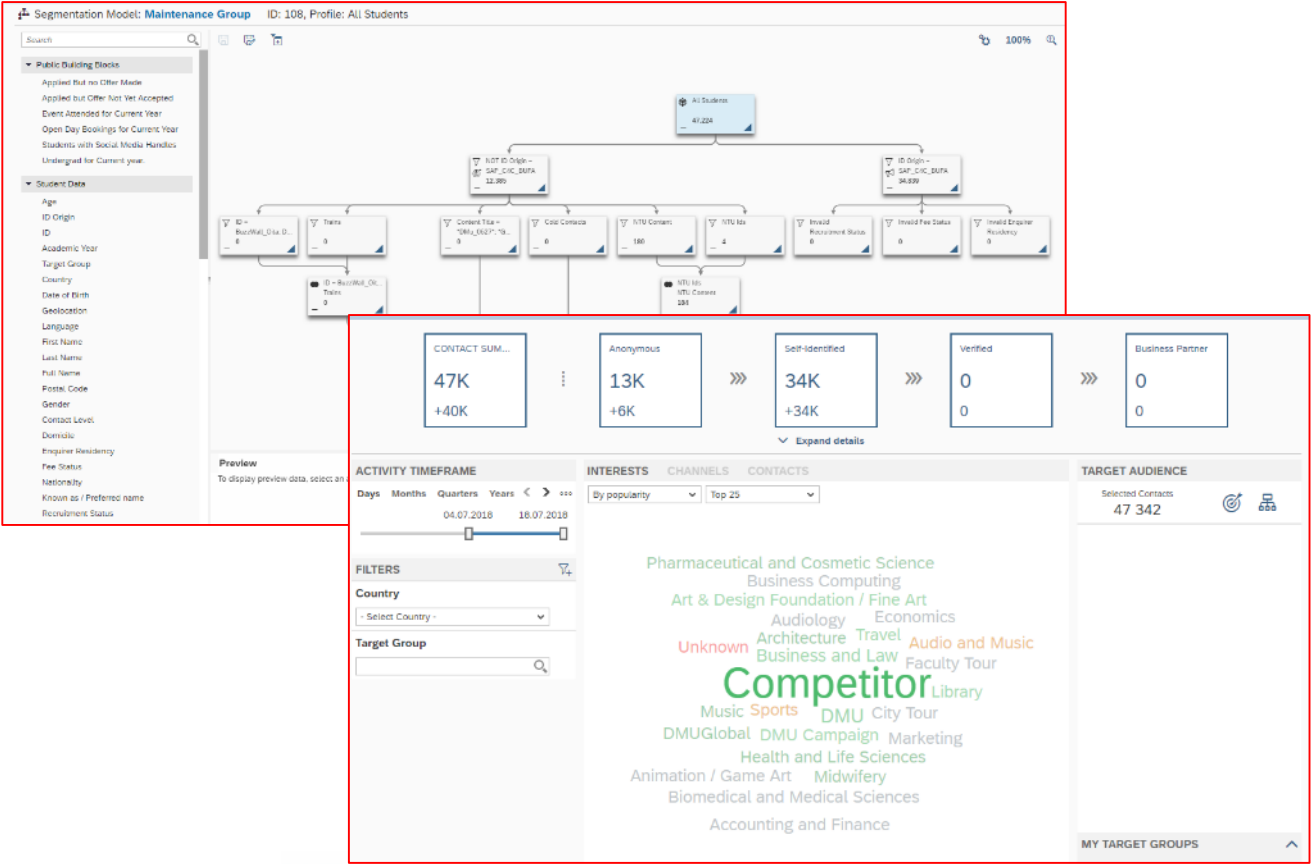


Scotland has no fees for Scottish students, and fees in Wales and Northern Ireland are much lower.

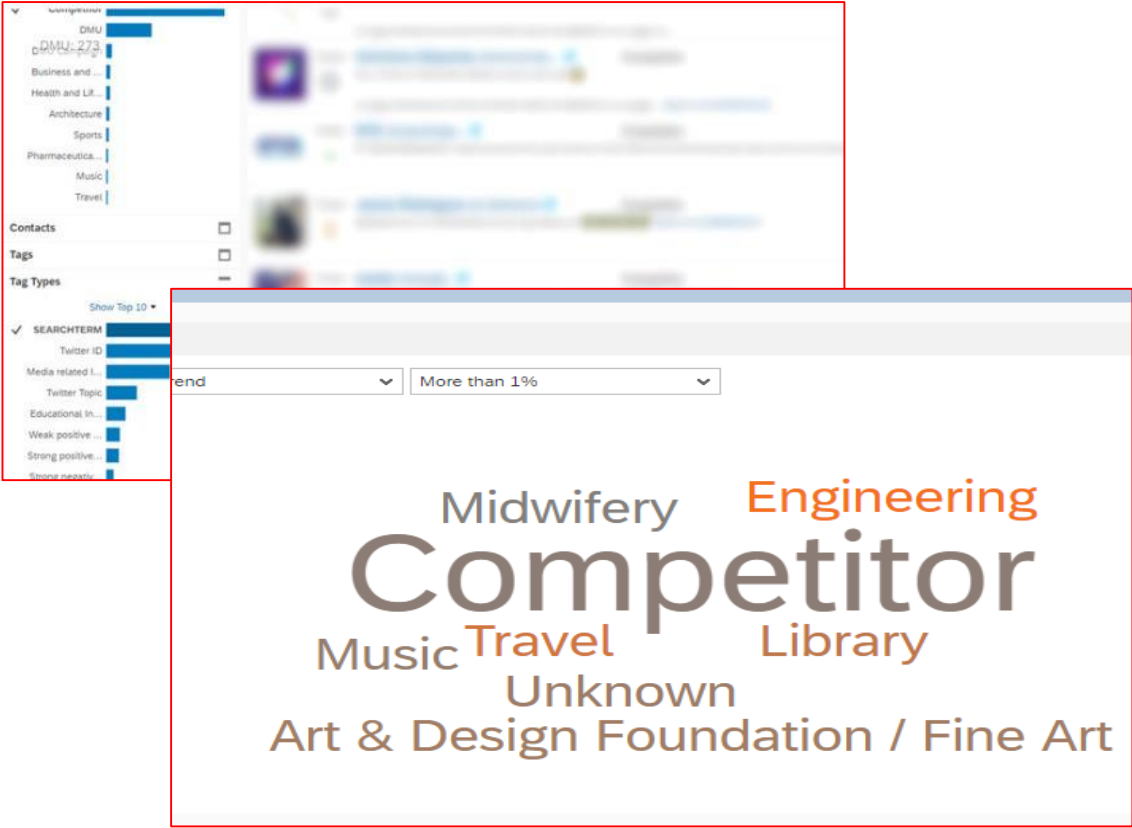


Overview: Hybris

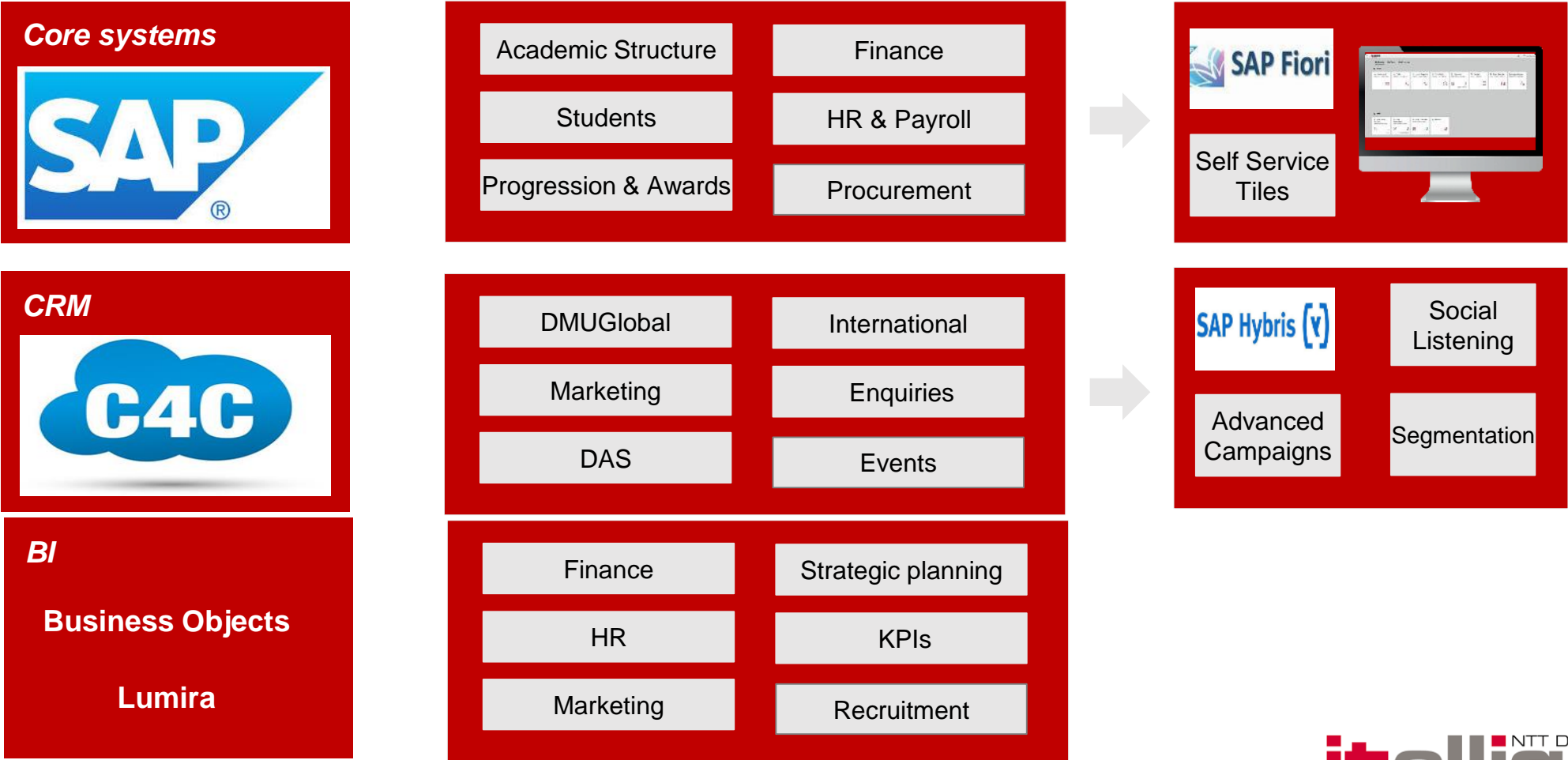
Campaign management



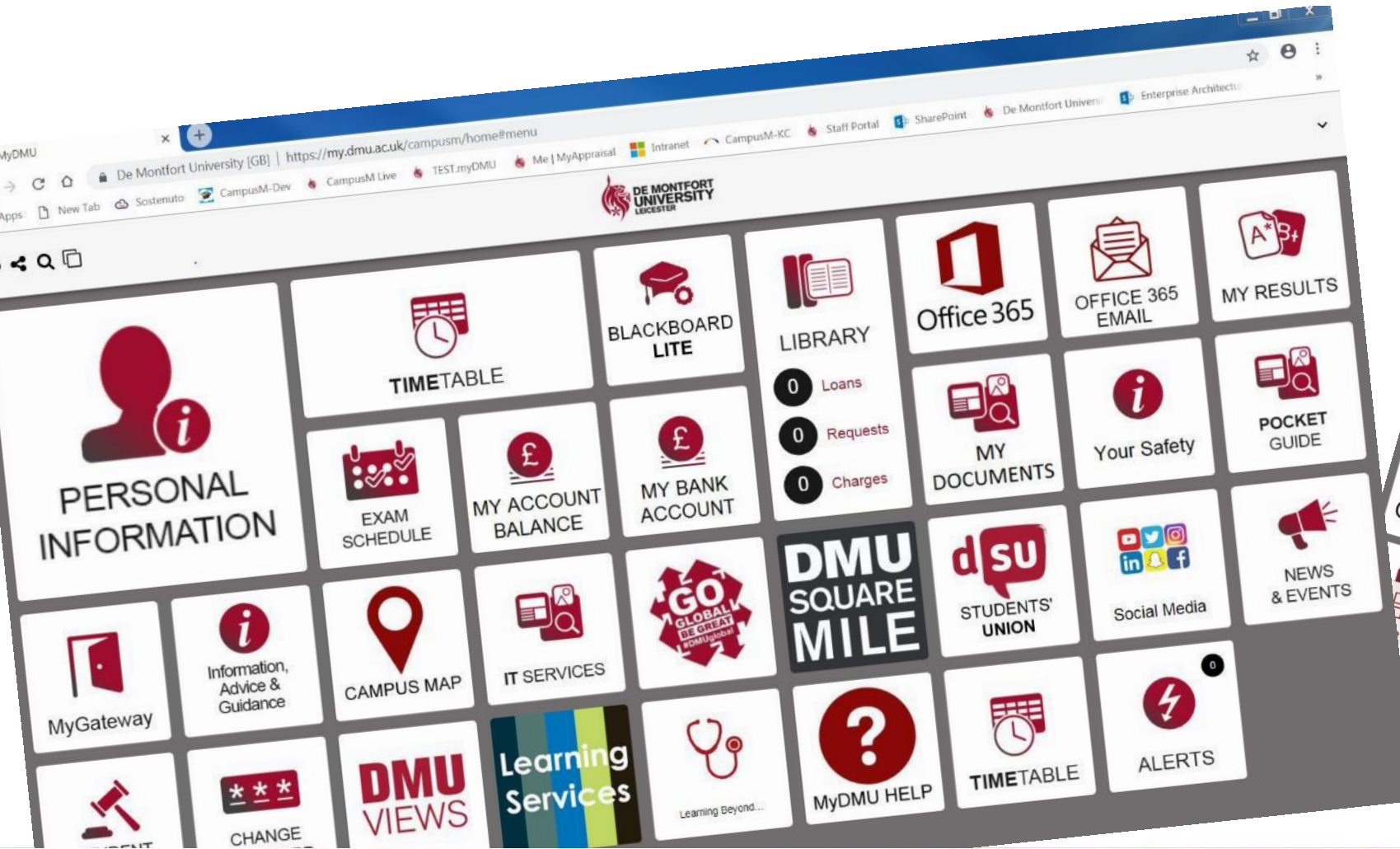
Social listening



The solution



Overview: Student self-service





Overview: Staff self-service

My Leave Requests
Manage Leave Requ...

My Appraisal

My Team Calendar
View my team calen...

My Payslips
View my payslip

My Expenses
Submit my expenses

My Employment
View my contract det...

My Carpark

My Profile
Manage personal inf...

Employee Lookup
Search for employees

My Jobs

My Timesheets

My Development

My Reporting

Student Information
Centre

Managers' tiles

Approve Expenses
Approve/Reject Exp...

4

Approve Appraisals
Approve your teams...

Approve Leave
Requests
Approve/Reject Leav...

2

My Reporting

My SRG Requests
Manage Positions

Approve SRG
Requests
Manage Positions (N...

Approve
Timesheets
Approve/Reject time...

0
Pending Entries

My Team
Attendances
Manage my team att...

My Team
Development

Approve My Team
Development

Leaver Notification

Marketing Examples

SAP Marketing Cloud

Welcome Petros Solo

Sentiment Engagement

FILTERS

17 Posts

9 : 0 Sentiment Ratio

dmu

Target Group:

Days Months Quarters Years 07.05.2019 - 14.05.2019

Sentiment

Channels

Interests

DMU

History / Spor...

Art & Design F...

Audio and Music

ANALYSIS

Number of Posts Break down by...

Date	Number of Posts
07.05.2019	7
08.05.2019	7
09.05.2019	1
10.05.2019	0
11.05.2019	0
12.05.2019	1
13.05.2019	1
14.05.2019	0

POSTS (17)

Twitter be...cu @be...1

DMU, History / Sports History and Culture

13.05.2019, 02:12:23

@kenradical @DMU_History I agree!

DMU, History / Sports History and Culture

12.05.2019, 20:49:27

Twitter Mi...r @M...r...

DMU, History / Sports History and Culture

09.05.2019, 19:23:53

5/15/2019

Marketing Examples

Ka[redacted]va

ka[redacted]@icloud.com

Latest Interaction

Web Enquiry

08.07.2018

Latest Interaction Interest

Business and Management

08.07.2018

Overview

Interactions

Personal Data

Origin Data

Scores

Permission Marketing

Commerce

Account Team

Contact

Ka[redacted]a

Self-Identified

Marketing Areas

No marketing areas assigned

Communication

N[redacted]t

NF[redacted]IL

United Kingdom

ka[redacted]@icloud.com

Marketing Attributes

No marketing attributes maintained

Additional Data

Known as / Preferred name:

Name: K[redacted]a

First Name: K[redacted]

Last Name: [redacted]

Recruitment Status (Desc.): Enquirer

Gender:

Marital Status:

Language:

Nationality:

Domicile (Desc.): United Kingdom

Fee Status (Desc.):

Enquirer Residency (Desc.):

Date of Birth: 16.07.2000

Age: 0

Mobile:

House Number:

Street:

First Address Line: N[redacted]

Second Address Line: N[redacted]

Third Address Line: United Kingdom

5/15/2019

Marketing Examples

SAP Marketing Cloud

Profile Dashboard

CONTACT SUM...
151K
+17K

Anonymous
29K
+9K

Self-Identified
122K
+8K

Verified
1
+1

Business Partner
0
0

Expand details

ACTIVITY TIMEFRAME

Days Months Quarters Years
30.04.2019 14.05.2019

FILTERS

Country
- Select Country -

Industry
- Select Industry -

Department
- Select Department -

Job Function
- Select Job Function -

INTERESTS CHANNELS CONTACTS

By popularity Top 25

History / Sports History and Culture
Design Crafts / Interior / Furniture / Product Design
Media Production Midwifery Architecture
Dance / Drama / Performing Arts
Fashion / Footwear / Textiles
Business and Management
Pharmacy Psychology DMU Health Studies
Engineering Law Nursing Unknown
Economics Accounting and Finance
Education Computer Science Graphic Design
Biomedical and Medical Sciences
Media and Communication / Film
Art & Design Foundation / Fine Art

TARGET AUDIENCE

Selected Contacts
150 610

MY TARGET GROUPS

MY SEGMENTATION MODELS

Marketing Examples

Sales AnalysisInteractionsScores

Reset Filters

SAP UNIVERSITY

BachelorBiology

AllInboundOutboundUnknown

DaysMonthsQuartersYearsUser-Defined

10.201401.2015

0000000

Open DayContactApplicationsActivityLoansAppointment

492700000

CommerceOffersSurveyPhoneEventEmail

000

WebSocial MediaNewsletter

January 2015

Master AFCWebsite VisitJan 6

Master AFCWebsite VisitJan 5

Bachelor of EconomyWebsite VisitJan 5

Master of BiologyWebsite VisitJan 5

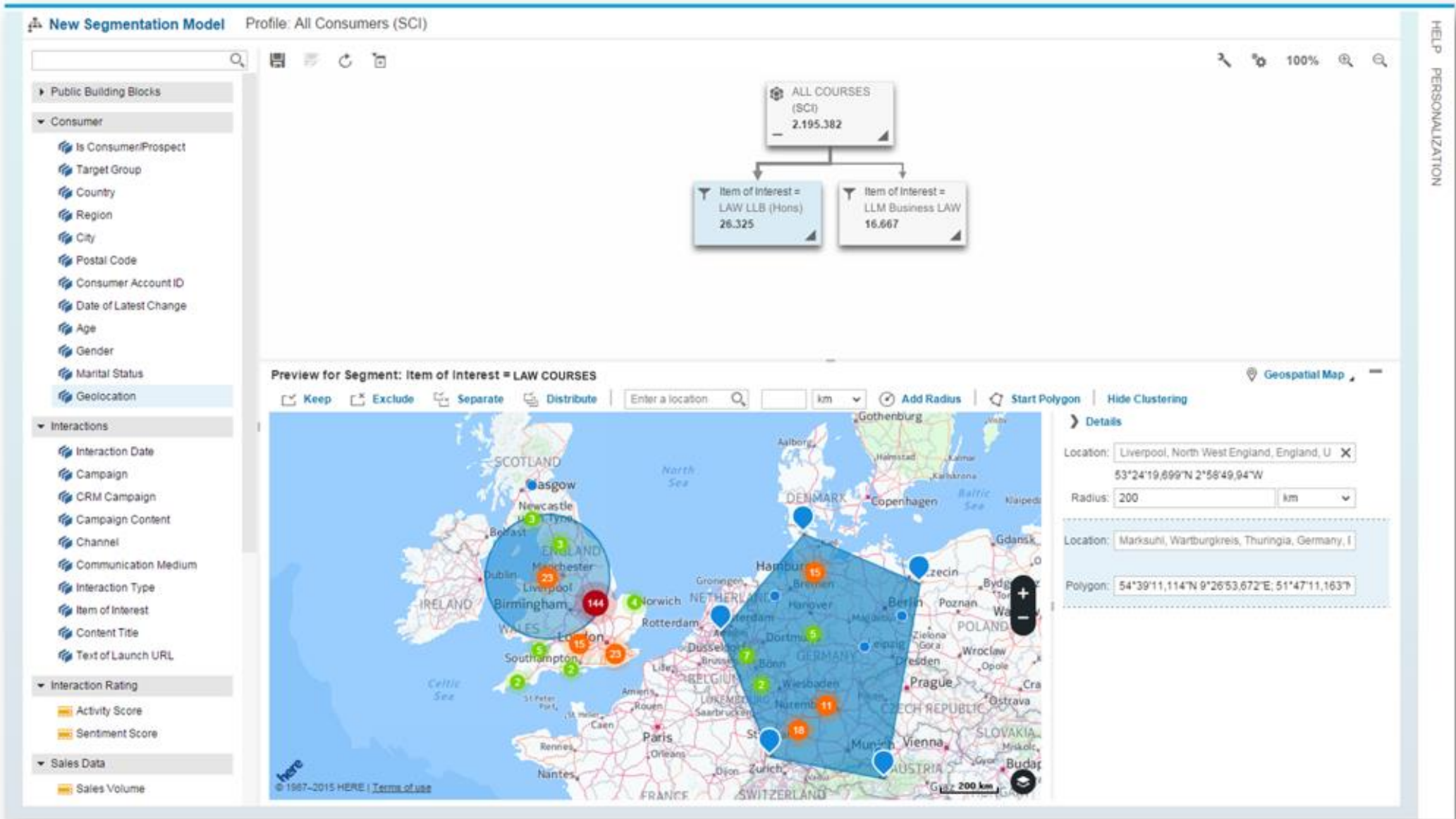
CampaignCampaign ID 7022, AutoExec - 2 - AM2 w/o PermissionsJan 5

CampaignCampaign ID 7021, AutoExec - 1Jan 5

Language Course EnglishWebsite VisitJan 2

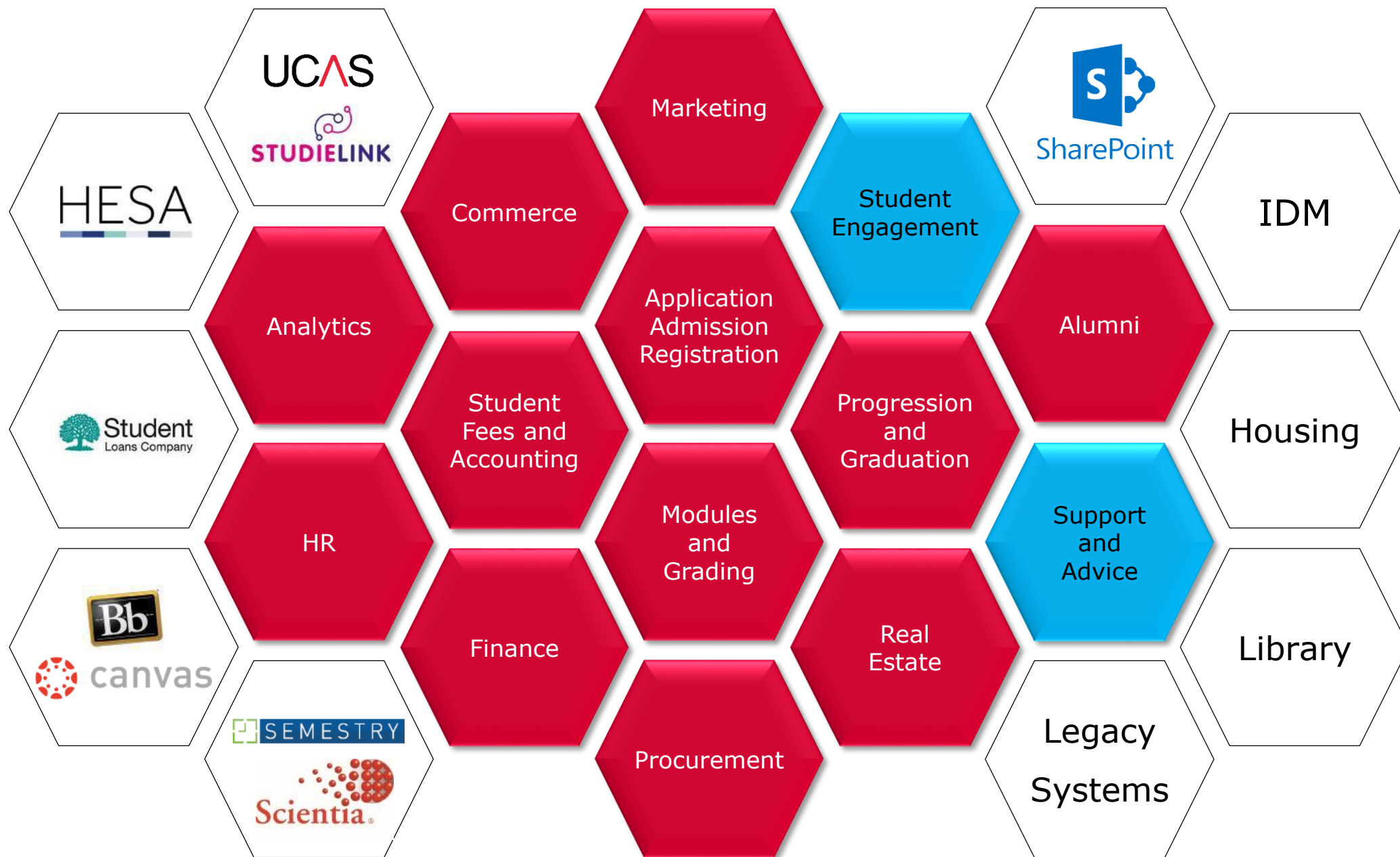
Master in HRMJan 2

Marketing Examples



Social media listening / sentiment analysis

- Dilemma: GDPR vs. marketing goals
 - New SAP Solution: Customer data cloud
- Integration
- On Premise vs Cloud

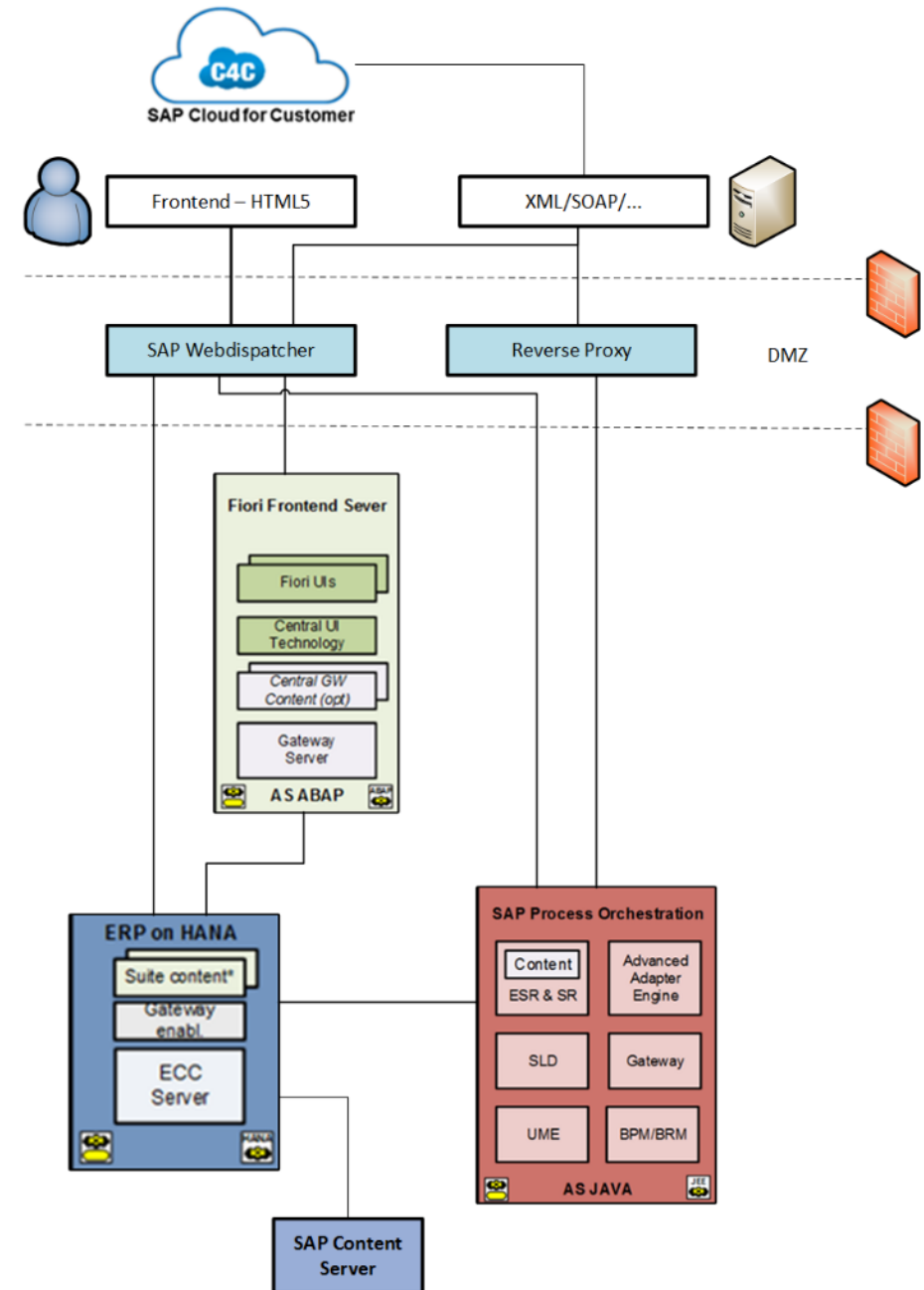


Real-time 2-way integration SLcM and C4C

- Applicants
 - Registered students
 - Alumni
-
- Always available in both systems

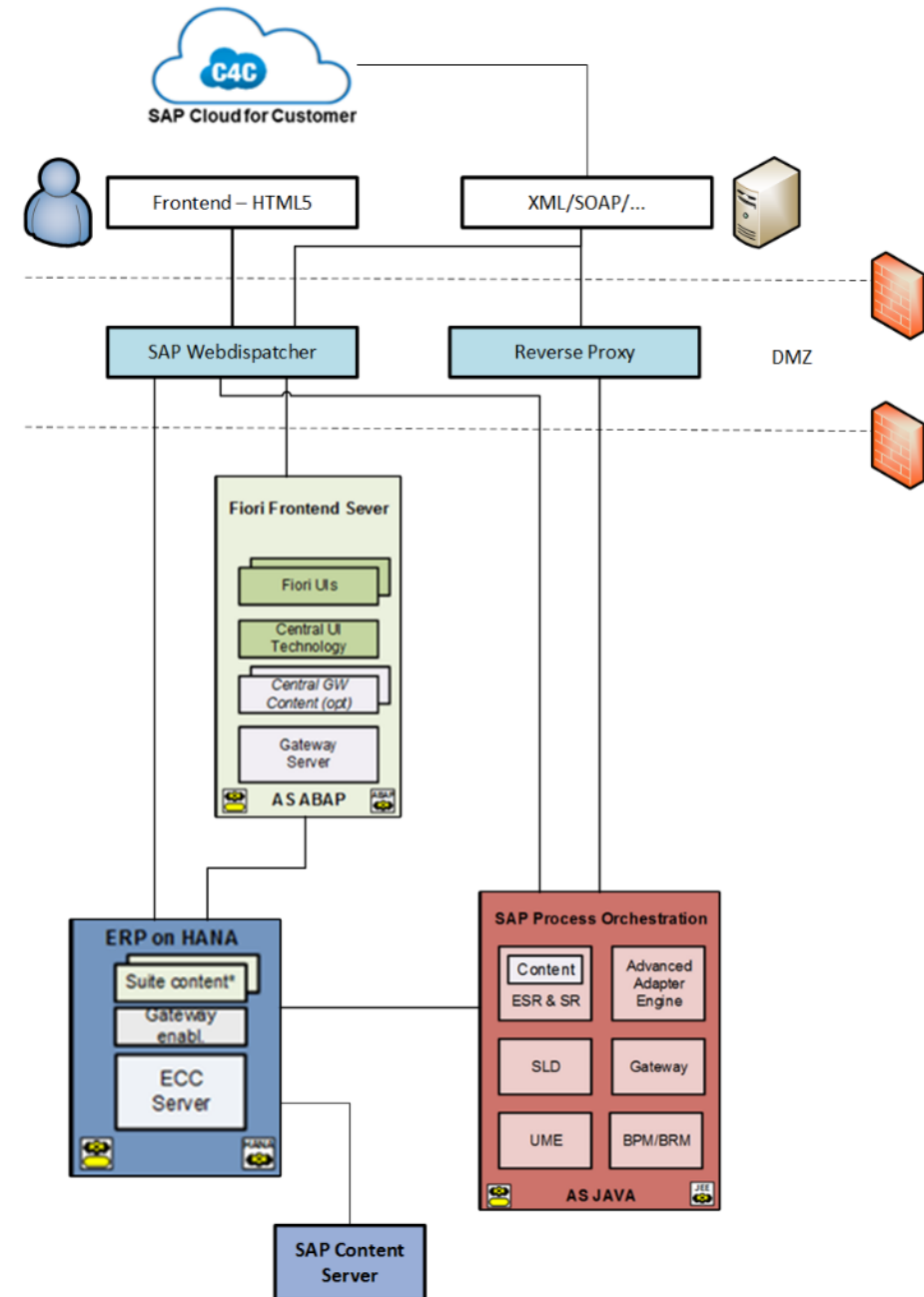
it.education & SAP Products

- ERP on HANA
 - Student Lifecycle Management
 - SAP HANA
 - In-Memory Columnar Store Database Platform
- Content Server
 - Document Management System
- Fiori Frontend Server
 - SAP user experience
 - App Deployment
- Webdispatcher
 - HTTPs entry point



it.education & SAP Products

- Process Orchestration
 - Integration Solution
- Cloud for Customer
 - Integrated SaaS CRM
 - Hosted by SAP SE
 - Multi Tenant



C4C used in 6 Student Journey Processes

- Recruitment and Enquiries Management
- Admissions Enquiry Management
- Disability Advice and Support Disability
- Events
 - Bookings
 - Open Days
 - Application interviews
- International Office
- #DMUGlobal
 - Trips
 - (Erasmus) Exchange students

TARGET GROUP

Application to Interview...

Name: Application to Interview - 2018-03-14

Status: Active

Execution Status: Not Scheduled

Member Determinat...

Sales Organization:

Total Members: 1

Interview Booking TG: ☒

OVERVIEWFEEDMEMBERSCAMPAIGNSE-MAIL BLASTS

LATEST ACTIVE CAMPAIGNS

Name	Type	Start Date	End Date
------	------	------------	----------

LATEST ACTIVE E-MAIL BLASTS

Description	Owner	Sent On
-------------	-------	---------

MEMBERS: ALL MEMBERS (1)

All Members

Search

External ID	Account ID	Account	Address	Contact
	1041142	Dr. Thomas Edson	123 Main Road / Blackburn Ro.	

Individual Exam Arrangements

Last Name: STR_2-2

First Name: Gareth

ID: 1041113

Faculty: Faculty of Business & Law

Programme: Human Resource Management

Email: gstr_2_2@test.com

Phone: +44 123332232

Email:

Phone: +44 792323232

Date: 14 Mar 2018

IEA valid for duration of course

Agreed Individual Exam Arrangements:

Extra Time: 50%

Awaiting evidence following meeting

Stop the Clock Rest Breaks

Intended use of Stop the Clock Breaks: Stop the clock description

Seating within Room: Front

Specialist Chair

Specialist Chair Description: Specialist chair description

Computer

Software

Cloud for Customer

2

Verity Travers

Home

Calendar

Customers

Accounts

Contacts

Individual Customers

Target Groups

People

Sales Campaign

Activities

Analysis

Products

Library

Activity Planner

Customer Merge

Partners

Visits

Data Workbench

Service

SupportTypeText View

Support View

Event

NumberRange View

Application

Individual Customers

Mark Scott8

Mark Scott8

MARKETING ATTRIBUTES

CHANGES

ACTIVITIES

TARGET GROUPS

SURVEY RESULTS

DMU GLOBAL APPLICATION

BOOKING FORM

DISABILITY

APPLICATION

ENROLMENT

GENERAL INFORMATION

Customer ID 1051310	Student ID 2501913	UCAS ID -	External ID -
External System -	Status Active	Academic Title -	Title Mr.
Name Mark Scott8	Known as / Preferred name Mark	*Recruitment Status1 Applicant	Gender Male
Address 120 Main Street Leicester LE16 4FW United Kingdom	Marital Status Single	Primary E-Mail m.scott8@testZZZ.com	Secondary E-Mail -
Alternate E-Mail -	Phone +44 1244345678	Mobile +44 792323233	ICE +44 231231321
Domicile -	Nationality GB - United Kingdom	Language English	Date of Birth 02.04.1989
Initials -	Died on -	Student communications acceptance statement Are you happy for us to send you further information about DMU?	Student Communications Acceptance Allowed
Post Offer Mailer -	Post Offer Mailer sent on -	Disability Disclosed Yes	Agent details No
Previous Institution -	Scholarship No	Fee Status -	Owner -

Cloud for Customer

Home

Calendar

Customers

Accounts

Contacts

Individual Customers

Target Groups

People

Sales Campaign

Activities

Analysis

Products

Library

Activity Planner

Customer Merge

Partners

Visits

Data Workbench

Service

SupportTypeText View

Support View

Event

NumberRange View

Application

Individual Customers

Mark Scott8

Mark Scott8

MARKETING ATTRIBUTES

CHANGES

ACTIVITIES

TARGET GROUPS

SURVEY RESULTS

DMU GLOBAL APPLICATION

BOOKING FORM

DISABILITY

APPLICATION

ENROLMENT

GENERAL DISABILITY INFORMATION

Disability Type (Event)

-

Disability Type

Anxiety,Dyslexia,Visual Impairment,

Other Disability Type

-

Parental Consent

Yes

Parent Name

Mrs Meredith Scott

Disability Allowance (SLCM)

Not in receipt of Disabled St Allowance

General Disability (SLCM)

Multiple disabilities

Special Needs

Send Disability Materials

No

Preferred Means Of Communication

Faculty Disability Officer

Phase Test Extra Time

50%

PC required for Phase Test

-

Scribe for Phase Test

Yes

Reader for Phase Test

-

Phase Test Other Arrangements

-

Room required for Phase Tests

Yes

Agencies

National Autistic Society

Yes

Freedom Link

-

Jotters

-

Other Agency for Phase Tests

Display Student Master Data

68 03



Find by

- Student
 - Name
 - Students via Program
 - Last Selected Students
 - Free search



22.04.2018

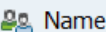
Student Number

2501913



Student Number

2501913



Name

Scott8, Mark; *02.04.1989; Male

- Address Overview
- Study Data
- Identification Nos.
- Additional Data
- Ext. Achievements
- Grant Assignment
- Bank Data
- Employment
- Disability

Disability Type

10 Multiple disabilities

Disability Group

05 Not in receipt of Disabled St Allowance

Degree of Challenge

0.00

ID end date



Valid On

22.04.2018



No periods

Granted Reasonable adjustment(s)




Status	Reas. adj. description	End Date	Asmt Cat. (Ds.)	Addnl.Info
Approved	PH Extra Time: 50%	31.12.9999	Phase Test	
Approved	PH Room required	31.12.9999	Phase Test	
Approved	Extra Time: 50%	31.12.9999	Unseen Examination	
Approved	Seating within Room: Front	31.12.9999	Unseen Examination	
Approved	Food and Drink	31.12.9999	Unseen Examination	

Note Overview

Student Number

2501913

 Name

Scott8, Mark; *02.04.1989; Male

Note Overview

☐ Display all notes

☐ No Program Notes

☐ Only Program Notes

































 Note Type (Description)	Program	Note Title	Prog.Type	Stage	Acad. Year	Session	Transcript	Created By	Created On	Changed By	Changed on
S+: Teaching and Learning		Visually impaired student					<input type="checkbox"/>	PI_USERPQ2	22.04.2018	PI_USERPQ2	22.04.2018
S+: Timetabling Support		Timetabling Support					<input type="checkbox"/>	PI_USERPQ2	22.04.2018	PI_USERPQ2	22.04.2018
S+: Placement/Field Trips		Placement/Field Trips					<input type="checkbox"/>	PI_USERPQ2	22.04.2018	PI_USERPQ2	22.04.2018

QUEUE: ALL (1,269)



All



Search




Priority	ID	Subject	Status	Customer	Channel	Changed On	Assigned To
Low	5213	I'm coming to Melbourne can I arrange a Tour?	Open	Paul Moss	Monarch Travel	02.09.2015 03:06:04 PM	
Normal	5212	Uni places in Engineering	Open	Megan Lee	Customer Service	02.09.2015 02:40:41 PM	Melinda Sch...
Normal	5209	no power	Open		Manual	27.08.2015 10:59:18 AM	
Normal	5208	Call From:+1 (650) 391-4471	Open	Megan Lee	Telephony	28.08.2015 12:14:44 PM	Timmy Hardy
Normal	5205	Call To:+1 (650) 391-4471	Open	Megan Lee	Telephony	26.08.2015 06:45:16 PM	Timmy Hardy
Normal	5203	Gas	In Process - Pending Engine...		Manual	01.09.2015 04:47:47 PM	
Normal	5202	Smell Gas	In Process - Pending E				
Normal	5201	Gas Leak	In Process - Pending E				
Low	5196	Go get our latest cruise offering! It's amazing!	Open				
Low	5193	Spring in finally here!! Time to plan out the garden	Open				
Low	5192	Testing while men are talking very Loudly on their...	Open				
Normal	5149	Call From: 16505555014	Open				Beyer
Normal	5147	test for installation point	Open	Lowes	Manual	26.08.2015 05:19:42 PM	
Normal	5110	Chat From:sarasmithdemo@gmail.com	Open	FutureVision	Chat	17.09.2014 03:29:54 AM	Juliane Beyer
Normal	5108	Squeaky brakes	Open	Renee Wilhelm	Monarch Consumer ...	17.09.2014 04:30:16 AM	Juliane Beyer



Megan's FB post comes straight into the Service queue

Interaction Center Example

STUDENT



Jayne Miller

GENERAL INFORMATION

Status: Active

Name: Jayne Miller

Owner:

ABC Classification:

E-Mail: jaynemiller@outlook.co

Phone:

Mobile:

Address: United Kingdom

Territory:

Territory Owner:

Order Block:

Delivery Block:

Billinn Block:

ACTIONS

MARKETING PERMISSIONS

ETHNIC ORIGIN

TEST SCORES

E

APPOINTMENTS

All Appointments

Subject	Status	Start Date/Time	End Date/Time	Account	Primary
Interview	Open	21.09.2015 14:30	21.09.2015 15:00	Jayne Miller	
Assessment Test	Open	28.01.2016 16:30	28.01.2016 17:00	Jayne Miller	
Follow up interview	Open	28.01.2016 15:00	28.01.2016 15:30	Jayne Miller	
Audition	Open	17.03.2016 10:00	17.03.2016 12:00	Jayne Miller	
Meet with GSO	Open	09.06.2016 13:00	09.06.2016 13:30	Jayne Miller	

TASKS

All Tasks

Subject	Status	Start Date/Time	Due Date/Time	Date Completed	Account	Primary Contact	Phone	Proce
Send Ti...	Open	21.09.2015...	21.09.2015...		Jayne Miller			Linda
Plan to c...	Open	29.01.2016...	29.01.2016...		Jayne Miller			Diane

PHONE CALLS

All Phone Calls

Subject	Status	Start Date/Time	Owner	Account	Primary Contact	I
Jayne Miller re...	Open	21.09.2015 18:30	Linda Reed	Jayne Miller		
Call Enquirer	Open	25.01.2016 13:00	Mike Rawli01	Jayne Miller		
Call Jayne & pr...	Open	29.01.2016 17:00	Diane Lacey	Jayne Miller		

★

5/15/2019

WAIT !
There is more...

CX Portfolio / C/4HANA Portfolio

- We have not even mentioned...
 - Customer Data Cloud Identity
 - Customer Data Cloud Consent
 - Customer Data Cloud Profile
 - Qualtrics
 - Product Content Hub

Conclusion

- There is more to students than just SLcM
- SAP portfolio vs. Best of Breed
- What to focus on?
- Quick implementations are possible
- Integration
 - Connecting on premise to the cloud
 - Upgrade cycles

Q&A

Mark Arts
Mark.arts@itelligence.nl
Operations Director Education

We Transform. Trust into Value

Copyright itelligence AG - All rights reserved

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of itelligence AG. The information contained herein may be changed without prior notice.

Some software products marketed by itelligence AG and its distributors contain proprietary software components of other software vendors. All product and service names mentioned and associated logos displayed are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

The information in this document is proprietary to itelligence. This document is a preliminary version and not subject to your license agreement or any other agreement with itelligence. This document contains only intended strategies, developments and product functionalities and is not intended to be binding upon itelligence to any particular course of business, product strategy, and/or development. itelligence assumes no responsibility for errors or omissions in this document. itelligence does not warrant the accuracy or completeness of the information, text, graphics, links, or other items contained within this material. This document is provided without a warranty of any kind, either express or implied, including but not limited to the implied warranties of merchantability, fitness for a particular purpose, or non-infringement.

itelligence shall have no liability for damages of any kind including without limitation direct, special, indirect, or consequential damages that may result from the use of these materials. This limitation shall not apply in cases of intent or gross negligence.

The statutory liability for personal injury and defective products is not affected. itelligence has no control over the information that you may access through the use of hot links contained in these materials and does not endorse your use of third-party Web pages nor provide any warranty whatsoever relating to third-party Web pages.