



Press kit SYSLAB.COM GmbH

In our press kit you will find information about the company SYSLAB.COM, about our web portal solution elevateIT and our reference projects OSHA and Zope@TUM.

Specimen copy requested in case of publication

The company	2
Management	3
elevateIT	4
elevateIT Key-Features.....	5
Case Study: elevateIT in the EU	7
Case Study: elevateIT at the Technical University Munich.....	10
Administrative specification.....	12
Glossary.....	13

The company

SYSLAB.COM is a Munich based software development and consulting company. The company was founded in the year 1998. SYSLAB.COM offers a wide range of proven software solutions for the management of complex IT systems for large, decentralised organisations, government bodies, educational institutions, internet businesses and multi national companies. The aim is to provide customers with integrated companywide solutions for the management of data, systems, workgroups and processes.

The coordination of information and applications increasingly requires a central, efficient and extensive control of heterogeneous IT systems. The solution strategy of SYSLAB.COM goes beyond conventional IT management by uniting IT resources with the business goals of any company directly. Today's economical demands do not allow separating business and IT. Thus IT as such has become the very backbone of any enterprise aspiring to enhance its potential.

With its key product elevateIT - developed in cooperation with the Technical University Munich - SYSLAB.COM has created a full feature CM-System acting as stable and reliable base for the quick and cost effective tailoring of CMS solutions.

SYSLAB.COM provides elevateIT based products, content management solutions, consulting services, support and training. elevateIT is not a proprietary product, but an integrated solution of existing Open Source components based on Zope (<http://www.zope.org>) and Plone (www.plone.org).

Due to its Open Source licensing agreement, there are no license costs with regards to duration of its use or number of user's. The client will incur expenses only, if the company is required to customise and implement the solution according to its specific requirements. elevateIT is vendor independent as the client possesses the source codes of the product.

For further information please refer to our webpage: <http://www.syslab.com> or contact

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Management

Dipl. Inf. Alexander Pilz

Headship: Development

Curriculum Vita:

Born on the 11th of February in Munich, Germany

Educational Background:

Gymnasium, university-entrance diploma, study of informatics

Career:

- 1995-2003
Research associate, later on scientific assistant to the Faculty of Architecture of the Technical University of Munich
- 1998-
CEO of SYSLAB.COM

Gabriele Loher

Headship: Finances

Curriculum Vita:

Born on the 25th of November 1955 in Munich, Germany

Educational Background:

Gymnasium, High school Diploma, Education as a bank clerk, further training as business economist.

Career:

- 1972-1985
Education as bank clerk, further training as business economist, employment as branch manager in customization.
- 1985-2001
Network tutor at „Stadtsparkasse München“
- 2001-2004
Head of Sales (Proxy) of SYSLAB.COM
- 2004

elevateIT

The open source platform elevateIT has been developed in a collaboration between the Munich based software specialists SYSLAB.COM and WWW & Online Services of Technical University Munich (TUM). elevateIT is an extension of proven ZOPÉ/Plone content management systems and serves the requirements of large decentralized organizations and enterprises. On this basis SYSLAB.COM continues to develop the product.

The elevateIT content management functionalities facilitate completely web browser based creation and administration of information. Via portal functionality the users can interact with the system and other users and personalize the presentation of the contents.

elevateIT facilitates exchange of information between web servers. The goal is to provide relevant and latest information, which can be accessed across various web-sites. The thesaurus-supported metadata system and the LDAP-based personalization function facilitate sampled data filtering, search and group specific information distribution even on voluminous websites and distributed locations.

Special key features of elevateIT are the notification service, groupware support, workflow and versioning. Users can regularly receive notification about special events and the requirements of workgroups can particularly be taken into consideration. elevateIT supports activity- as well as state-based workflow and the entire contents of a website can be versioned.

The surface and the content can be illustrated in various languages and the translators are assisted thru workflows to keep the contents consistent. elevateIT is platform neutral and can run parallel to existing information systems. Due to its high integration ability it is very easy to include further information systems.

elevateIT Key-Features

- **User friendly:** elevateIT allows the creation and editing of contents without any programming skills; speedy input directly over the Web-Frontend.
- **ROI:** License fee exemption allows any number of users, content managers and administrators to use the system.
- **Independency:** elevateIT is vendor independent. Due to its open source licensing agreement, the users are free to use and improve on elevateIT.
- **Multilingual support:** Several administrative functionalities facilitate the management of multilingual sites.
- **Technology neutral:** Benefit from the open architecture of open source technology. The system can be tethered to many authentication mechanisms like LDAP or Microsoft's Active Directory. The system facilitates communication with databases like MySQL, PostgreSQL or Oracle and enables the usage of Web mail via an IMAP-connection.
- **Communication between servers:** elevateIT servers can communicate with each other on an automated basis. Distributed information can be consistently accessed.
- **Classification of information:** The entire contents of an elevateIT server can be classified through the assignments of categories and metadata. The classification of content makes it easy to search and retrieve information.
- **Personalization:** elevateIT has an extensive line of personalization functions. Thus, every user gets individual login hence the user is able to save personal settings in the profile. This facilitates user specified information distribution.
- **Workflow:** Workflow can be customized to each company's unique business practices & processes.
- **Expandable:** elevateIT supports voluminous sites with vast amounts of content. Allows unlimited addition of hardware and users.
- **Security:** Thru its easy to define and delegate authority mechanism, elevateIT facilitates inter-departmental accessibility without compromising security.
- **Version Control:** Documents can be versioned to keep old versions still available. Old versions can be restored and a change history keeps all changes to a document traceable.
- **Content Management Allocation:** elevateIT allows delegation of content creation, information refreshment and publication of the same, to designated users, augmenting safety and the reliability of information.

- **Groupware:** The requirements of workgroups can particularly be taken into consideration.
- **Notification service:** Users can regularly receive notification about special events.

ZOPE and Plone platform

- **Interoperable:** Zope contains built-in HTTP and FTP servers. Zope can also run with an existing Web server for e.g. Apache, Microsoft IIS etc. Client programs can get or set data with HTTP, WebDAV, FTP, or XML-RPC. Existing content creation tools like Adobe GoLive, Macromedia, DreamWeaver, or Microsoft Office can store content directly in Zope.
- **Vast Plug-in leeway:** Zope and Plone have a vast array of plug-ins, called "Products". Existing products can communicate with relational databases, authenticate via LDAP, and perform custom calculations or summarize custom data. There are extensional products for ecommerce, image editing, Issuetracker, blogs and much more. The Zope community is continuously developing new plug-in products.
- **Community capacity:** Zope and Plone community consists of thousands of users world wide, who develop, test and implement Zope objects. This community set up is of a great advantage; members help each other in problem solving and contribute developed objects back to the community at large.

Further Information about elevateIT under: www.elevateit.org

Case Study: elevateIT in the EU

A multilingual Portal and Content Management System based on Open Source for The European Agency for Safety and Health at Work.

Background

The European Agency for Safety and Health at Work (hereinafter, the Agency) is a European Union public administration and one of the EU's decentralised agencies in Europe. As a tripartite organisation, the Agency brings together representatives from three key decision-making groups in each of the EU Member States: governments, employers and workers' organisations.

From its headquarters in Bilbao, Spain, the Agency acts as a catalyst for developing, collecting, analysing and disseminating information that improves the state of occupational safety and health in Europe. Internet and web services are key tools to support these activities. The Agency works in close co-operation with a network of partners, based on a system of "national Focal Points". The Focal Point also manage the national Agency websites, which constitute the Agency's network of websites, through their Internet representatives, who are also represented in one of the Agency's experts group called "Internet group":

Client requirement

The websites network of the Agency contains 33 national focal point websites based on a common model (graphical design and information structure). The websites were hosted on different servers residing in different countries. Since not all the Focal Points could host their national website, for technical resource or organisational reasons, some of them have been hosted by the Agency and managed remotely by national webmasters. This meant that the technical environment of the network of websites was variable: some websites were static, while others were maintained with a Content Management System (CMS).

The objective was therefore to develop a CMS-portal system based on ZOPE technologies for the deployment and maintenance of the network of websites, including national and institutional website, campaigning websites and the Europe portal website.

To make it easier to add, control and reuse information in different places of the Network, it was necessary to develop a method consistent for all participating institutions. It was also essential that the system provide support for multilingualism in user interface and content. It should be

easily extendible to further languages and allow for a uniform way to store and classify all content of the partners of the Agency through the use of a multilingual thesaurus. An advanced publishing system was also required to facilitate publication of content in different languages and from different countries and institutions.

Users should be able to register and thereby have access to all sites of the Agency's network of websites. To make it possible for users to specify their interests and wishes, a personalization feature had to be installed. Furthermore a "metadata-aware" search was needed to make precise searches throughout the whole network of websites available.

Solution

The core solution is based on **elevateIT**, an extension of proven ZOPE/Plone Content Management System, which serves the requirements of large decentralized organizations and enterprises. The Content Management functionalities of **elevateIT** facilitate complete web browser based creation and administration of information. Via portal functionality the users can interact with the system and other users and personalize contents and presentation. The system facilitates exchange of information between web servers providing relevant and latest information, which can be accessed across various websites.

One of the key features of **elevateIT** is multilingualism. The front end and the content of any web page can be presented in different languages. The Agency has developed a hierarchical thesaurus, containing over 2400 terms in 20 languages, which is used as a basis to categorise current and future information. Working together with **elevateIT** the translators of the thesaurus are assisted thru workflows and helper applications to keep various language versions consistent. It is possible to search for specific language versions and translators can look for documents that have not yet been translated or outdated translations of current documents.

The information on occupational health and safety on the national, institutional websites and the European portal is identified by extensive metadata, both Dublin Core and proprietary. The metadata system and the personalization function of **elevateIT** thereby facilitate aggregation, search and group specific information distribution – not just to the voluminous websites of the Agency but also to other web pages. A Workflow and Versioning solution allows flexible control of all information before publication. An LDAP Server is used for the centralized management of users providing "single point of log on". The System furthermore allows easy adding and integrating new sites into the network of websites.

Customer benefits

The customer is now able to delegate Content Management tasks from system administrators to content creators, as technical skills are no longer required to add and edit content. The control of the published information remains in the hands of privileged users, who are notified automatically, if information needs reviewing. By that the publication process of information is largely reduced. The centralized approach for managing users allows the Agency to offer personalized information and services like "notification of changes". Syndication facilitates better presentation of information – not only on one website but throughout the whole Network of websites.

The search function retrieves more information, as it can search through the whole network of websites. In addition users can restrict the result list on relevant metadata, making the retrieved information more precise. The timely process for setting up new sites is greatly reduced, thus making it easy to create new campaign websites. The customer can now query the system for an overview of its state of translation and translators can easily find objects that need work. The system is ready for further extensions to the European Union.

Future Cooperation

After the integration and migration of the main websites and the Focal Point sites, the Agency has decided to develop further functionalities and migrate its own homepage to the new CMS portal system. SYSLAB.COM will make the necessary implementations and support the Agency via a helpdesk. If required, further content restructuring will take place within this cooperation.

Case Study: elevateIT at the Technical University Munich

Campus wide Portal and Content Management System based on Open Source

Background

The Technical University Munich is one of the premier universities of Germany. Over two million page impressions per month from around the world solely on the central Web-server, goes to show the interest in its curriculum, research and service offers. The information offered is also accessed by 25.000 active students, 7.000 employees, and a large group of alumni's, as well as partners in industry and commerce.

Client requirement

3 centralized and 600 de-centralized web servers as well as 9 centralized EDP processing and information system caused redundant data storage, inconsistent information and lack of information refreshment. Further to that a great deal of effort had to be put in for the maintenance of the system. Added to that, enhanced Interactivity, expanded Groupware and Community-functionality had to be introduced. Self-service-functions for the students and employees also needed to be offered.

Solution

The core solution is based on elevateIT, an extension of proven ZOPE/Plone Content-Management-System developed in co-operation with the department of "WWW & Online Services" of TU Munich. For authentication and profile administration, a solution to integrate the central LDAP server was developed. With his personal id every student and employee is able to enter the system, where they can access various services such as Web mail, address administration, mark sheets etc. An overlying Metadata-System facilitates classification of information, to help improve data categorizing and research. To be able to exchange information with external systems, Syndication-technique has been integrated. An extensive Workflow-System augments complex processes.

Customer benefits

The new servers are now able to exchange data amongst one another; this enables centralized retrieval of decentralized information. Categorized classification of information helps speedier access of relevant information and provides group specific information respectively. With the link to the LDAP server, now for the first time, there is a centralized authentication. Due to open source licensing, the system can be used by all the institutions and facilities of TU Munich at no extra charge. Information reaches the users fast. The ROI is high, as the system is Platform neutral and the possibility of Integration.

Future Co-operation

Projected co-operation is an assisted rollout at faculties, institutions and facilities of TUM, development of student and employee services as well as technical bureau, link to the SAP system of TUM.

".....SYSLAB.COM has successfully worked on multiple projects with various TUM institutions and is due to its vast technology and project experience an ideal partner."

Dr. Thomas Wagner, TU München

Administrative specification

Office:	Munich
Formation:	January 1998 OHG, January 2001 GmbH
Company registration number:	HRB 135057
Ust-IDNr.:	UstID DE212842815
Business object:	Development and implementation of internet publications; computing activities – in particular development of hard and software; design, installation, hosting and maintenance of computer network and other data processing equipment; consulting services in this computing area (apart from legal advice and tax consultancy); retailing with hardware, software and computer equipment.
Legal form:	GmbH
Management:	Manfred Lang, CEO Alexander Pilz, CEO Gabriele Loher, Authorized representative
Number of staff:	11
Start-up capital:	50.000 €
Partners:	Technical University of Munich Microsoft GmbH
Software:	elevateIT portal server V1.0 elevateIT distributed portal server (in development)
Press contact:	Lotte Nielsen Tel: 089 / 306358-94 Fax: 089 / 306358-99 Email: presse@syslab.com

Glossary

Action bar: is a listing of various actions like „display“, „edit“ and „configure“. These actions can be applied to any active displayed object.

Application: A program for solving particular tasks, like the creation of documents.

User roll: The Content Management System contains a line of predefined rolls for the user.

1. **The anonymous User:** is an unregistered user, who is only able to view the various public webpages.
2. **Members:** A Member can contribute to the community and make content in certain areas.
3. **Content manager:** The content manager administrates the content of the systems (like documents, news, images etc.) and connects these with other contents through linking.
4. **Manager/Administrator:** The administrator is responsible for the operation of the Content Management System (like controlling log files in the system, supervising the data bank, installing new modules etc.)

Besides the above there are also further user rolls, which can be imported by the installation of add-on products (like news area). The **news manager** is for example responsible for a particular news area.

User management: is a subarea of the Zope Management Interface (ZMI), in which users, groups, profiles and rolls can be managed. The user management is located on the tab Security.

Content: identifies the content of a webpage (like discussion comments, news, documents, files etc.).

Content Management System: a software system, whereby web contents can be administered (Management). In doing so content, programs and presentation will be saved separately to obtain more flexibility in the management.

CSS2-Orientation: The display of a HTML page in the browser is governed by so called Styles. In the styles you will for example decide, what style of lettering, size or colour is to be applied or what kind of edge distance a text contains. CSS2 is the current standard for defining styles.

DOMEA standard: Name of a standardised procedure for the filing of paperless records under consideration of the prerequisites: "traceability process" and "versioning of work steps".

GNU: stands for GNU's Not Unix, an alternative for the development of a free version of Unix of Free Software Foundation. By license questions GNU is often applied in connection with the concept GPL.

GPL: is the abbreviation of GNU General Public License and labels software, which is available as source code in a free copying and modificational way. Software, which applies GPL software, also fall under GPL.

IMAP-Mail server: This mail server allows, unlike the average pop3-Mail servers, a direct filing of sub folders and thus facilitates the comfortable query of mails directly over the internet (web mail).

Category: Criteria for the classification of pages and objects (like „Location: Munich“ or „Target group: co-worker“).

Category management: is an area in Zope Management Interface (ZMI), in which categories can be defined and edited.

LDAP Server: A program, which provides a directory with different information like personal data, E-mail addresses and other resources. It can be sampled via the Lightweight Directory Access Protocol (LDAP).

Multilingualism: describes the ability of the system to save and display contents in various languages. You can shift between different languages. Through the application of Unicode the display of texts with any kind of character is secured.

Meta data: Information, which identifies the content of a document. Typical Metadata are: title, description, keywords, author, rights, date, language and category. Metadata help to restore documents.

Navigation: consists of a list with links, which makes it possible for the user to get to particular areas of the webpage. The navigation also serves as an overview of the offer of information on the webpage.

Object: is any element in the system (like a folder, a document, news or a user).

Platform: The hardware architecture/operating system (PC, Mac, Linux etc.).

Platform independence: ZOPE can be installed on any kind of operating system.

Portal: A Portal is the internet homepage of an information offer to a specific topic. The principal task of a portal is to enable the user a single point of access to different information. Through various functions like search engines, Email, discussion forums and current news a portal provides the user with a possibly simple and structured access to relevant content.

A personalisation function (*my Portal*) can be integrated, which facilitates an individual adjustment of the portal to the interests of the user and supplies him with relevant information.

Portlet: A portlet is a component of the portal, in which certain information within the site of the portal can be displayed in the browser. Thus the portlet is able to draw its data from the local web server or other data source. The following views describe the features of the portlet closer:

- From the users point of view a portlet is an application, which he or she is able to display and configure in his (or her) own portal site to show personalized data.
- From the Content Managers point of view a portlet is a possibility to provide selective content.
- From the Portal Managers point of view a portlet is a content container. This container is registered in the portal, so that a user can apply it.
- From the portals point of view a portlet is a displaying component within a page.
- From the programmers point of view a portlet is a code fragment. The code fragment is completed on a portal server and supplies the portlet with content.

Sitemap: is an overview of the entire pages of the webpage in short form. The pages are listed according to title. If a short description of the page is available, this will also be displayed. Every page title will be displayed as a link, through which you can navigate to the page.

Skin: A Skin is an exchangeable interface of the Content Management System. Various Skins are available in the system. With the Skin it is possible to respond to the specific requests of the user, who for example wants to access the system with PDAs, Mobil telephones or Braille-Displays.

SSL Security: is the abbreviation of Secure Socket Layer and describes the technique of how to identify a server as authentic and to encode the data traffic between server and user.

Structured text: is a collection of instructions how to indent and mark the various components of a text (like heading, enumerations, breaks etc.). If the rules of Structured Text are observed, the computer is able to make HTML code of the written text.

Syndication: Partnership between two websites, whereby the first website links the content of the second.

Template: Layout format for a webpage, which defines the characteristic design of the page.

Thesaurus: is used to categorize existing and new information in various languages. The editor thereby resorts to an existing list of keywords.

Unicode: A table, which allows the coding of about 65000 characters. The characters of the most important languages of the world are already stipulated there.

Versionierung: is the archiving of older versions of pages and objects in the archive. When saving the changes of a page the previous version will automatically be archived as "the old version". If an object is replaced by a new object version, the old versions of the object are automatically archived, so that only the actual version is directly available.

Version management: In the area „Versions management“ (of the systems) it is possible to file different versions of an object. Thus the user will still be able to access older versions.

WebDAV: is the abbreviation for Web-Distributing, Authoring and Versioning. It describes the technique, whereby the editing of webpages can be simplified. WebDAV consists of HTTP extensions, which specifies a standard for the data exchange between web authoring tools and web servers. With WebDAV internet documents can be read and created as local data.

Workflow: A tool in the system for the structuring of work flows within a business corporation. Work flows present a line of successive tasks, which stand in a fixed order to each other. The tool supports the assignment of tasks to the respective editor in the right order.

ZMI (Zope Management Interface): Display of a view of the object of a Zope server. From there all the necessary management actions of the system can be executed.