

**3TS Cisco Growth Fund and BRAIN FORCE  
Invest in SolveDirect Expansion  
New investors support growth in the USA and worldwide**

Vienna, December 21, 2009

SolveDirect today announced that the 3TS Cisco Growth Fund, advised by 3TS Capital Partners Ltd., has acquired a stake in SolveDirect Service Management GmbH, provider of a leading IT service management platform. BRAIN FORCE HOLDING AG will remain the majority shareholder of SolveDirect Service Management GmbH, which was spun off from BRAIN FORCE Software GmbH Austria at the beginning of December.

SolveDirect is offering Software as a Service (SaaS)-based, cutting edge service management solutions which support businesses in their global B2B integration projects. Its solutions and know-how in the area of smart integration can enable significant savings in terms of time and money of up to 80 percent of the expenditure for integration and system connection. Cost optimization is currently the major focus for IT service organizations with complex structures, processes and numerous partner connections.

Longstanding customers of SolveDirect in Europe include T-Systems International GmbH, Raiffeisen Informatik, Computacenter AG and Kapsch TrafficCom AG. They are successfully applying SolveDirect's SD.bridge, ServiceDesk SD<sup>2</sup> and SD.cube solutions and are taking advantage of the company's long-term expertise to optimize local and international service processes and enhance their efficiency.

The managing directors of SolveDirect, Martin Bittner and Marcus Oppitz will continue to focus on supplying capable service management solutions for fast implementation of global and large B2B integration projects. *"Customers can massively reduce their expenditures for integration by applying our new technologies and methods for self-connecting all partners involved in the service process"*, Martin Bittner, specifies the advantages.

In order to support its global expansion, SolveDirect will set up its own subsidiary next year in Silicon Valley. 3TS Capital Partners confirms the competitive advantage of this go-to-market strategy. *"We see considerable growth potential for SolveDirect in the USA, the world's largest IT market. Substantial financial capability, know how, networks, customer proximity and synergies with our other activities provide an ideal growth platform for the company"*, says Pekka Mäki, Managing Partner of 3TS Capital Partners. The headquarters for serving European and internationally active customers will remain in Vienna.

## **About SolveDirect Service Management GmbH**

SolveDirect is a leading provider of service management solutions featuring the world's largest IT service management platform based on SaaS (Software as a Service), enabling the efficient and speedy B2B integration of all internal and external service partners and systems. Smart integration reduces integration expenditures by up to 80 percent and efficiently manages service processes along the entire service supply chain. The features and functions of SolveDirect solutions are based on the ITIL (IT Infrastructure Library) standard.

<http://www.solvedirect.com>

## **About 3TS Capital Partners**

3TS Capital Partners ([www.3tscapital.com](http://www.3tscapital.com)) is one of the leading private equity and venture capital firms in Central and Eastern Europe operating in the whole region through offices in Budapest, Bucharest, Prague, Vienna and Warsaw. 3TS targets investments in growth sectors including Consumer & Services, Media & Marketing, Technology & Telecoms and Energy & Environment. Investors in the 3TS funds totaling over € 200 million include 3i, Cisco, Sitra, EBRD and KfW among others.

*3TS Capital Partners, 3TS and the 3TS logo are registered trademarks or trademarks of 3TS Capital Partners Ltd. and/or its affiliates.*