

**Subject:**  
**Attachments:**

Recognition: SuperSiras NL Migration to Blade  
Recognition Slide Apr 2010 EU Blade.ZIP

Marc, Jan, John van I, Lau, Jeanette, Aftab, Rick, Adrian, John G,

Our Retail BIM team clearly understands that we depend on the support of many others in order to serve our business. Each month we identify someone who has demonstrated a strong willingness and ability to work across boundaries and partner with us. This month we would like to recognize you all for your support and contribution.

The upgrade to the SuperSiras tandem is a BIM sponsored project that is critical to our Retail business. The recent migration of NL system to the new blade is a repeat of the recent successful migration of the Poland migration, both of which happened smoothly and with no disruption to our users, thanks to your careful planning, testing etc. I am confident the next migrations in April in UK/Macau/HK/PH/TH/PK/AU will be equally successful.

Attached is a certificate we offer you as a small token of our appreciation.  
On behalf of the whole team, THANK YOU !

Regards  
Jan

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*The Retail Infrastructure Team of the DS IT  
BIM organization recognizes*

**Make the Difference REAL!**



## **Tandem Blade Team**

As our  
**Partners of the Month**  
April 2010

•Marc van der Woude  
•Jan van Ingen  
•John van Ijendoorn

•Lau Meijer  
•Jeanette Kloppenburg  
•Aftab Chaudhry

•Rick Stather  
•Adrian Crace-Eales  
•John Green

*For the dedication and professionalism shown during the migration of the EU Tandem to HP Blade upgrade project. Thank you for working with us to help our Retail business be more successful and ensure our customers see that together we "Make the Difference Real"*

Jan Stemerding    Manny Sánchez  
Brian Olson       Simon Crowhurst  
Cami Brinkmann

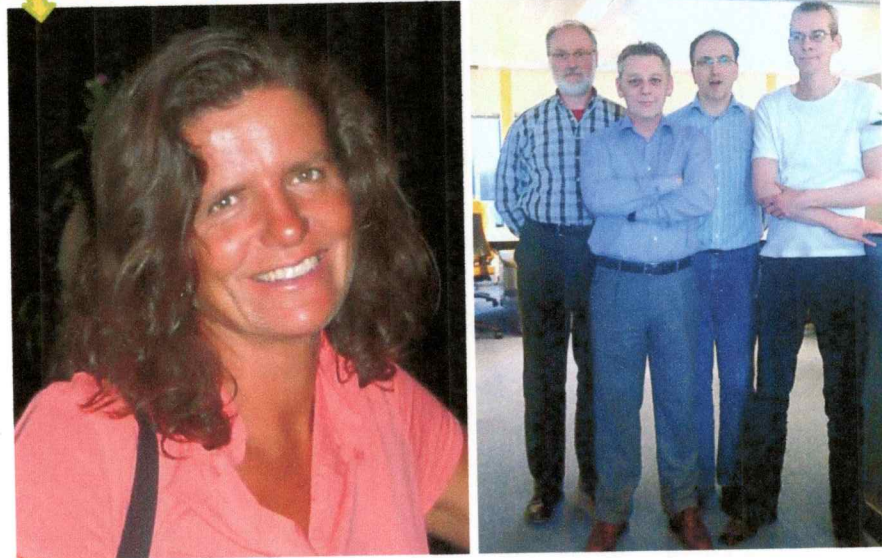




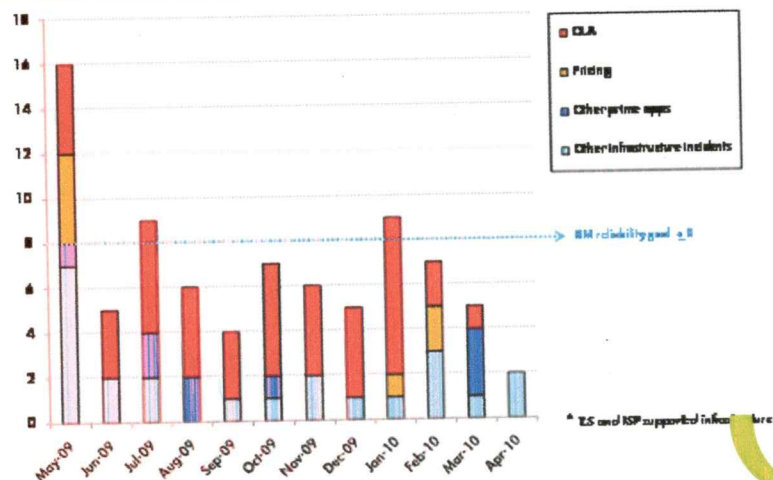
## Jan: Recognition /Celebrating Successes – BIM Retail

Jeannette, Lau Meijer, Marc v.d. Woude, John van Ijendoorn, Jan van Ingen

The upgrade of the SuperSiras host application Tandem hardware to new Blade Servers is a BIM sponsored project that is critical to our Retail business. The recent migrations of the SuperSiras environments for NL, Poland, UK, HK, Macau, Thailand, Philippines and Austria system to the new blade servers were all completed successfully and with no disruption to the end users. Germany is the next country to be migrated during May, followed by Ukraine, Pakistan and Russia. The whole team should be congratulated for the level of quality shown in planning, testing and executing this project; we are confident the next migrations will be as successful as those that have already taken place.



### Infrastructure\* Incidents Impacting Retail



As you can see from the latest Reliability report, we have had a record month in April 2010 with Zero incidents impacting OLA, no change invoked outages, 1 network outage and 1 filer issue. Congratulations goes to all the teams who support our Retail infrastructure operations. TLS, BAM, BIM collaborative improvements have helped to minimize outages times and improve response time to issues.

