



TECHNOGROUP

keep IT running...

WELCOME

KEY FACTS ABOUT US



OUR PROFILE

Servicing – from individual servers through to high-availability data centers

Manufacturer-independent multi-vendor service

Service network throughout the Netherlands, Germany, Austria, and Switzerland

Opportunities for considerable, long-term cost cutting

Successful IT service provider for almost 30 years

**Outstanding references from companies in the bancassurance and automotive sectors,
from public authorities and IT service providers**



OUR PHILOSOPHY

For almost 30 years now we have focused firmly on supporting the interests of our clients, whose systems range from small IT infrastructures to high-availability data centers.

For us, efficiency and being true to our word are not a contradiction in terms, but inextricably linked. Our employees deliver efficient services in computer centers and associated fields (such as POS or medical technology) with passion and warmth. We are delighted to have been given an opportunity to convince you of the high quality of our company, our employees, and our services – and hopefully inspire you in the process. This is nothing less than the standard and the challenge we set ourselves every day anew.

Best wishes



Dr. Ralf Dingeldein



Alfried Netzband



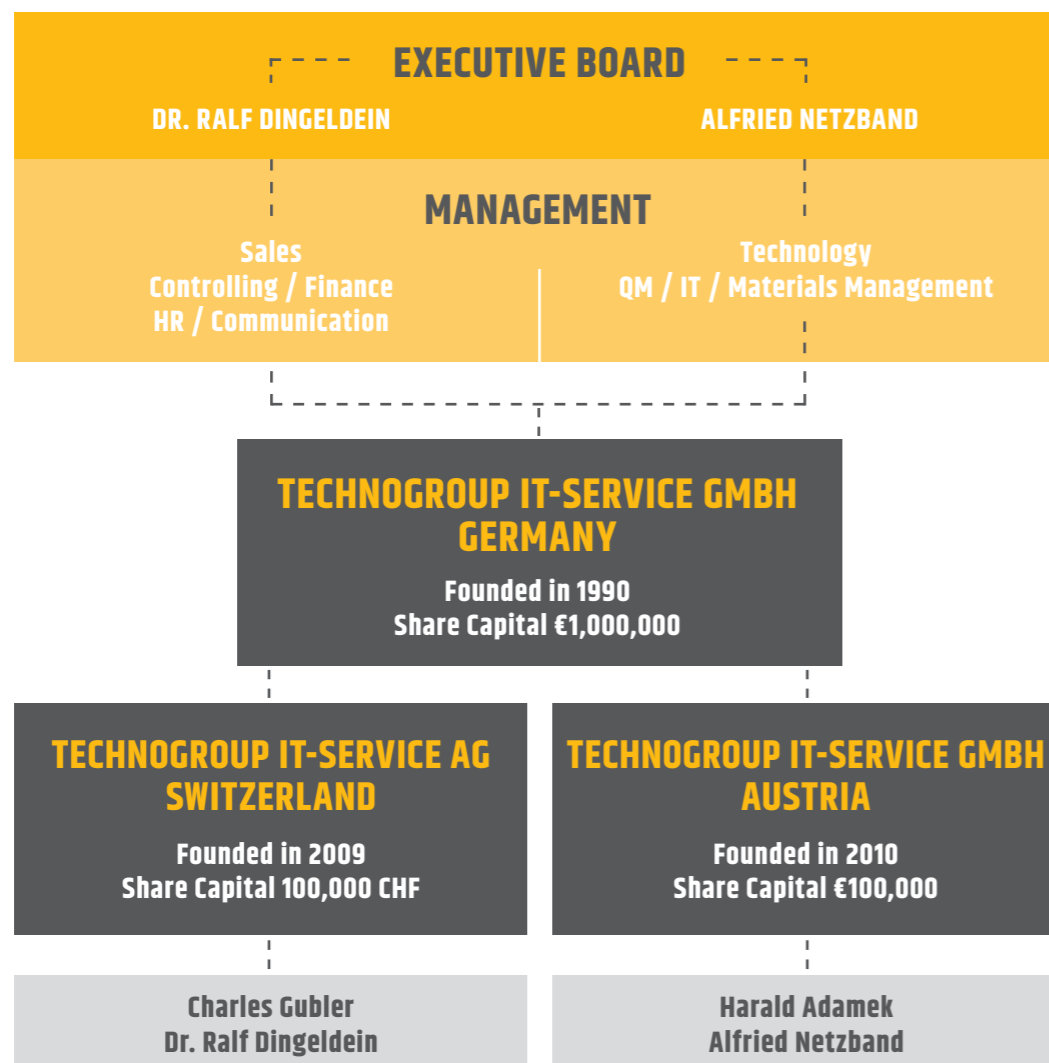
ABOUT US – IN DETAIL

Would you like to know more?

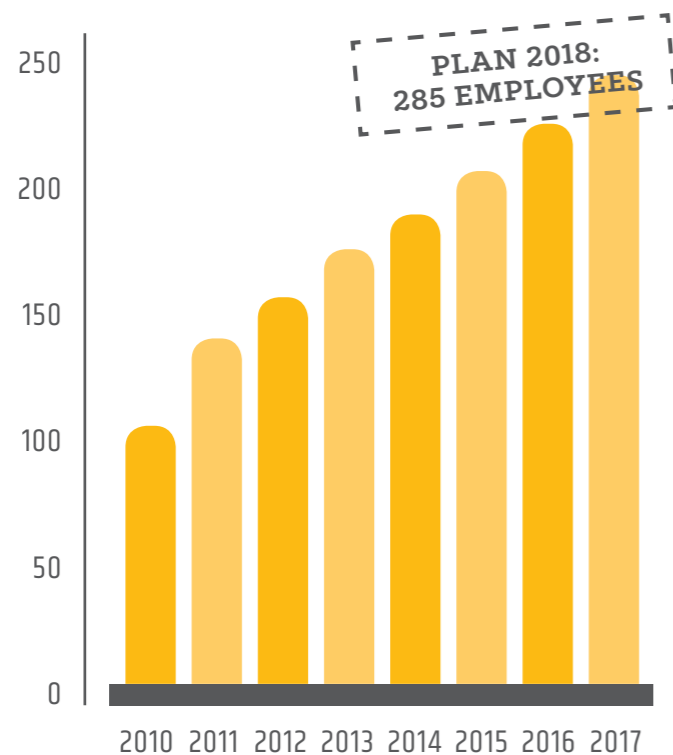
On the following pages you
will find more about us and
our service spectrum.



THE COMPANY STRUCTURE



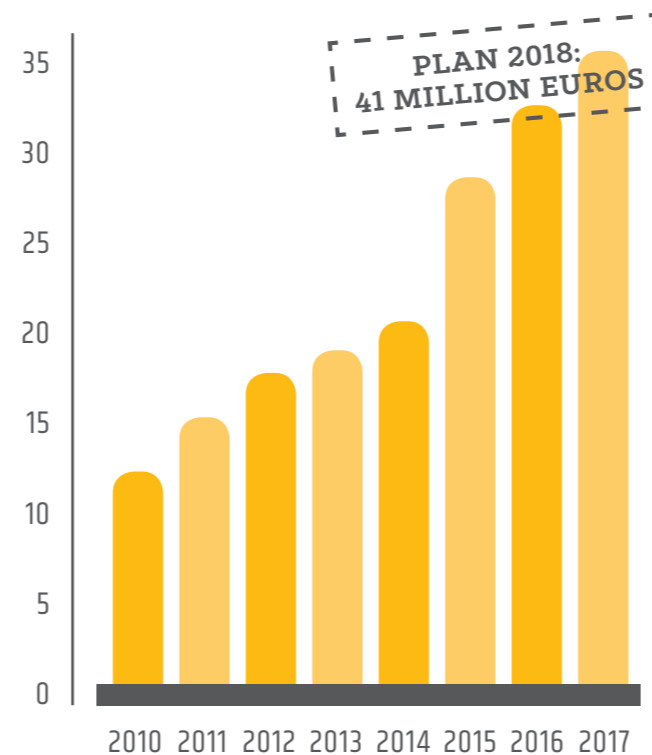
PERSONNEL DEVELOPMENT »DACH«



**Service provision
by our own employees:**

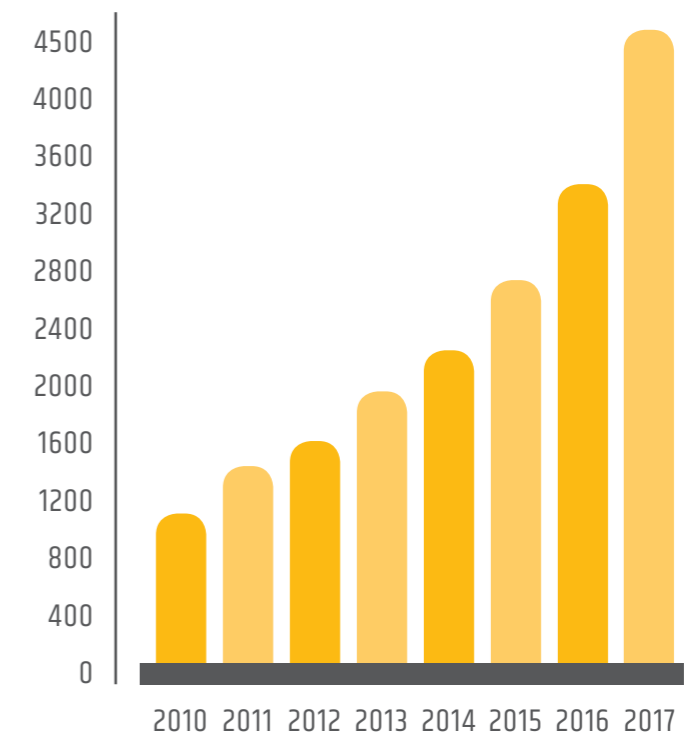
- 125 technical employees
- 60 sales representatives
- 60 administrative employees

REVENUE DEVELOPMENT »DACH«



**Technogroup already generates
almost 20% of its sales with non-
servicing business.**

CUSTOMER DEVELOPMENT »DACH«



**4,500 service clients in over 50
countries are supported by us
directly or by our certified partners.**



OUR IT SERVICE

WORLDWIDE

We provide warm and high-quality support our clients all around the globe, and are always true to our word.



- Own service provision
- Via certified partners



OUR MULTI-VENDOR SERVICE

100% SERVICE

STANDARD SERVICE

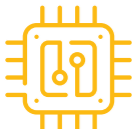
VS.

MULTI VENDOR-SERVICE

MANUFACTURER 1



MANUFACTURER 2



MANUFACTURER 3



- + Know-how that cuts across all manufacturers – service from a single source
- + Tailor-made service concepts based on specific requirements

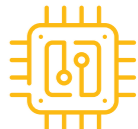


- + IT engineers who enjoy regular uptraining, knowledge database
- + Clear cost savings and dynamic/flexible IT services

MANUFACTURER 1



MANUFACTURER 2



MANUFACTURER 3



100 % SERVICE

THE ADVANTAGE

OF OUR MULTIVENDOR-SERVICES

You can count on us – at any time, round the clock

With us you have all-round budget transparency

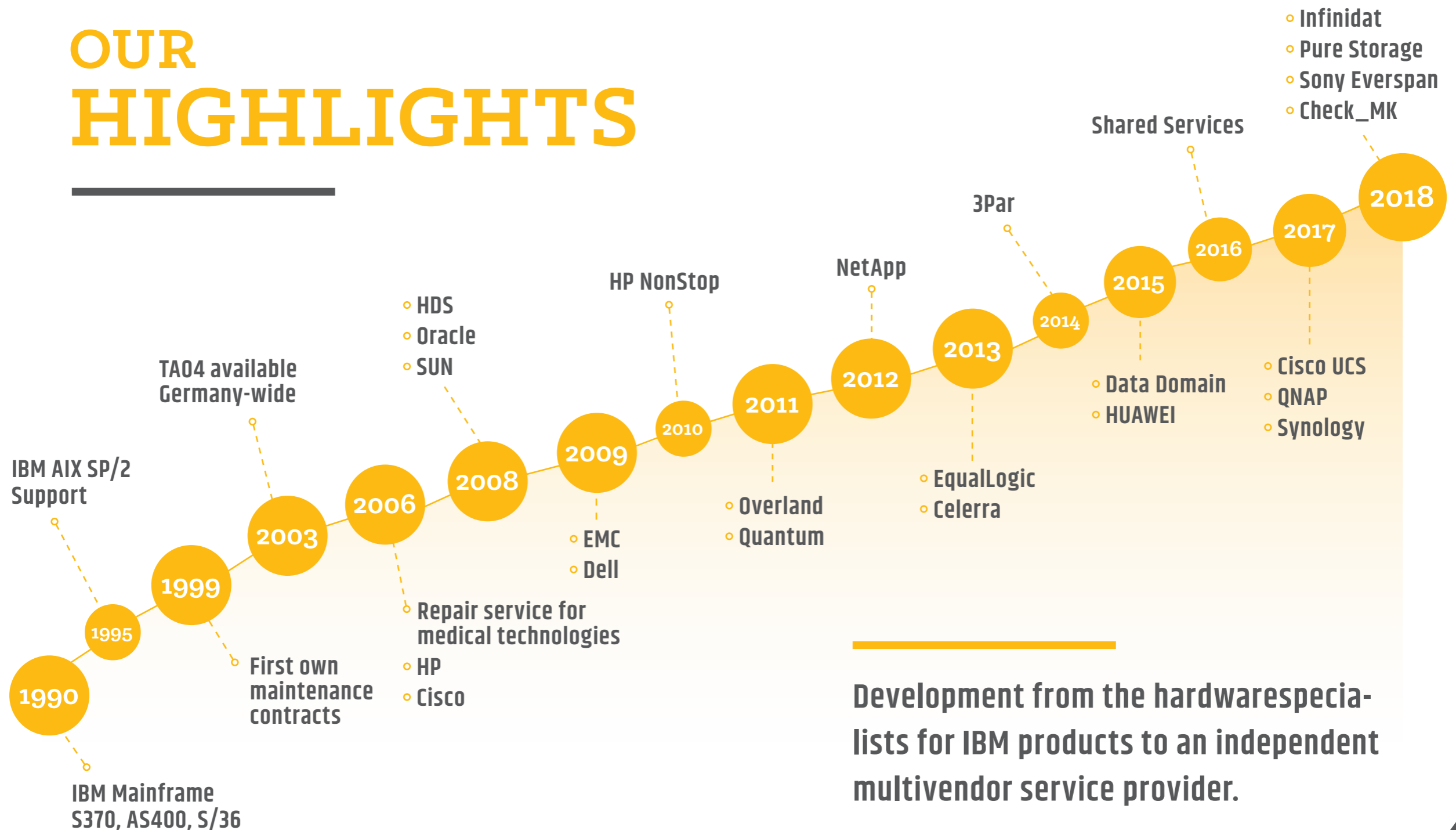
Expert knowledge and comprehensive advice:
You concentrate on the essentials – we keep your IT running

Low process and transaction costs

Reduced complexity: Extensive process acceleration



OUR HIGHLIGHTS



Development from the hardware specialists for IBM products to an independent multivendor service provider.



OUR SERVICE ENVIRONMENT IN DATA CENTRES

IBM

SUN / ORACLE

HP

HITACHI

DELL

CISCO

EMC

NETAPP

FUJITSU

Quantum

Overland

Brocade

Huawei

Supermicro

QNAP

Synology

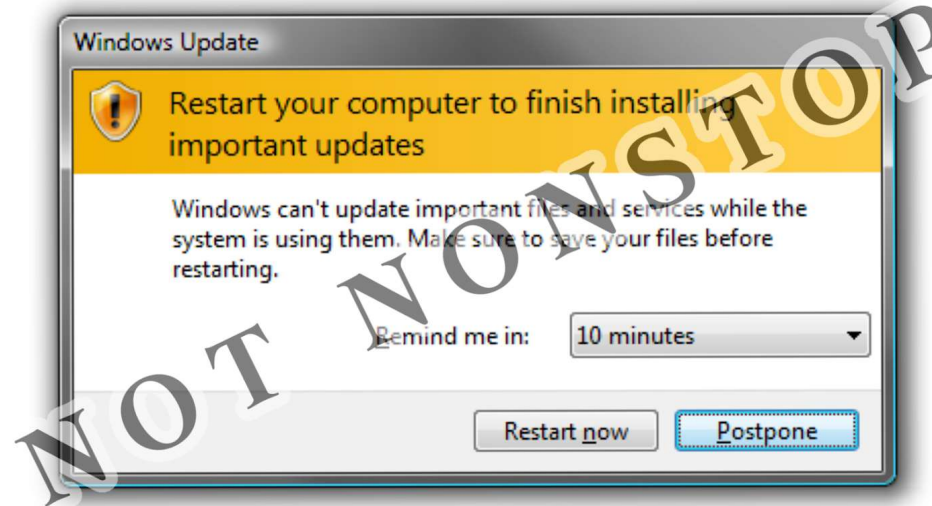
→ In case of a further needs please contact us!



MR Remote Notification Solution

Tired of your NonStop having Windows Updates and Network Security Vulnerabilities?

Is SIM/IRSA or IRS not working again?

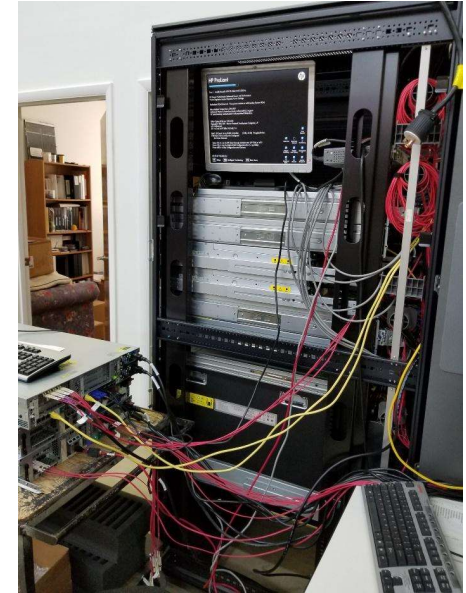


24x7x365 Follow-the-Sun System Monitoring

- Alerts sent from a TACL Utility
- Eliminates an Inbox full of Periodics. We monitor the Periodic Alerts and only send an alarm if they are not generated.
- We also monitor the health of the OSM Console, but do not rely on the Windows Server to manage and send these Alerts.

Hardware Services for NonStop Virtualization

- Sustain and Extend the Life of NonStop Hardware as HPE Virtualizes.
- Working closely with both HPE and NonStop Customers to extend Service Life.
- What does HPE End of Service Life really mean now that NonStop is a Software Solution? Please consider us your **Trusted NonStop Hardware Advisors**.



Worldwide NonStop Hardware Support Solution



- Tandem Reseller and Hardware Support Company since 1988.
- 24x7x365 Hardware Alert Monitoring with first responders being Level 4 Senior NonStop Hardware and System Engineers.
- World's largest stock of NonStop parts.
- High Tech Testing and Development Lab.
- Technical Support Staff with extensive NonStop knowledge and experience.

SERVICE DESK

AVAILABLE 24*7 HOURS, 365 DAYS A YEAR

- German and English speaking SPOCs
- Fault reports directly to the German headquarter
- Call-back within 15 minutes by our system specialists
- Ticketing system according to clearly defined levels of escalation
- Access to the Technogroup knowledge database



HIGHLY QUALIFIED SYSTEM SPECIALISTS

CERTIFIED

Experience in multivendor environments

Coaching in our own training data centre

Worldwide training through our international network

Regional support teams – available around the clock

Multistage stand-by concept with clear processes

2nd and 3rd level specialists

Security checked engineers for high security areas

Personal assistance



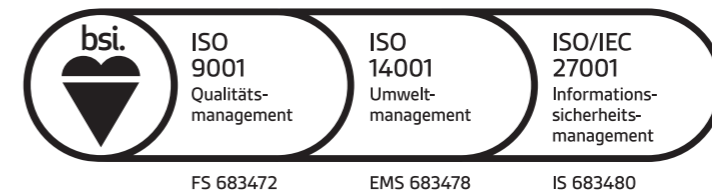
QUALITY MANAGEMENT

ITIL

- Process management according to ITIL
- All employees are certified



BSI

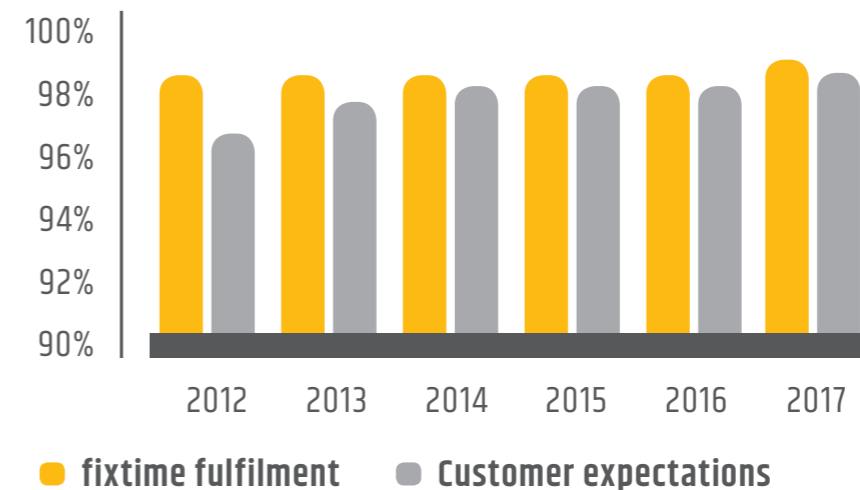


SERVICE DELIVERY MANAGEMENT

Service quality and SLA-guarantee for:

- 4,500 customers in 50 countries
- Over 90,000 systems worldwide
- Over 23,000 calls per year
- 100% availability of spare parts
- Call-back within 15 minutes by our technicians
- Review meetings

SLA-FULFILMENT 2012-2017



The SLA fulfilment of 98% exceeds our customer's expectations significantly.

ORIGINAL
OUR SPARE PARTS SERVICE

Largest manufacturer independent spare parts warehouse in the DACH region

Spare parts logistics via 12 strategic logistics bases in DACH

24*7 availability

Individual spare parts availability

Independent storage of more than 100,000 original parts and replacement systems

Minimum storage guarantees a “just-in-time availability”

Provision of complete systems with infrastructure for functional testing



SHARED SERVICES

Comprehensive IT solution concept

- MONITORING SERVICES
- OPERATION SERVICES
- ADMINISTRATION SERVICES
- IMAC/R SERVICES
- SERVICE DESK
- SECURITY SERVICES
- CLIENT SERVICES



PROFESSIONAL SERVICES

Service portfolio

- Analysis and reconstruction of faults in the Technogroup lab environment
- Development of workarounds
- Permanent maintenance and expansion of the knowledge database
- Software migration and installation
- Consulting, planning and implementation during location changes of high availability data centres
- Project management



DEPOT REPAIR

IN-HOUSE

Repair of small devices

Tape drives, libraries, servers, power supplies, print heads, monitors, POS systems

Replacement service

In advance exchange of defective equipment for functional machines

Quality test

Testing of all machines for full functionality in the client-specific environment



BACKUP SERVICES

A compatible replacement system within 12 hours!

An emergency replacement system in case of:

- Fire damage
- Water damage
- Theft
- Undefinable defect
- Unforeseeable events

For the following system environments:

- Power Systems, System i/p/x/z from IBM
- PA-RISC, Integrity, Alpha-Server, ProLiant from HP
- Tape library and storage subsystems from numerous manufacturers

GUARANTEED!



OUR POS SERVICE

CHECKED

- **Manufacturer independent support for the leading systems**
- **Holistic service concepts for all IT products even in branch networks**
- **Private, comprehensive project management for rollouts and conversions**
- **Complete electrical engineering including BGV A3 testing**
- **Network technology (measurement, analysis)**
- **Individual service concepts**
- **Unit maintenance during the entire life cycle, including training**
- **Return and recycling of obsolete equipment/systems**
- **Individual reporting according to your requirements**



LONG-STANDING PARTNER
OF HOSPITALS AND
UNIVERSITY HOSPITALS

HEALTHCARE

Customized service concepts based on manufacturer-related requirements

Manufacturer independent multivendor service

MEDTECH

Authorised service technicians for repairs
at the Technogroup repair centre

Worldwide repair service for diagnosis and
analysis equipment with biosensor technology

Special services for manufacturers

IT IN HOSPITALS

Maintenance, repair and technical
inspection of your IT

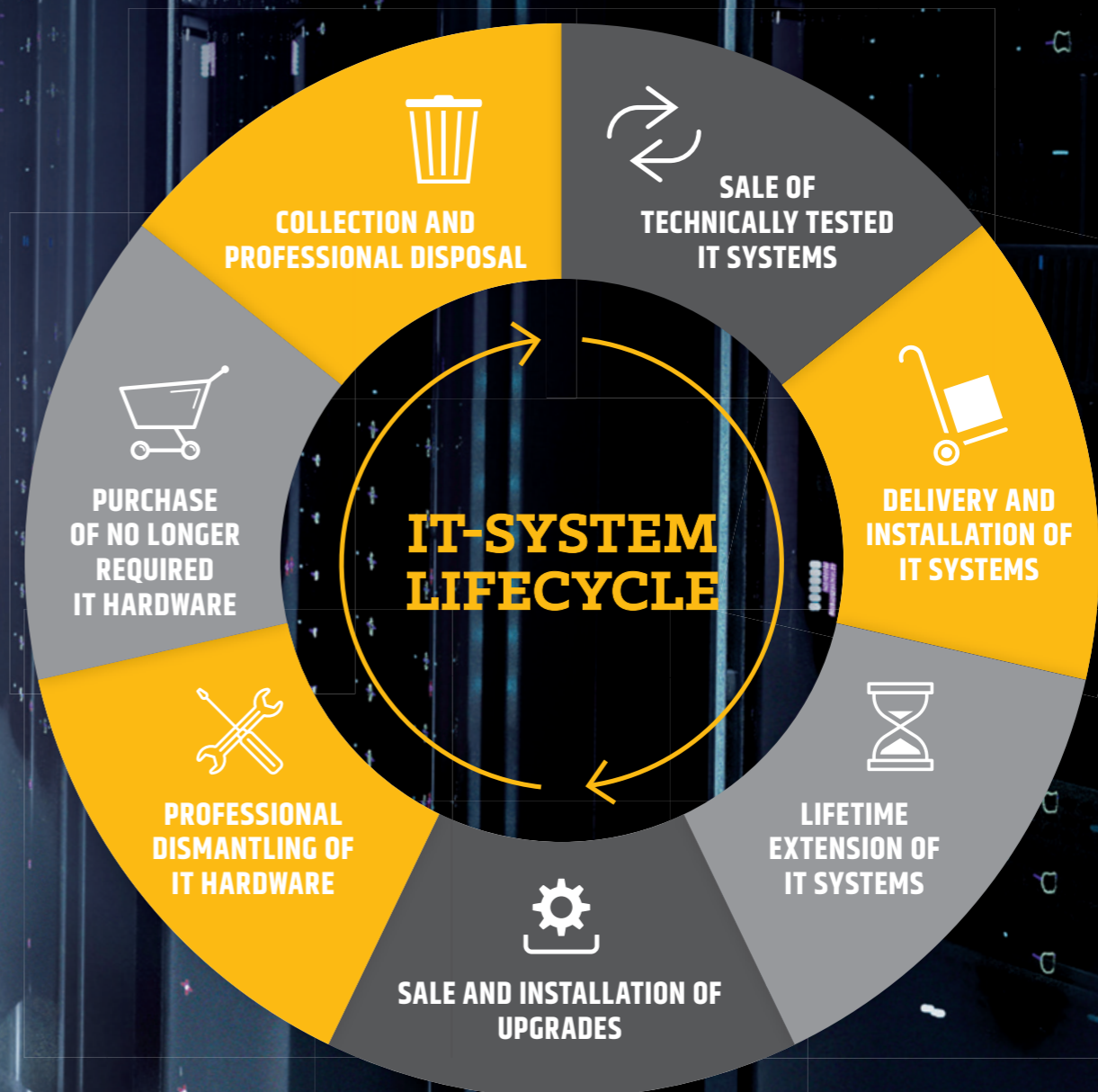
Individual service level agreements

UPS maintenance and battery service



BROKERAGE AS PART OF THE IT SYSTEM LIFECYCLE

Lifecycle contracts specifically to customer requirements can be concluded that bundle all the above services in one package.



DATA SECURITY

- Guarantee of data security
- Protecting data privacy
- Data privacy and security according to the German Federal Data Protection Act
- ActSecurity clearance up level 3 according to §10 of the German Security Clearance Act

CERTIFIED DISPOSAL

- All IT equipment is recycled by a certified waste management company
- Environmentally friendly and cost effective
- Professional and environmentally sound disposal according to
 - DIN EN ISO 14001
 - DIN IEC 27001
- Guaranteed disposal certificate



OUR REFERENCES

ALSTOM

baby-walz



Coca-Cola

CWS | **boco**



Douglas

esa
European Space Agency

HZD
Hessische Zentrale
für Datenverarbeitung


KUEHNE+NAGEL

LOEWE.


POTTINGER

PUMA


software AG


thyssenkrupp


TUI GROUP


ZURICH

Atos


BECHTLE


Computacenter
Services & Solutions


DXC.technology

FUJITSU

QSC AG

 **T-Systems**

CUSTOMER-SPECIFIC CONTRACT DESIGN

- Service availability 7*24/365
- Qualified callback by our technician within 15 minutes
- Flexible contract duration
- Guaranteed service for EOL systems
- Customer-specific service packages
- Technician on-site in up to 4 hours
- Optional time-to-fix agreements
- Short decision process

GUARANTEED



LET'S STAY IN TOUCH

CLICK

via our website

www.technogroup.com

via our careerpage

to discover opportunities at the Technogroup

via our social media channels



www.facebook.com/technogroup



www.xing.com/companies/technogroupit-servicegmbh



www.linkedin.com/company/technogroup-it-service-gmbh



www.youtube.com/user/TechnogroupITService



www.instagram.com/technogroup_it_service/



HOW CAN WE HELP YOU?

CONTACT US!

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