

# CORBOX

IT AS A SERVICE



DATAGROUP

# CORBOX Makes Your IT Strong

CORBOX provides your company with power. Our modules deliver maximum flexibility alongside the highest performance standards and »Made in Germany« quality. For an efficient IT that makes you say: IT's that simple.

WHY  
CORBOX?

**CORIntelligence**

**CORSecurity**



**CORCompliance**

**CORCloud**

# CORBOX

Cloud Services	SAP Services	Application & Data Management
Network Services	Security Services	Communication & Collaboration
Workplace Services	Compliance Services	Service Desk

**WHY  
CORBOX?**

Advanced IT for your future.  
The CORBOX focuses on four core elements: CORSecurity, CORCloud, CORCompliance and CORIntelligence.

They are deeply integrated into every service and ensure the highest security, maximum efficiency, elemental conformity and fast adaptability. With its strong core, the CORBOX offers services that reliably meet your IT requirements today and in the future.





# CORSecurity

The gateway to your secure IT

Like a gateway which controls access and protects your crew, security is the basis of every modern IT landscape. With CORSecurity, we integrate comprehensive protection into every service: From infrastructure to individual applications, this core service provides robust defensive measures against cyber threats. Whether basic protection or protection of critical infrastructures – the security architecture is integrated into all levels.

**Your advantage: More security and resilience in all areas of your IT.**

CORSecurity



# CORCloud

## The Driver for your digital journey

The cloud is the powerful driver which sets your company on a successful course. Whether private, enterprise, sovereign or hyperscaler cloud – as an integrated component of all CORBOX services, the CORCloud has the right answer to your business requirements. Our multi-cloud management seamlessly connects different cloud services and allows for perfect coordination and optimal scalability, independent of the infrastructure.

**Your advantage: Flexible IT that grows with your needs.**

CORCloud





# CORCompliance

The navigation system for your regulatory requirements

CORCompliance

Like a cockpit that navigates you safely through an asteroid field, CORCompliance helps you navigate your IT through the omnipresent regulatory requirements such as NIS2. CORCompliance offers ready-to-use solutions which do not only comply with regulatory requirements but are also firmly integrated into all processes and services. As such, you can strengthen your compliance in the long term and at the same time protect your internal resources.

**Your advantage: Reduced workload for regulatory requirements for all CORBOX services.**

# CORIntelligence

The central computer in our services

The new form of artificial intelligence is the central computer of the CORBOX. CORIntelligence introduces intelligent automation to ever more services which we provide to you. Our own AI technology is deeply integrated into our processes and accomplishes time-consuming and unstructured tasks efficiently. It is trained on an ongoing basis and learns to apply this knowledge to other areas independently.

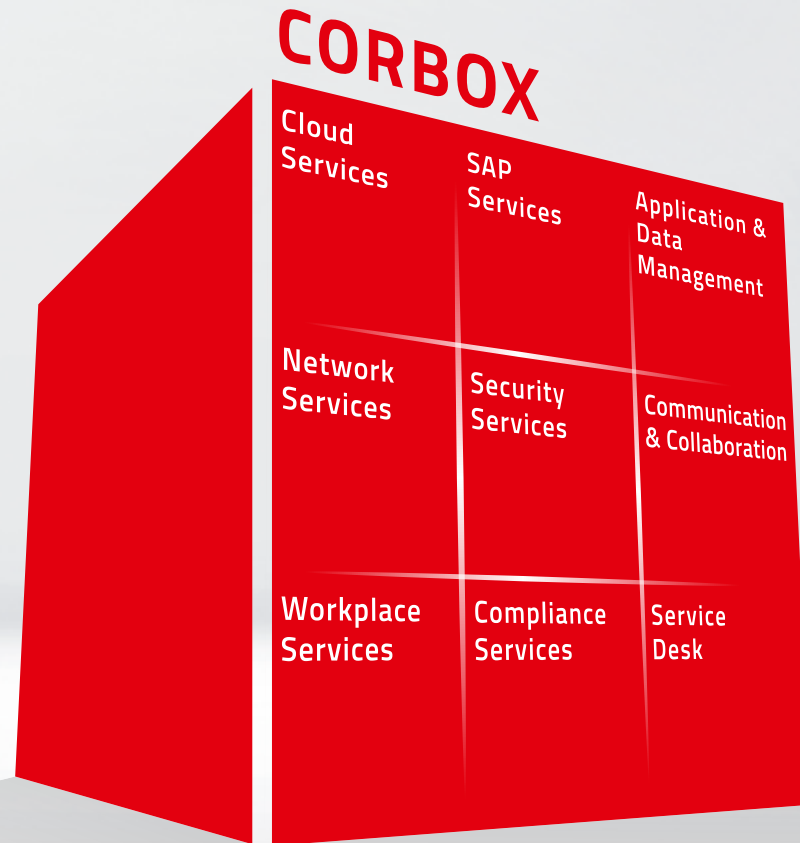
**Your advantage: Intelligent IT services combining efficiency and individuality.**

CORIntelligence



With CORBOX, DATAGROUP has created a custom-fit solution. Clearly defined modules with a transparent service description ensure reliable processes, efficiency and flexibility in IT operations. All services provided by DATAGROUP are perfectly harmonized and can be combined with each other. CORBOX services therefore are the optimal platform for your digital transformation.

What is special about CORBOX? IT services become products with clearly defined quality features which customers can choose from a catalog. They are perfectly compatible, individually combinable and therefore very flexible when adapted to a company's actual need. The four core elements, CORSecurity, CORCloud, CORCompliance and CORIntelligence, are incorporated in every service design and ensure that security, flexibility, conformity and intelligent automation are directly integrated. The standardized services ensure high quality and transparency of the services provided.



**CORBOX  
SERVICES**

At the same time, you can perfectly adapt the services to your needs through different service standards: from Business Standard to Business Advanced and Business Critical.

This makes IT a reliable and efficient means of production, enabling you to advance the digital transformation of your business.

Further details at [www.datagroup.de/en/corbox](http://www.datagroup.de/en/corbox)



# Cloud Services



## The appropriate cloud as a basis for your business processes

Companies place different demands on the cloud. Agile scalability, regulatory requirements, integration of local production plants. One cloud often cannot meet these different requirements and business processes. This is why we make it simple for you by offering a wide range of cloud services. Our multi-cloud solution relieves you of the complex management of different cloud offerings. Use the advantages of every cloud while retaining full control. Our multi-cloud management seamlessly combines all cloud types!

### ENTERPRISE CLOUD

The standardized shared platform of the DATAGROUP Enterprise Cloud offers a flexible and secure IT infrastructure solution for most of the workloads. Use is distributed proportionately among different customers whilst the separation is made on a logical level. The use of a shared platform results in economies of scale which lead to high cost-effectiveness and flexible expandability. The Enterprise Cloud platform offers a secure environment also for business-critical applications and data with data centers in Germany and platform operations according to ISO 27001 and BSI C5.

### PRIVATE CLOUD

The DATAGROUP Private Cloud offers a standardized platform for a flexible and secure IT infrastructure solution, when it is meant to be operated for one dedicated customer. It can be implemented at the customer's premises or in the DATAGROUP Data Center. Our data centers in Germany and platform operations according to ISO 27001 and BSI C5 offer a secure environment for business-critical applications and data.

### HYPERSCALER CLOUD

DATAGROUP offers a comprehensive portfolio of public cloud services, ranging from consulting and conception to design and migration as well as continuous operations and ongoing optimization. Customers benefit from a one-stop shop for cloud requirements, administration of many different cloud scenarios as well as from cost transparency. The CORBOX Managed Landing Zone is the central service for the provisioning of a hyperscaler cloud infrastructure which is built in accordance with the compliance and security requirements of the customer. DATAGROUP operates the Landing Zone for the customer as well as the IaaS and PaaS resources on the hyperscaler made available in the Landing Zone. This can be booked flexibly either as pay-per-use or over a defined period.

# Cloud Services



## SOVEREIGN CLOUD

The Sovereign Cloud provides sovereign public cloud services from Germany and primarily uses open-source software to avoid a vendor lock-in. In the provision of the sovereign cloud, DATAGROUP is teaming with a company from Germany. In doing so, DATAGROUP is responsible for provision and management of the customer accounts. Based on the customer account, DATAGROUP manages the customer's IaaS and PaaS resources in the sovereign cloud, which can be booked flexibly either as pay-per-use or on a monthly basis.

## FROM HYBRID TO MULTI CLOUD

Hybrid models and multi-cloud scenarios call for in-depth expert knowledge. It is key to keep track of everything related to these complex models and to set up interfaces in a way that every workload is operated in the designated cloud. Just leave it all to us, as experts in public and private cloud, and you will be provided with perfectly customized services, which are continuously adjusted to new requirements.

## YOUR ADVANTAGES

- High scalability, flexibility and extension options
- Transparency, flexibility and optimization of costs
- One-stop shop for the cloud: From consulting, conception, design and migration to continuous support, optimization and automation.
- Administration of the most different cloud scenarios, tailored to the requirements of your company
- Audited according to the C5 criteria for cloud computing of the German Federal Office for Information Security



# SAP Services



**SAP® Certified**  
Partner Center of Expertise

## Excellence in SAP for over 30 years

SAP is the center and pivotal point of many business processes and plays a major role in the digitalization of your business. With our comprehensive SAP Services, you benefit from efficient operations, custom-fit application management, over 30 years of SAP expertise and forward-looking technologies such as SAP S/4HANA and SAP Fiori.

We offer professional basic operations of your SAP systems. Our core competence is to support and manage complex SAP landscapes – standardized and 24/7. We provide you with precisely the model that perfectly fits your company requirements: whether SAP on Premise, in the private or enterprise cloud, in the hyper-scaler cloud (SAP on Azure/AWS or SAP cloud) or in hybrid models.

The experienced consultants of our SAP Application Management Services assist you in the further development of your SAP landscape and open up innovation potential.

The implementation of SAP EDI guarantees a monitored and automated exchange of information with your partners. Our SAP Identity & Security Service provides you with the right authorization concepts and security policies.

## CERTIFIED S/4HANA TEAM

We make your SAP landscape fit for the future with SAP HANA and S/4HANA. The higher performance of the in-memory technology enables real-time analyses of large data volumes and quick adjustments in operations. We have a long-standing experience in the introduction, migration and operation of SAP S/4HANA infrastructures and one of the largest teams of certified SAP S/4HANA experts of the German provider landscape.

## YOUR ADVANTAGES

- Reduction of the administrative burden for SAP systems
- Numerous SAP partner certifications
- Operations, care, continued development and maintenance from a single source
- Different operating models for on premise, private or public cloud as well as for hybrid scenarios
- Expertise gained in SAP projects for more than 30 years

SAP  
Services

# Application & Data Management



## A process is only as good as the software and data supporting it

Today, business success is even more dependent on optimal support of your business processes by software and data. This is being taken care of by our Application & Data Management services. Thanks to the management, maintenance and continuing development of your applications – individual software and cloud services – and the support and operation of your data platforms.

### INTEGRATED SUPPORT

We understand Application Management to be an integrated support of individual and standard applications. This includes adjustment and configuration management, troubleshooting and fault management, patch, release and update management as well as performance monitoring and target-oriented optimization consulting. And our Managed Database ensures an optimal database platform for your applications.

Furthermore, we advise and support you in the further development of your applications and ensure their consistent implementation within the ITIL® process landscape. We provide all services in the modern DevOps model, i.e. we combine further develop-

ment and administration in interdisciplinary teams throughout Germany.

### CONSISTENT END-TO-END MONITORING AND PROACTIVE ELIMINATION OF FAILURES

No matter in which cloud your standard and individual applications are operated, our Multi-Cloud Application Management makes sure that your end users can access the applications from anywhere in a secure and performant manner. Our complete end-to-end monitoring guarantees a proactive elimination of bottlenecks and a quick elimination of faults. We also provide the support of your users and deal with requests, orders and faults.

### YOUR ADVANTAGES

- We ensure smooth operations of your applications and databases
- Structured further development by our software specialists in the DevOps model and within the ITIL® process landscape
- Complete end-to-end monitoring and proactive elimination of bottlenecks and faults
- Secure and performant access independent of the location





# Network Services

## Your corporate IT always and everywhere available

Reliable and efficient networks are a prerequisite of high availability. DATAGROUP Network Services offer the value-adding interconnectedness of all components of corporate IT – they connect workplaces, locations, data centers and machines, ensure communication and enable innovative cloud and mobile office solutions.

### NETWORK SECURITY IS OUR PRIORITY

Networks are the lifelines of your corporate IT. From email to data backup, from internet access for systems, employees, customers and guests to mobile IT workplaces, from cloud computing to remote control of machines and plants: Efficiency and availability crucially depend on the quality of your networks. And on their security.

DATAGROUP installs and supports high-security networks that unleash the full potential of IT. We manage your local network infrastructures as well as remote and internet access and the different WAN routes between your locations. We achieve maximum protection for data and connections thanks to modern network, encryption and authentication technologies.

### CLOSE MONITORING & MAINTENANCE

We believe in frequent and regular maintenance routines and close monitoring to control network performance. This provides for consistently high performance and availability of the networks. Furthermore, we offer effective services for the integration of mobile IT workplaces.

Our Network Services relieve your internal IT experts from the complex but indispensable duty of network maintenance and give them more time for other tasks.

### YOUR ADVANTAGES

- High network security thanks to using modern network technologies, such as software-defined networking (SDN) and the latest encryption methods.
- Minimization of technical risks due to redundant internet access
- High efficiency and availability of the networks thanks to continuous monitoring and maintenance
- Efficient and secure integration of mobile IT workplaces

Network Services

# Security Services

## IT and security are inseparable

Threats to IT systems are diverse and are becoming increasingly more complex. This means that the basic defense systems such as firewalls, protection against malware and patch management are no longer sufficient for the best possible protection of your IT. DATAGROUP Security Services provide the necessary additional protection against threats: thanks to highly effective, integrated security concepts you are one step ahead of attackers.

### CONTROL OF EVERY ANGLE OF ATTACK

In addition to standard basic defense systems, we offer our customers Managed SOC, with the DATAGROUP 24/7 Security Operation Center (SOC), a central unit that integrates all individual security technologies booked by the customer in order to identify and analyze threats in real time. As part of the Vulnerability Management Services and the Attack Surface Management, we constantly check your network-compatible assets for vulnerabilities, internally and externally, to close them before an attack happens. Our Compromise Scanner identifies and prevents a compromise at an early stage, whilst the invader is still preparing for the actual attack to critical data and systems. The Security Information and Event Management (SIEM) service controls the activities within your IT landscape in real time and uses pre-de-

defined use cases to quickly detect attacks so that countermeasures can be taken.

Our Managed EDR (Endpoint Detection & Response) service includes monitoring, detection and response to security incidents at end points such as servers and clients for advanced threats such as malware.

### CERTIFIED SECURITY

To guarantee effective data protection and a high level of data security, DATAGROUP runs an IT security organization which undergoes regular checks by an independent body. The security measures, which are firmly established and, to some extent, automated, are based on the requirements of ISO/IEC 27001 and the IT Baseline Protection Manual of the BSI (Federal Office for Information Security).

### YOUR ADVANTAGES

- Integrated and product-independent security strategies
- Quick response to security alerts around the clock with our 24/7 Security Operation Center (SOC)
- Early identification of threats and initiation of appropriate countermeasures
- Security concepts tested by an independent body



# Communication & Collaboration



## Communication is the basis of every collaboration

We provide a stable and secure platform for communications and collaboration. Whether at the workplace or using mobile devices, as a Microsoft Solutions Partner for Modern Work we provide a managed communications and collaboration platform.

### MANAGED M365

Our Managed M365 service provides comprehensive administration and optimization of your Microsoft 365 environment including Copilot. We carry out the complete administration, maintenance and support. DATAGROUP ensures secure operations of the tenant and provides support in the conception and introduction of Microsoft 365 applications. Your Microsoft 365 platform will be geared to your company's needs.

### COMPLETE MANAGEMENT OF YOUR EMAIL SYSTEMS

Whether traditionally in the datacenter, with Exchange Online Microsoft 365 or in hybrid form: We manage your email communication based on Microsoft Exchange – including virus and spam protection and, if desired, also with encryption for maximum security and availability. This ensures easy, secure and reliable communication – internal and external.

### MANAGED SHAREPOINT

Many companies continue to use SharePoint Onprem in the private or enterprise cloud for internal communications or as an Intranet platform. DATAGROUP provides support in the form of consulting, conception, design and migration services but also continuous support, optimization and automation

### MANAGED POWER PLATFORM

The Managed Power Platform allows for secure and controlled use of the customer's Microsoft Power Platform by their employees and Citizen Developers. DATAGROUP carries out operations, maintenance and support of the Microsoft Power Platform and creates and operates individual copilot bots based on Copilot Studio.

### YOUR ADVANTAGES

- Efficient, optimally to your company adapted communication and collaboration software
- High flexibility, adaptability and scalability
- One-stop shop: From consulting and introduction to operations and expansion
- Comprehensive governance for M365 and Power Platform

# Workplace Services



## A modern IT workplace is the basis for productive work

To do excellent work, IT users need fully functional IT workstations – and, to an increasing extent, also mobile solutions to be able to work flexibly. This requires efficient Client Management, knowledgeable on-site support and Mobile Device Management. The aim of our End User Services is the ongoing ability to work and the satisfaction of every individual IT user.

### **CENTRAL ADMINISTRATION OF IT WORKPLACES**

Today, IT workplaces are the tool to access applications, processes and collaborations. And tools require maintenance. Client Management is the central administration and maintenance of IT workplaces. We continuously update operating systems and software, we monitor the operational readiness and the security status, and immediately correct any undefined system statuses. With Mobile Device Management (MDM), we manage the mobile end devices of our customers. We provide on-site support services. Our qualified service technicians fix IT problems which our Service Desk cannot solve via telephone or remote access.

### **IMAC SERVICES WITHOUT COMPROMISING DAILY BUSINESS**

The IMAC services (Install, Move, Add, Change) complete our on-site support. We handle the replacement of devices, system extensions or removals in a smooth and uncomplicated way without compromising daily business. We have special expertise in the roll-out of IT workplaces. We know that it is not only about technology, but above all about users who are content and able to work.

### **PROVISION OF VIRTUAL DESKTOPS**

The provision of virtual desktops with Azure Virtual Desktop or Citrix is a flexible, cost-efficient and scalable option to provide your employees with applications and to meet specific compliance requirements.

### **YOUR ADVANTAGES**

- The staff is always on duty – whether on site or mobile
- Modern and flexible workplaces
- Coverage of the entire IMAC/R/D process
- Smooth change of hardware, system extensions or migrations without compromising your daily business
- Handling of warranty cases and repairs as well as proper disposal of hardware including data deletion
- Experienced roll-out team

# Compliance Services



## It can be easy to comply with compliance

Regulatory requirements for companies in Germany are growing continuously. Meeting compliance guidelines is no longer a special requirement that only affects certain industries. The NIS2 regulation addresses a significant part of the German mid-market companies. We make it easy for our customers to comply with it. For this reason, compliance is deeply integrated into all relevant CORBOX services. We provide companies with ready-to-use and concerted services which facilitate end-to-end compliance with regulations.

### COMPLIANCE REPORTING

We offer the provisioning of IT compliance reporting and a reporting process for customers which are subject to the regulatory requirements of the NIS2. The service offers reports, certificates and attestations which you can use as a customer to prove conformity easier.

### IDENTITY AND ACCESS MANAGEMENT

Identity and Access Management (IAM) plays a very special role in relation to security-oriented regulatory requirements. This is why our Managed IAM offers automated administration of users and authorizations, including creation, administration and adjustment

of identities and accounts in the Active Directory and, if desired, in other systems. We also offer IAM consulting to support our customers in role & rights conception as well as IAM introduction.

### LICENSE MANAGEMENT

License management offers centralized administration and control of the software licenses in your company. The service helps to reduce license costs, minimize compliance risks and increase efficiency of the IT department. Additionally, it makes the use of licenses transparent and helps you to plan future license purchases.

### YOUR ADVANTAGES

- All CORBOX services can be booked compliance-ready and are the basis for compliance reporting.
- Support of your company with ready-to-use compliance reporting.
- A professional Identity and Access Management supports compliance with requirements and improves the efficiency of the resources administration.
- Our license management offers risk minimization as well as the potential to reduce costs because of unused software licenses.



# Service Desk



## Smooth operation of IT is decisive for every company

Even smaller IT incidents or interruptions often entail serious consequences when many users are affected. It is even more important to have a Service Desk that is easily accessible and offers satisfying solutions as the single point of contact for all matters related to IT. Our Service Desk provides reliable support to your IT users and IT specialists for any inquiries, changes and extensions, and quickly restores the working capacity of IT workplaces in the event of a breakdown.

### **SINGLE POINT OF CONTACT FOR ALL MATTERS RELATED TO IT**

As single point of contact, our Service Desk is the central contact for your IT users – in Germany and abroad. You get competent and quick support for all matters related to IT. If desired, it is provided around the clock (24/7) and in several languages.

As the ticket owner, the Service Desk forwards complex faults or requests to second-level support and monitors the status of the ticket until a solution is found.

### **MADE IN GERMANY**

We employ well qualified IT experts at locations in Germany, who assist the users in a friendly and competent way. This ensures high quality and satisfied IT users. We monitor the compliance of the Service Level Agreements such as availability and response time and deliver detailed reports. As such, the objective quality of our services is also made transparent to you.

Long-standing experience and proven processes guarantee a smooth transition. Standardized procedures based on knowledge transfers and shadowing as well as customized on-the-job training ensure that the Service Desk supports your users in a fast and professional way from day one.

### **YOUR ADVANTAGES**

- Single point of contact for all inquiries related to IT
- Service Desk quality “Made in Germany”
- Central ticket owner, monitoring and quality control of the ticket; also if it is forwarded to second-level support
- Standardized processes, certified according to ISO 20000
- Ongoing reporting to ensure transparency, to optimize processes and to enhance the operating efficiency of corporate IT

# IT's that change.

IT is in constant change.  
Ever-changing challenges require new solutions. Our customized services in digitalization provide support beyond the CORBOX – in exactly these changes.



# Digitalization

Our services in digitalization are an optimal expansion of our CORBOX portfolio by customized services that meet your requirements. Whether IT consulting, automation, process and industry solutions, SAP solutions & consulting or IT security – we have the right solution for you.

## IT CONSULTING

Our IT Consulting experts combine in-depth IT knowledge with economic insights, thus assisting you in analyzing and optimizing your IT. For instance by developing a cloud strategy, transformation in the cloud, modernization of applications with future-oriented architecture or analysis of IT in the context of a carve-out or merger.

## AUTOMATION

The technical possibilities to automate complex business processes are proceeding rapidly. We assist you in using the current technologies for your business processes, helped by AI technologies, the use of low-code platforms for Robotic Process Automation or Internet of Things (IoT) integration.

## PROCESS AND INDUSTRY SOLUTIONS

Our process solutions and specific industry services offer individually developed products that are perfectly tailored to the needs of your business processes and your industry. As a long-term specialist for the integral development of custom-fit industry services we make the most of your potential and provide you with competitive advantages within the industry.

IT's that change.



# Digitalization

IT's that smart.



## SAP SOLUTIONS

DATAGROUP SAP Solutions are an upgrade to your SAP environment. We can automate standard processes beyond SAP system boundaries, provide add ons for logistics and international trade, or develop mobile SAP apps for you.

## SAP CONSULTING

Benefit from a secure and successful transformation and optimization of your SAP landscape with the help of our team of certified experts. Whether carve out, merger, or transformation to S/4HANA – we make sure that the transformation is noiseless. The diversity of SAP systems opens enormous potential for companies. Our experienced experts help you to optimize processes, harmonize data and improve systems to ensure you get optimal use out of your SAP systems.

## IT SECURITY

Our IT Security Consulting services assist you in assessing and improving your IT security – custom-fit and customized. For instance, we develop a roadmap together with you, which is aimed at the (further) development of your IT Security Management, or we train your staff effectively and comprehensibly with our Security Awareness Training.

With our Penetration Testing, experts can identify vulnerabilities early and simulate real attack scenarios with the aim of making your IT infrastructure more robust against attacks.

Every second counts if a security incident occurs. Our experienced Incident Response team of more than 300 experts is available 24/7 to respond to incidents and to limit their effects.

[www.datagroup.de/en/digitalization](http://www.datagroup.de/en/digitalization)



## One DATAGROUP – Throughout Germany

### LOCAL SITES AND CENTRAL SUPPLY UNITS FOR AN OPTIMAL COMBINATION OF ECONOMIC EFFICIENCY AND CUSTOMER PROXIMITY

Standardized processes and services, which are continuously being fine-tuned, are one side of the medal of success. Proximity to customers is the other one. DATAGROUP is achieving this through an optimal combination of local and central production. This means: Parts of the service production – Service Desk, Data Center Operations, Application Management Services and SAP Services – are virtually combined in central supply units. This leads to economies of scale and quality advantages thanks to the specialization and better utilization of experts and systems.

The other CORBOX services such as Workplace Services are produced at the local sites in all important economic regions of Germany. The entire service management, and thus responsibility towards the customers that our service promise is kept, likewise is carried out by the local DATAGROUP companies. They and their managers at the helm are the key contact partners at eye level for the customers.

The DATAGROUP production model with local sites and centralized performance units makes it possible to produce all CORBOX services in Germany, efficiently and to the highest quality, while guaranteeing the proximity to the customer.

IT's that simple.

2025