CORBOX
IT SERVICES

DATAGROUP

CORBOX Makes Your IT Strong

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

Managed & Private Cloud Services

The Data Center Is the Heart of Corporate IT

Operating an efficient data center is a complex and challenging task. Migrate your data processing center to our Managed & Private Cloud to unburden your IT team of this time-consuming job. You will receive a secure, cost-efficient and flexibly scalable infrastructure for your company cloud.

SECURITY MADE IN GERMANY

All our Managed & Private Cloud services are »Made in Germany«. Our state-of-the-art data center is located at the world's largest internet hub in Frankfurt, with direct access to over 600 carriers. It consists of two equal, geo-redundant data centers at a distance of 10 km from each other. A fiber-optic ring (»dark fiber«) between the two locations allows for real-time mirroring of data. The internet connections of both data centers and all other security-relevant systems are configured redundantly. As a result, we can offer you one of the highest security levels for data centers available in Germany (Tier3+). Additionally, our data centers are certified according to ISO 27001.

CAREFREE PRIVATE CLOUD FOR YOUR COMPANY

We take the full operational responsibility for you, thus ensuring stable and secure IT operations at any time with capacity, availability, security and continuity management, even in case of a catastrophe. Complete end-to-end monitoring of services leads to maximum transparency and enables us to eliminate bottlenecks and faults in a proactive and highly automated way.

With the central, managed virtualization and storage platform you will have an extremely flexible and efficient base at your disposal for your company's cloud infrastructure.

YOUR ADVANTAGES

- Made in Germany – data centers at the world's largest internet hub in Frankfurt
- Certification according to the highest security standards (ISO 27001)
- We take the full operational responsibility and ensure stable and secure IT operations at any time
- A secure, cost-efficient and scalable infrastructure for your company cloud

Public Cloud Services

Secure in the Cloud

Whether hybrid or pure public cloud usage - we manage the installation, support and administration for you. Our cloud services include comprehensive administration functions such as management of services and licenses, costs and invoices, compliance and security or change processes. We are happy to assist you in managing user identities, roles and access authorizations as well as taking over the technical and administrative support via a central service desk and the management of partners or related services in hybrid scenarios.

ONE-STOP-SHOP FOR YOUR CLOUD REQUIREMENTS
Whether Managed Azure Services, SAP on Azure, Office 365 or other public cloud services – we assist you with our extensive expertise throughout the entire cloud cycle:
- Advice on requirements
- Conception, design and introduction of the cloud framework
- Optimization and subsequent lift & shift of your workload, services and applications
- Continuous orchestration and ongoing optimization and automation

FROM HYBRID TO MULTI-CLOUD
Hybrid models and multi-cloud scenarios call for in-depth expert knowledge. In these complex models, it is key to maintain an overview and to set up all interfaces in such a way that data can be exchanged seamlessly. As a public and private cloud expert we will take care for you, so you can enjoy the advantages of a solution that is perfectly tailored to your specific needs.

YOUR ADVANTAGES
- High scalability, flexibility and expandability
- Cost transparency and flexibility
- One-stop shop for the cloud: From consulting, conception, design and migration to continuous support, optimization and automation
- Administration of a wide variety of cloud scenarios, tailored to the requirements of your company

Application Management Services

A Process Is Only as Good as the Software Supporting It

Today, business success is all the more dependent on an optimal support of your business processes by software. This is guaranteed by our Application Management Services which ensure the provision, support and further development of your applications – individual software and cloud solutions.

INTEGRATED SUPPORT

We understand Application Management as 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.

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 the full range of services in the modern DevOps model, i.e., we combine further development and administration in interdisciplinary teams throughout Germany.

COMPLETE END-TO-END MONITORING AND PROACTIVE ELIMINATION OF FAULTS

As part of our hosting of standard and individual applications and the provisioning of virtual desktops for your end users you benefit from the high availability, flexible scalability and high-performance network connection to the centrally managed infrastructure in our German data centers. Seamless end-to-end monitoring ensures that bottlenecks are proactively eliminated and malfunctions are quickly resolved. We also provide support for your users and deal with requests, orders and faults.

YOUR ADVANTAGES

- We ensure smooth operation of your applications
- Structured further development by our software specialists in the DevOps model and within the framework of the ITIL® process landscape
- Complete end-to-end monitoring and proactive elimination of bottlenecks and faults

SAP TRANSFORMATION

S/4HANA Value Check &
S/4HANA Transformation

SAP Process & Technology
Consulting
        S/4HANA
        SAP ERP
        SAP HCM
        SAP Analytics

SAP Carve-Out,
Split & Merge

SAP Data & Document
Management

**SAP CLOUD &
OUTSOURCING SERVICES**

SAP Application
Management

SAP Operating
        SAP Private Cloud
        SAP on Azure
        On Premise
        Hybrid

SAP EDI

SAP Identity & Security

SAP SOLUTIONS

SAP Process
Automation

SAP Products & Add-Ons
        OPRA
        Außenhandel
        Transportlogistik

SAP Mobile Solutions
FIORI App Development

SAP Mobile Solutions
Backend Integration

SAP
by DATAGROUP.

Excellence in SAP for Over 30 Years

With over 500 SAP experts, 10 SAP certifications and over 30 years of experience you can rely on our comprehensive know-how for your SAP project. DATAGROUP is a one-stop shop for SAP services: Whether consulting, transformation of existing systems or operation and hosting, also from the cloud – we have the right solution for your company.

SAP TRANSFORMATION
IT is in constant change. New technologies can bring the business forward to keep up with these advancements. However, they also bring with them a high level of uncertainty, risk and costs. It is therefore all the more important to have an experienced part-ner at your side who can help you understand the complexity and work with you to find the most strategically sensible solution.

SAP CLOUD & OUTSOURCING SERVICES
Our SAP cloud and outsourcing services provide companies with the foundation for reliable SAP operations. From hosting and applica-tion management to setting up connections to external providers with SAP EDI and managing licenses – DATAGROUP ensures stable operations contributing to your company's success.

SAP SOLUTIONS
Alongside transformation and operation of your SAP solutions, DATAGROUP also provides dedicated add-ons in the area of IoT, foreign trade and transportation logistics as well as solutions in process automation and mobile solutions from a single source. Irrespective of the system and with specific SAP experience, our experts will help you to get the most out of your SAP systems.

SAP Cloud & Outsourcing Services

SAP Manages Corporate Processes – We Manage SAP

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

We offer professional basic operations of your SAP systems. Our core competence is to support and manage complete SAP landscapes – standardized and 24/7. We can offer you the model which perfectly fits you company requirements: whether SAP on Premise, in the private cloud, SAP on Azure or in hybrid models.

The experienced consultants of our SAP Application Management Services assist you in the daily SAP application management and tap innovation potential. The implementation of SAP EDI guarantees a monitored and automated exchange of information. We provide you with the right authorization concepts and security policies with SAP Identity & Security.

CERTIFIED S/4HANA EXPERTS
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 operation. We have many years of experience in the introduction, migration and operation of SAP HANA infrastructures and one of the largest teams of certified SAP HANA 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
- Know-how from over 30 years of SAP project experience

Communication & Collaboration Services

Communication is the Basis of Every Collaboration

We provide a stable and secure platform for communication and collaboration: between colleagues, partners and customers, across time zones and geographical distances. From email, unified communications solutions and SharePoint portals to Microsoft Teams and mobile devices, we install and manage your communication infrastructure.

COMPLETE MANAGEMENT OF YOUR EMAIL SYSTEMS
We guarantee easy and reliable communication – internal and external. We manage your email systems on the basis of Microsoft Exchange – including virus and spam protection and, if desired, also with encryption and mailbox redundancy for maximum security and availability.

MICROSOFT TEAM / OFFICE 365
As a certified Microsoft Gold partner, we provide the Microsoft Teams solutions that is perfectly tailored to your needs. Microsoft Teams is a modern, efficient communication and collaboration solution to coordinate the collaboration of your employees, no matter whether they are in the office, on a trip or working from home. This also includes data exchange via the cloud or virtual (video) conferences. Teams stands out for its great flexibility and low complexity.

SHAREPOINT
We design and implement efficient, customer-specific platforms for cooperation on the basis of Microsoft SharePoint. Our SMART integration tool further increases the user friendliness of SharePoint. Users can access the SharePoint functions directly from their Outlook environment and easily file the email contents in SharePoint using drag & drop.

YOUR ADVANTAGES
- Efficient communications software that is optimally adapted to your company
- High flexibility, adaptability and scalability
- Standardized processes, certified according to ISO 20000

CORBOX

IT TRANSFORMATION

Cloud
Transformation

Platform
Transformation

Application
Transformation

SAP
Transformation

Managed & Private Cloud Services	Public Cloud Services	Application Management Services
SAP Services	Communication & Collaboration Services	Network Services
Security Services	End User Services	Service Desk

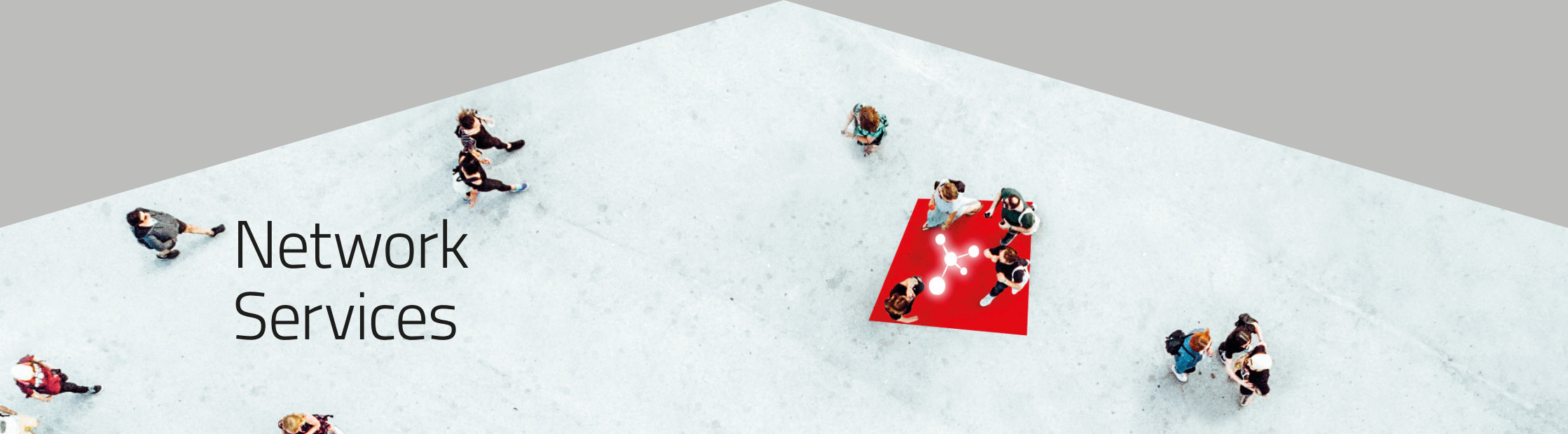**IT SOLUTIONS**

IT Consulting

Robotic Process
Automation

Mobile & App
Solutions

Industry Solutions

With CORBOX, DATAGROUP has created a custom-fit solution. CORBOX sets a new standard in terms of assured success, efficiency, and flexibility in IT operations – making it the optimal platform for digital transformation.

CORBOX is a modular suite of IT services covering all areas of IT operations in companies. What is new about CORBOX? IT services become products with clearly defined quality characteristics 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.

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

Further details at **www.datagroup.de/en/services**

Network Services

Corporate IT Must Be Available. Anytime. Anywhere. Entirely.

Reliable and efficient networks are a prerequisite of high availability. DATAGROUP Network Services guarantee 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 to mobile IT workplaces, from cloud computing to remote control of machines and plants: Efficiency and availability stand and fall with the quality of your connections. And with their security.

DATAGROUP installs and supports high-security networks that unleash the full potential of IT. We manage both your local network infrastructures and the WAN routes between several locations. We achieve the highest possible 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 the network performance. This provides for a consistently high performance and availability of the networks. Furthermore, we offer effective solutions for the integration of mobile IT workplaces.

Our Network Services free 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 the use of modern network technologies 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 integration of mobile IT workplaces
- Standardized processes, certified according to ISO 20000

Security Services

IT and Security Are Inseparable

Security is the top priority of every corporate IT. However, there are multifaceted threats to IT systems: They range from careless employees to industrial theft to politically motivated attacks. DATAGROUP Security Services provide reliable protection of your IT systems against any kind of threat: thanks to highly effective, integrated security concepts.

Security is, and remains, one of the key areas of IT – and as such security management is a key component of all DATAGROUP IT services. Whether private cloud services, connectivity of locations, communications solutions, client management or mobile end devices: IT security management is always our top priority.

OUR SERVICES ARE AIMED AT KEY SECURITY OBJECTIVES
Our Security Services offer a maximum degree of IT security. Our IT services include specific security regulations and measures, which are adapted to the individual protection needs of your company and are aligned with the complete IT system. After all, we only attain maximum IT security when all services of the entire IT architecture harmonize and have a consistent level of protection.

CERTIFIED SECURITY
To guarantee effective data protection and a high level of data security DATAGROUP has an IT security organization which undergoes regular checks by an independent body. The security measures, which are firmly established and are automated to some extent, 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
- Early identification of threats and initiation of appropriate countermeasures
- Security concepts tested by an independent body
- Assurance of integrity and availability of IT infrastructures and data

End User Services

It Requires Expert Know-How to Maintain IT Workstations

IT users need fully functional IT workstations to do excellent work. This requires an efficient client management, qualified on-site support as well as IMAC services managing the lifecycle of devices. Our End User Services provide comprehensive support for the repair and maintenance of your IT.

CENTRAL ADMINISTRATION OF IT WORKSTATIONS

IT is the tool of today. And tools require maintenance. Client Management, the central administration and maintenance of IT workplaces, is the core of our End User Services. We continuously update operating systems and software, we monitor the operational readiness and the security status, and immediately correct any undefined system statuses. We provide on-site support services. Our qualified service technicians fix IT problems which our Service Desk cannot solve via telephone or remote access. Organized by the Service Desk, they quickly restore the functionality of IT workplaces, printers, and other peripheral devices.

IMAC-SERVICES WITHOUT COMPROMISING DAILY BUSINESS

Our IMAC services (Install, Move, Add, Change) comprehensively manage your IT workstations. We handle the replacement of devices, system extensions and IT department relocations in a smooth and uncomplicated way without compromising daily business. We have special expertise in the roll-out of IT workstations. We have already rolled out more than 200,000 IT workstations, operational and ready for use by our customers.

YOUR ADVANTAGES

- 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

Service Desk

Trouble-Free IT Is Critical to the Success of Every Company

Even smaller IT failures or interruptions often entail serious consequences – and considerable costs. It is all the more important to have an efficient Service Desk as a 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.

Complex faults or requests requiring on-site support will be forwarded to second-level support, while the service desk monitors the status of the ticket until a solution is found and undertakes the final quality control.

MADE IN GERMANY

We only employ well-qualified IT experts in Germany. This guarantees high quality and a very good first call resolution rate. We monitor and report in detail on compliance with the agreed service level agreements. We thus make the quality of our services transparent for you.

Long-standing experience and proven processes guarantee a smooth transition. Standardized procedures on the basis of knowledge transfers and shadowing as well as a 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 is based 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 Transformation

Master Transformation Successfully

IT TRANSFORMATION

Cloud Transformation

Platform Transformation

Application Transformation

SAP Transformation

CORBOX

Managed & Private Cloud Services	Public Cloud Services	Application Management Services
SAP Services	Communication & Collaboration Services	Network Services
Security Services	End User Services	Service Desk

IT SOLUTIONS

IT Consulting

Robotic Process Automation

Mobile & App Solutions

Industry Solutions

IT is in constant change. New technologies, approaches and ideas mean that companies need to constantly deal with their IT to modernize and optimize it. Our transformation experts assist you in mastering this challenge and equip your enterprise with fully optimized and state-of-the-art IT.

CLOUD TRANSFORMATION
Whether public, private or hybrid cloud - We assist you in the conception and implementation of the optimal cloud strategy for your company.

PLATFORM TRANSFORMATION
We accompany you through all the stages of a platform transformation, whether IT carve-out, IT splits or IT mergers. Our experts are familiar with the conditions and the change aspects of platform transformations and can deliver effective solutions that can be put into effect quickly.

APPLICATION TRANSFORMATION
Have a clear head start over competitors by transforming your existing applications towards sustainable software based on modern technologies, user friendliness and optimized databases.

SAP TRANSFORMATION
Benefit from a secure and successful transformation of your SAP landscape with the help of our certified experts. Whether carve-out, merger, databases, or the preparation of SAP modules for S/4HANA – we ensure an optimal transformation.

www.datagroup.de/en/it-transformation

IT Solutions

IT's that smart

CORBOX

Managed & Private Cloud Services	Public Cloud Services	Application Management Services
SAP Services	Communication & Collaboration Services	Network Services
Security Services	End User Services	Service Desk

IT TRANSFORMATION

- Cloud Transformation
- Platform Transformation
- Application Transformation
- SAP Transformation

IT SOLUTIONS

- IT Consulting
- Robotic Process Automation
- Mobile & App- Solutions
- Industry Solutions

Our IT Solution Services are a perfect expansion of our CORBOX core portfolio but can also be used independently. Our IT experts offer you customized solutions that perfectly match your requirements. Whether in IT consulting, mobile solutions, automation, or specific industry solutions – 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.

MOBILE SOLUTIONS
We develop software applications such as apps and mobile websites that are individually tailored to the needs of your customers and your company.

ROBOTIC PROCESS AUTOMATION
Benefit from the automation of your high-volume processes with the help of Robotic Process Automation and reduce your error rates, process times and costs.

INDUSTRY SOLUTIONS
Our specific industry solutions offer individually developed products that are perfectly tailored to the needs of your industry. As an experienced specialist for the integral development of custom-fit industry solutions we make the most of your potential and provide you with competitive advantages within the industry.

www.datagroup.de/en/it-solutions

Wilhelmshaven
Hamburg
Rostock
Schwerin
Bremen
Berlin
Hannover
Opera-tions
SAP
Duisburg
Dortmund
Düsseldorf
Service Desk
AMS
Leipzig
Cologne
Siegburg
Bonn
Jena
Central supply units
Mainz
Frankfurt
Neu-Isenburg
Würzburg
Walldorf
Nuremberg
Ditzingen
Böblingen
Stuttgart
Leinfelden
Offenburg
Pliezhausen
Reutlingen
Ulm
Ismaning

Central supply units

Market units

Customers

One DATAGROUP – Throughout Germany

LOCAL FACILITIES AND CENTRAL SUPPLY UNITS FOR AN OPTIMAL COMBINATION OF ECONOMIC EFFICIENCY AND PROXIMITY TO CUSTOMERS

Highly 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, 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 End User Services are provided at local sites in all important economic regions of Germany. The overall service management, and thus the responsibility to customers that the value proposition is maintained, rests with the local DATAGROUP companies. These companies and their managers at the helm are the central contact at eye level for our customers.

The combined delivery model with local sites and virtually centralized supply 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.

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