

CORBOX

IT AS A SERVICE

WHY
CORBOX?

CORBOX
SERVICES

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's that change.



DATAGROUP

CORBOX: Make 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?



CORBOX: That's Why

Why CORBOX? Because IT's that simple. The IT outsourcing services of CORBOX make your company independent of limiting factors that consume time and tie up resources. When your requirements change, the services can be adjusted modularly and dynamically. Therefore, CORBOX makes your business-critical IT adaptable and flexible. The compatibility between the individual CORBOX services and the clearly defined service standards ensure stable IT-operations leading to satisfied IT users.



WHY
CORBOX?

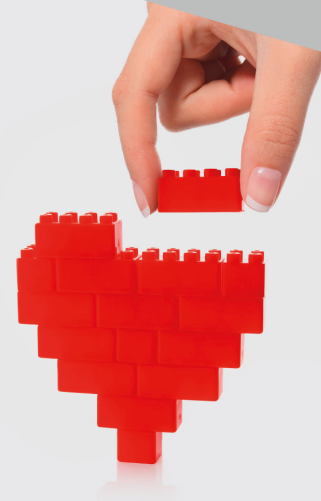
CORBOX is Freedom Move Boundaries With Ease

CORBOX offers freedom from growth-dampening constraints, such as scarcity of knowledge, a shortage of skilled IT professionals or investments in proprietary IT. Thanks to CORBOX's ISO-certified services, outsourcing becomes easy and your company is no longer limited by the aforementioned constraints. This leads to new development possibilities and provides your company with scope for action.

CORBOX is Future Today is Already Tomorrow

CORBOX offers all relevant services for the smooth operation of your business-critical IT. Our state-of-the-art services are continuously updated and expanded based on new technologies. With the help of CORBOX you and your company are well prepared for the future – no matter in which direction you want to go – and you can fully concentrate on your core business thanks to »care-free IT«.

CORBOX: That's Why



WHY
CORBOX?

CORBOX is Standard

The Benchmark for Reliability

Say goodbye to error-prone stand-alone solutions. With the standardized, certified services of CORBOX you can always rely on reviewed and well-proven services for your business-critical IT. Organically grown, cost-intensive and high-maintenance landscapes are a thing of the past. "Standard" stands for maximum quality and reliability, which takes the pressure off all areas of your corporate IT.

CORBOX is Control

Your Reliable Control Center

The CORBOX Services are the sound foundation of your business-critical IT. Thanks to the uncomplicated modular system, you have full control of the optimal combination of internal and external services by choosing only those services which you require for smooth operations of your IT. No more and no less than a custom-fit solution for your situation. With simple price models, without hidden costs, without surprises.

CORBOX is Efficiency

Effectiveness plus Efficiency

Thanks to the fully scalable services of CORBOX you can respond quickly and flexibly to the changing requirements of your corporate IT. Further services can easily be booked, or existing service volume can be reduced as required. The result: A »lean« structure, less downtimes, planning certainty, and independence of infrastructural restrictions to IT. CORBOX thus saves time, money – and nerves.

CORBOX is Transparency

Unambiguous

Transparency is the fundamental principle of CORBOX. Defined quality features, ISO certifications of IT service management processes and IT security disclose the methodology and practice and guarantee constant services. The modular system is concise, clear, and uncomplicated – »What you see is what you get«!

With CORBOX, DATAGROUP has created a custom-fit solution. Clearly defined modules with a transparent service description ensure fail-safe 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 new about CORBOX? IT services become products with clearly defined quality characteristics which customers can choose from a catalog.

CORBOX modules are perfectly compatible, individually combinable, and therefore very flexible in adapting to a company's actual need: from business standard to business critical.

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

CORBOX
SERVICES

The standardized services ensure high quality and transparency of the services provided.

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/services



Managed & Private Cloud Services

Managed &
Private Cloud
Services

The Data Center is the Heart of Corporate IT

Operating an efficient and secure data center is a complex and elaborate task. Migrate your database to our Managed & Private Cloud to unburden your IT team of this time-consuming job. You will receive a secure, cost efficient, flexible, and 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 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 full operational responsibility for you, thus ensuring stable and secure IT operations at any time with capacity, availability and continuity management. End-to-end monitoring of services leads to maximum transparency and enables us to eliminate bottlenecks and faults in a proactive and automated way.

The central, managed virtualization and storage platform is an extremely flexible and efficient base for your company's cloud infrastructure, which can also be provided as container application in a Kubernetes platform if desired.

YOUR ADVANTAGES

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

Public Cloud Services



Secure in the Cloud

Whether pure public cloud, multi cloud or a hybrid model – 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 Infrastructure as a Service from the public cloud, SAP on Azure or AWS, Microsoft 365 or other public cloud services – we support you with our broad expertise over 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. For it is key to keep track of everything related to these complex models and to set up interfaces in such a way that seamless data exchange is possible. As experts in public and private cloud, leave it us to provide you with a perfectly customized solution, 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

Public Cloud
Services

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 support, maintenance 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.

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

In connection with hosting of standard and individual applications and the provisioning of virtual desktop solutions, end users can access the applications from anywhere in a secure and performant manner. You also benefit from the high availability, flexible scalability and high-performance network connection of the centrally managed infrastructure in our German data centers. 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 operation of your applications
- 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

Application Management Services

SAP Cloud & Outsourcing 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 digitization 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 HANA and SAP Fiori.

We offer professional 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 your company requirements: whether SAP on Premise, in the private cloud, in the public 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 daily SAP application management and help you tap into any existing innovation potential.

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

CERTIFIED S/4HANA EXPERT 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 operation. We have a long-standing experience in the introduction, migration and operation of SAP HANA infrastructures and one of the largest teams of certified SAP HANA experts in Germany.

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 in more than 30 years

SAP Services

Communication & Collaboration Services



Microsoft
Partner

Gold Messaging
Gold Cloud Platform
Gold Datacenter
Gold Windows and Devices
Gold Collaboration and Content

Communication is the Basis of Every Collaboration

We provide a stable and secure platform for communication and collaboration. Whether in the workplace or using mobile devices, we provide the managed communications infrastructure as certified Microsoft Gold Partner – from email to Sharepoint online portals to Microsoft Teams.

COMPLETE MANAGEMENT OF YOUR EMAIL SYSTEMS

We guarantee easy, secure and reliable communication – internal and external. Whether traditional in the data center, in the public cloud or in hybrid form: We manage your email communication on the basis of Microsoft Exchange and Exchange Online – including virus and spam protection and also with encryption, if desired, for maximum security and availability.

MICROSOFT TEAMS

Our Microsoft-certified team provides a Microsoft Teams solution that is perfectly adjusted 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. Teams

stands out for its great flexibility and low complexity in terms of data exchange via the cloud or virtual (video) conferences.

SHAREPOINT ONLINE

While SharePoint has been used as individual solution for collaborations and internal communications or as an intranet platform in companies for many years, it is embedded in the diverse product landscape of Microsoft today. This landscape covers all aspects of networked working within a team or the entire organization. DATAGROUP provides support in the form of consulting, conception, design and migration services but also continuous support, optimization and automation.

YOUR ADVANTAGES

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

Communication
& Collaboration
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 – workplaces, locations, data centers and machines, ensuring communication and enabling 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 workstations, 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 accesses and the different WAN routes between your 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 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

Network
Services

Security Services



IT and Security are Inseparable

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

DEFENCE AGAINST EVERY ANGLE OF ATTACK

In addition to standard basic defense such as firewalls, antivirus protection and patch management, DATAGROUP provides a wide array of security services to protect you from current threats and to minimize damage in case of an attack. As an example of our many services, our Vulnerability Management continuously checks your network-compatible assets for vulnerabilities to eliminate them before an attack happens. Our Security Information and Event Management (SIEM) service controls the activities within your IT landscape in real time and uses pre-defined use cases to quickly detect attacks so that countermeasure can be taken.

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 (Germany's 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

Security
Services

End User Services



It Requires Expert Know-How to Maintain IT Workstations

To do excellent work, IT users need fully functional IT workstations – including an ever increasing need for mobile workplaces. This requires an efficient Client Management, knowledgeable on-site support and Mobile Device Management. With our End User Services, we provide comprehensive support in the repair and maintenance of your IT workstations.

CENTRAL ADMINISTRATION OF IT WORKSTATIONS

IT workstations are the tool of today to access applications, processes and collaborations. 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 workstations, 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 or removals 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 hundreds of thousands of IT workstations and therefore supplied workplaces ready for use right where they are needed – on the desks of end users.

YOUR ADVANTAGES

- Your employees are always ready to work – whether on site or mobile
- 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

End User
Services

Service Desk



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

Even smaller IT failures or interruptions often entail serious consequences when many users are affected. It is all the 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 only employ well qualified IT experts in Germany, who provide assistance to the users in a friendly and competent way. This guarantees 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 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

Service Desk

IT's that change.

IT is in constant change. Ever-changing challenges require new solutions. Our customized IT Transformation and IT Solution Services support you beyond the CORBOX – in exactly these changes.



IT's that change.

IT Transformation



Master Transformation Successfully

IT is in constant change. New technologies, approaches and business models 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 a modern IT that is an optimal support to your business.

CLOUD TRANSFORMATION

Whether public, private or hybrid cloud - We advise 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 basic 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 expert teams. Whether carve out, merger, database optimization or transformation to S/4HANA – we ensure an optimal transformation.

www.datagroup.de/en/services/it-transformation/

IT's that change.

IT Solutions



IT's that smart

As an expansion to our CORBOX core portfolio, our IT Solutions provide customized solutions that match perfectly with your requirements. Whether IT Consulting, SAP Solutions, Digitization, IT Security 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. For instance, by analyzing the IT of potential M&A targets: we will analyze how the acquisition targets can be integrated in your existing IT landscape and what kind of challenges you can expect. As a one-stop shop for all your IT requirements, we also take care of the integration in case of a takeover.

SAP SOLUTIONS

DATAGROUP SAP Solutions upgrade your SAP environment. We can automate standard processes beyond SAP system limits using software robots, provide add-ons for transport logistics and international trade, or develop mobile SAP apps for you.

DIGITIZATION

We digitize your IT. Whether software applications such as apps or mobile websites, Internet of Things (IoT), or automation of high-volume processes with the help of Robotic Process Automation and Artificial Intelligence.

IT SECURITY

Our IT Security Consulting services assist you in assessing and improving your IT security. For instance, working with you we will develop a roadmap which is aimed at the (further) development of your IT Security Management. Or we offer Security Awareness Trainings your employees – making sure that they don't fall prey to standard attacks such as phishing.

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/services/it-solutions/

IT's that change.



One DATAGROUP – Throughout Germany

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

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 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 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.

2022