

## industry experience

Consulting, E-Commerce, IT Support & Management, Commerce, Marketing, Media, Film Industry, Pharmaceutical Industry, Online Retail, Software, Health, Customer Management, Petroleum Industry



## Services

## Procedures and focus

We start with the consideration and analysis of processes and structures to be optimized with a view from "outside", afterwards we develop the first goals for increasing quality, efficiency and effectiveness. Our main focus while optimization is on the consistent support of the business case.

The core business of the company is the focus of reorganization and establishment of new or extended processes. Important aspects for us here are good planning, traceability, reliability and sustainability (continuous service improvement). It is important to make sure that in the future scalability is guaranteed.

In the third step, we present a first draft which, in our view, represents an optimal procedure for the planned optimization. We coordinate this closely with the responsible persons and departments of the company. At this stage, it is important that all concerns are expressed and discussed, and that all economic and technical aspects are taken into account.

Before the implementation, it must be ensured that the productivity of existing processes is not affected. A tool for this is an accompanying information management - the right amount of internal and possibly also external communication is a key to the project success.

In the fourth step - the implementation, the agreed measures - the necessary level of starting energy has to be provided, whereby the motivation of all participants is an essential part of the success.

During the implementation, the optimization process is responsible for continuous testing and documentation. Progress and changes are reviewed in regular meetings of all stakeholders. Decisions and changes during the implementation are decided on a regular basis by mutual agreement.

The fifth step is the accompaniment and quality assurance of the newly established processes and their handover to internal employees of the client.

## Project Management

- Classic Project Management
- Agile project management (Kanban)
- Multiproject, Program & Infrastructure Projects
- Consulting in procurement processes

## IT-Service Management

- Establishment & optimization of IT support
- Constituent & Optimization of Service Desk, First, Second, Third-level structures in IT support
- Establishment & optimization of Incident, Change & Problem Management processes for IT support
- Operational CRM and self-service processes & portals
- Information Management
- SLA & OLA management
- Independent conception & process optimization for migration & roll-out projects
- Identify and identify ways to avoid support efforts

Information Management	<ul style="list-style-type: none"> <li>• Strategies &amp; Implementation in Information Procurement and Distribution for Call Avoidance and Business Case Support</li> </ul>
IT Strategy	<ul style="list-style-type: none"> <li>• Conception and support in the implementation and optimization of company-related IT support processes</li> </ul>
Audit	<ul style="list-style-type: none"> <li>• Checking the maturity and consistency of ITIL-based business processes and associated documentation according to open-ITIL guidelines</li> </ul>
Administration	<ul style="list-style-type: none"> <li>• Service Control</li> <li>• Cost Estimation</li> <li>• Budgeting</li> <li>• Negotiation</li> <li>• Contract Management</li> <li>• Piloting</li> <li>• Leadership of interdisciplinary project teams</li> <li>• Document Management</li> <li>• Consulting in the selection of IT support tools &amp; processes</li> <li>• Consulting in the selection of documentation systems</li> <li>• Quality control</li> <li>• Project Controlling</li> <li>• Application for a project (advice on subsidy applications)</li> <li>• Review</li> </ul>
Writing, Documentation & Public Relations	<ul style="list-style-type: none"> <li>• Internal &amp; external public relations</li> <li>• Design</li> <li>• Manuals</li> <li>• User Information</li> <li>• Instructions</li> <li>• Process documentation &amp; training materials</li> <li>• Preparation of manuals, user information, scientific documentation and technical translations (e/de   de/e)</li> <li>• Editorial &amp; Consulting on IT Blackboard Technologies</li> <li>• Creating and writing specification documents</li> <li>• Creating and writing final reports</li> <li>• Conception and implementation of documentation specifically, for software and hardware roll outs</li> <li>• Compiling accompanying information in the context of migration projects</li> <li>• Compiling supporting information as part of major changes to IT support structures and processes</li> <li>• Development of status reports to document the project progress</li> <li>• Optimization of workflows &amp; multilingual documentation to increase cross-site traceability &amp; efficiency</li> <li>• Conception and creation of guidelines as well as the development of test scenarios</li> </ul>
Processes & Procedures	<ul style="list-style-type: none"> <li>• Analysis</li> <li>• Conception &amp; Optimization</li> <li>• Consolidation</li> <li>• Roll-out &amp; migration</li> </ul>
Web	<ul style="list-style-type: none"> <li>• Idea, conception, implementation and optimization of intranet and extranet</li> <li>• Consulting on redundant hosting and server housing solutions</li> </ul>
Training & Coaching	<ul style="list-style-type: none"> <li>• Communication training for support staff</li> <li>• Service orientation in the areas of IT and customer support</li> <li>• Employee motivation and universal networking</li> </ul>

	<ul style="list-style-type: none"> <li>• Employee motivation about content</li> <li>• Bonus systems for employees</li> <li>• Increase employee identification levels with the company</li> <li>• Communicate business goals to employees - "Get people on board"</li> <li>• Mediation &amp; team building workshops</li> </ul>
Health sector	<ul style="list-style-type: none"> <li>• Funding in the health sector</li> <li>• Strategic IT consulting of actors in the Healthcare (clinics, doctors' offices, pharmacies)</li> </ul>
Events & Fairs	<ul style="list-style-type: none"> <li>• Idea</li> <li>• Design</li> <li>• Planning</li> <li>• Documentation &amp; Reporting</li> <li>• Implementation</li> </ul>
License Management	<ul style="list-style-type: none"> <li>• Acquisition</li> <li>• Planning</li> <li>• Negotiation</li> <li>• Documentation</li> <li>• Implementation</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>• Design and analysis of KPIs</li> <li>• Data analysis &amp; visual editing</li> <li>• Consulting in the selection and implementation of IT monitoring tools</li> </ul>
Business Intelligence	<ul style="list-style-type: none"> <li>• Strategy Consulting</li> <li>• Service coordination</li> <li>• Business process analysis, modelling and optimization</li> <li>• Customer relationship management</li> <li>• Quality Management</li> </ul>
Evaluation	<ul style="list-style-type: none"> <li>• Software evaluation (UI / API) regarding clarity, ease of use &amp; workflow</li> </ul>
Art Direction, Multimedia, Advertising & Marketing	<ul style="list-style-type: none"> <li>• Idea &amp; Concept</li> <li>• Documentation</li> <li>• Team Leadership</li> <li>• Project Management</li> <li>• Resource planning</li> <li>• Creative design ideas</li> <li>• Special experience in 3D &amp; Special Effects area</li> <li>• Implementation</li> <li>• Contact person for management &amp; customers</li> </ul>
Restaurant & Hotel auditing	<ul style="list-style-type: none"> <li>• Freelance auditing of hotel &amp; restaurant businesses</li> <li>• Documentation and assessment of service and product quality</li> <li>• Blog reviews</li> </ul>