

Consulting and Support

Wide array of solutions
from just one provider:
trouble-free IT

Consulting and Support

A solid service provider offers unique solutions for unique situations.

Consulting is almost always a long-term requirement, while support is usually needed in the short term. In both cases, however, a high level of expertise and constant availability are essential.

Our consulting services focus on an analysis of the given situation, proposals for optimisation, and assistance in forming visions and strategies. To that end, we follow the approved IT Infrastructure Library (ITIL) model. The key aspects of our consulting services include:

- **IT security**
- **IT evaluation**
- **IT analyses** – risk and SWOT
- **IT strategy**
- **Streamlining business processes**
- **IT for subsidiaries abroad**
- **Meeting** ICS requirements
- Migration of applications and data
- Support with the **purchase and sale of companies**

One special branch of our consulting services is project management.

As external project managers, we focus on implementing a project promptly and cost-effectively. In doing so, we ensure that unforeseeable developments, adverse external circumstances, resource shortfalls and outside momentum have as little influence as possible on the target objectives. Our many years of experience make planning and development straightforward; risks can be recognised more easily and potential problems avoided in good time.

In each case, the level of support is defined in the Service Level Agreement (SLA).

The most important services in this regard are:

- **Development of your IT infrastructure**
- **Day-to-day assistance**
- **Quick access to support**
- **Show-up** Experts on site at your premises
- **Automatic updates**