

TECHNIDATA IT-SERVICE



A continuously expanding pool of technical knowledge, consistent alignment of in-house operating processes with the principles of the ITIL (IT Infrastructure Library), and a highly qualified team of technicians and engineers who have been with the company for many years – these are the reasons why a growing number of operations are placing their trust in TechniData IT-Service.

TECHNIDATA IT-SERVICE GMBH

With our extensive range of IT services, we specifically target medium-size companies and public contractors.

TechniData-IT-Service GmbH is a fully-owned subsidiary of TechniData AG. It has three main sites – Markdorf, Karlsruhe and Philippsburg – as well as two service outlets in Mannheim, Heilbronn, all in Germany.

In 2005, the IT-Service Division, which had been providing IT services since 1996, became a company in its own right: TechniData IT-Service GmbH.

TechniData IT-Service currently employs 70 staff. Our highly-qualified team has security clearance, and is certified for work in the nuclear and aerospace domains.

TechniData IT-Service GmbH is certified to DIN EN ISO 9001.

"Experience, reliability, and technical expertise are the basis for understanding the requirements of our clients



in the industrial and administrative domains, and for meeting these requirements in the real world. Our goal is to build long-term relationships that are beneficial to both sides."

Peter Jung, Managing Director

Advisory and project-related services

- System design, system architecture and consolidation concepts
- Optimization of system operation (ITIL and MOF)
- Helpdesk advice
- Security concepts

System and network management

- Support for heterogeneous system landscapes (Microsoft, Linux, VMS, VMware)
Remote and local service
- Migration projects
- User support and HelpDesk
- Infrastructure Management
- Network Security (Firewall, VPN, Intrusion Detection)
- Server Virtualization and Storage Virtualization
- Restructuring of existing networks

Datacenter operation

- SAP-System Support
- Infrastructure
- Hosted IUCLID
- Hosted Exchange

Informationworker

- External data integration
- Dynamic forms
- Extension of SharePoint-internal user administration

Hardware

- Server systems from Hewlett Packard
- Storage solutions: SAN/NAS/DAS
- Workstation and Desktop solutions
- Handhelds
- Notebooks/Thin-Clients





WE OPTIMIZE YOUR IT-PROCESS, SO YOU HAVE TIME TO FOCUS ON THE ESSENTIALS

GOT A PROBLEM? WE CAN HELP!

Our Helpdesk can be reached
Mo. – Fr. from 8.00 a.m. to 6.00 p.m.
on +49 (0) 180/2 007 002 or

E-MAIL

helpdesk@its-technidata.de

Here you will receive expert 1st and 2nd Level Support.
If the HelpDesk cannot solve your problem straight away,
it coordinates the deployment of on-site staff.

Our Helpdesk uses the in-house-developed HelpDeskSystem
WinHDS for support.

You can submit your requests here by e-mail, internet, or
phone.

For us, IT primarily means innovation and productivity. Our solutions focus on your needs. We closely analyze your sequences and business processes before developing appropriate optimization measures. We believe a solution can only be effective and successful if it is cost-effective for you and gives you more room to maneuver. We provide our multi-faceted experience, technical knowledge, resources, and a proven network to make sure that this is the case.

We want you to use your time and resources for your core business. For this, we guarantee you individual service, expert personnel, and deadline compliance.

SHARED KNOW-HOW GENERATES SUCCESS

Our partnerships



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