



## Company Profile

ITDZ Berlin is an innovative IT company specializing in a full range of public administration services for the Berlin government.

**Tailor-made IT solutions:** We supply state-of-the-art technology based on high security criteria, plus a comprehensive product portfolio with specific support and consulting services.

**Functionality is our top priority:** Trouble-free operation and absolute quality with maximum data security and cost efficiency.

**Our products and services are always available:** Around the clock, seven days a week.

## Expertise through Experience

For 40 years, our core expertise has focused on voice and data communications along with a trouble-free IT infrastructure in Berlin.

We operate the 850-km 'BeLa' Berlin municipal network and provide a proprietary communications network for the city's public administration. Supported by our centralized data and printing centres, we secure the IT environment for the 'ServiceStadt Berlin'.

### From an IT infrastructure service to an application service provider

The focus of our work lies in the continued development of the eGovernment Suite with specific solutions for document management systems, digital signatures and electronic file archiving. ITDZ Berlin develops specific IT solutions and services tailored to your needs. These include modern workstation equipment based on Green IT guidelines, the development of IT administrative procedures and the procurement of hardware and software. You will

find our current range of hardware and software products in the ITDZ Berlin online shop.

With the 'Berlin Telephone' service centre, we provide direct assistance to Berlin's citizens via the 900 central service number and answer questions addressed to the various administrative offices. At the same time, we support Berlin in its role as a pilot region for the nationwide 115 service number for public authorities.

### We focus on long-term collaboration with our clients

Our success is based on comprehensive consulting and support along with a motivation and a strong sense of commitment. We offer professional services within the framework of a cooperative dialogue.

## Contact

We will be happy to discuss your requirements in detail and provide a specific offer.

### Contact info:

Tel. +49 30 90222 6167  
eMail: [info@itdz-berlin.de](mailto:info@itdz-berlin.de)

### IT-Dienstleistungszentrum Berlin

Berliner Strasse 112-115  
10713 Berlin, Germany  
Internet: [www.itdz-berlin.de](http://www.itdz-berlin.de)

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# Comprehensive Product Portfolio

Our wide range of products is specially tailored to the demands of future-oriented government offices. As innovative, full-service providers, we create modern perspectives for public administration.

## ITDZ Berlin Areas of Expertise (partial list)

### eGovernment Suite

Document/workflow management system, output management, mass digitalization, form management system, eFiles, eArchiving, virtual mailroom, digital signature, etc.

### Application Service Providing (ASP)

Project examples: BOWI 21, HarVe

### IT Selling

ITDZ Berlin online shop (hardware and software ordering)

### IT Secure

Central eMail security, PKI, system analysis, authentication, encryption, firewall services

### Portal Services

Mobile Internet and Intranet access, eTeamwork

### Basic Services

Berlin DSL, network services

### Information Services

Berlin Telephone 900 (pilot region for the nationwide 115 public service number), mobile services

### IT Infrastructure Services (ITIS)

PC workstations (mobile and stationary) with standardized system versions and open source solutions based on Green PC guidelines

### Central IT and Printing Services

Data handling, printing, finishing and distribution

### IT Consulting

Project management, professional advice

For detailed information:

- Internet: [www.itdz-berlin.de](http://www.itdz-berlin.de)

# Economic Factor: ITDZ Berlin

With 449 staff members (as of 30.11.08), ITDZ is a major employer in Berlin.

## Recruiting qualified personnel

From newcomers to experienced professionals, we carefully check every job application. Within the framework of our trainee programme, we continuously offer a variety of vocational training programmes for IT systems integration specialists and IT administrators. Our commitment to vocational training was honoured by an award presented by the Berlin Chamber of Industry and Commerce. University students are invited to apply to ITDZ Berlin for internship positions or dissertation opportunities. In cooperation with the FHVR Berlin University of Applied Sciences, we support the development of a unique bachelor's degree programme in public administration IT. This actively fulfils the requirements of the German federal government's 'E-Government 2.0' programme.

## Other Honours

ITDZ Berlin received the Best Practice Award 2007 from the Benserger Kreis for its EduNet 2006 project (computers in schools). The high quality of the company's applications and comprehensive SAP expertise is confirmed by its certification as an SAP Customer Competence Center (CCC).

In November 2008, ITDZ Berlin was honoured as one of Germany's leading service centres. In conjunction with the SAP Shared Services competition, the company was recognized for its performance in setting up the 'Berlin Telephone', which serves as the central information and service centre for the city's public administration.

# Outlook

The ITDZ Berlin strategic positioning is based on the 'Service-Stadt Berlin' project, a Berlin Senate initiative aimed at full-scale modernization of the public administration. We are meeting Green IT challenges with the development of an environment-friendly workstation and other resource-saving IT solutions along with the conversion of the company's computing centre into an energy-efficient data centre.

As the primary operator of IT processes in Berlin's public administration, we are rapidly becoming an application services provider. In this respect, we provide a data network and support you with tasks including administration and data backups. We also supply software via the data network and offer user support. Along with the further expansion of the eGovernment Suite, we focus on providing an economical price framework for our clients. We are planning to integrate our professional expertise and technical know-how more directly into specific centres of excellence. As the third-largest data centre in Germany, this will enable us to link available knowledge and solutions in the areas of eGovernment, SAP and judicial administration.

# Reference Clients

8 senate administrations ■ 12 district administrations ■ subordinate public institutions in Berlin with more than 80,000 PC users ■ German Pension Fund ■ Berliner Volksbank eG ■ Vivantes GmbH ■ Berliner Charité ■ various research sites