INFORMATION TECHNOLOGIES

Customized Business Concepts for Investments
in Information Technology

Efficient Technology Management

C·HG

CHG-MERIDIAN develops customized business concepts and efficiently manages technology investments. We support our customers with our competencies, independence and transparency.

EXCEPTIONAL
BUSINESS CONCEPTS

EVERYTHING FROM A SINGLE SOURCE

SIMPLE AND
TRANSPARENT

CHG-MERIDIAN AT A GLANCE

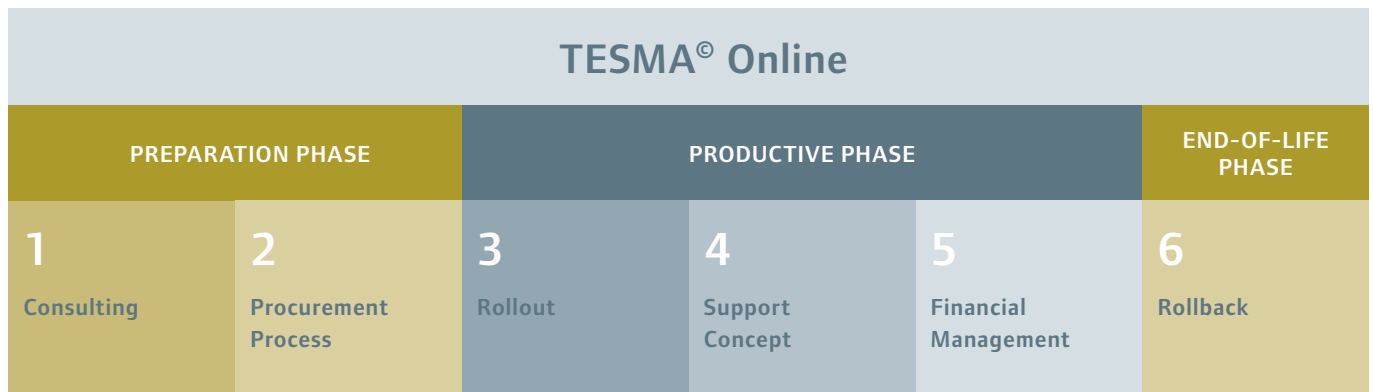# CUSTOMIZED BUSINESS CONCEPTS FOR TECHNOLOGY, FINANCING AND INVENTORY

EFFICIENT ORGANIZATION OF TECHNOLOGY INVESTMENTS

TRANSPARENT OUTLINE OF COSTS AND OPTIMIZED CONDITIONS

RESALE WITH PROFESSIONAL DEVICE REFURBISHING

FROM CONSULTING TO DATA ERASURE

At your side in every phase of the IT lifecycle

TESMA© Online					
PREPARATION PHASE		PRODUCTIVE PHASE			END-OF-LIFE PHASE
1 Consulting	**2** Procurement Process	**3** Rollout	**4** Support Concept	**5** Financial Management	**6** Rollback

Efficient processes and decreasing total costs: Intelligent concepts from CHG-MERIDIAN add value and benefits throughout the entire lifecycle of your IT equipment.

SIMPLICITY AND TRANSPARENCY FOR YOUR ENTIRE IT PORTFOLIO

Intelligent processes for technology, financing and inventory

THE INCREASING COMPLEXITY OF IT PORTFOLIOS IS SET TO CONTINUE

The number of corporate IT devices such as printers, PC-workstations and storage media is growing inexorably. Technology lifecycles are becoming shorter while maintenance and operating costs are rising. At the same time budgets are shrinking and the call for efficiency, cost-transparency and internal cost allocation is getting louder.

Yet many companies are finding it difficult to cope with this level of complexity due to lack of resources, or lack of the required technical, commercial management competencies. This situation could potentially lead to economic damages and legal risks.

CHG-MERIDIAN MANAGES DEMANDING IT ENVIRONMENTS FROM A SINGLE SOURCE

As technology managers we design, manage and support the demanding technology portfolios of large and medium-sized private customers and public sector authorities from a single source. Our solutions for technology, finance and inventory reduce complexity. They eliminate changes in media formats, avoid manual effort and create maximum transparency in all technical and commercial processes, starting with consultancy and procurement through operations to equipment return and data erasure. All this is performed with ease, transparency, consistency and efficiency in order to achieve a sustainable reduction in the total cost of ownership.

TESMA© Online, our Technology and Service Management System, is the technological platform we use to achieve this. The internet-based system elegantly integrates all commercial, technical and logistics data streams, makes them available in real-time and provides the foundation for the consistent administration and control of the entire technology infrastructure.

CONSISTENT AND INTELLIGENT

The width and consistency of our service approach separates us from consultants, banks, system houses and outsourcers. In the intelligent combination of our service areas we offer you a service package, the parts of which were previously only available separately on the market.

CUSTOMER PROXIMITY

The central idea behind our service philosophy is customer prox-
imity. We view things from our customers' perspective and make
their business our business. This customer proximity and our in-
depth understanding forms the basis of our customized solutions,
both technical and commercial – and from a single source. Our
customers recognize the benefits of this intelligent and val-
ue-added support through all the lifephases of their technology
investments.

NEUTRAL AND INDEPENDENT

CHG-MERIDIAN is completely independent of manufacturers,
banks and service providers. Our sole commitment is to the
benefit of our customers. The business concepts that we create
are based on neutral and independent expertise.

STRATEGIC AND OPERATIONAL

As your single point of contact, coach and support resource, the
consultant from CHG-MERIDIAN is always by your side through-
out the entire IT lifecycle. They listen closely, keep focus on the
essentials and drive things forward through their pursuit of the
best solution. In their strategic role they identify technical and
commercial management potential in the portfolio process and
as an operational project leader, they strive to provide a stable
service and smooth operation.
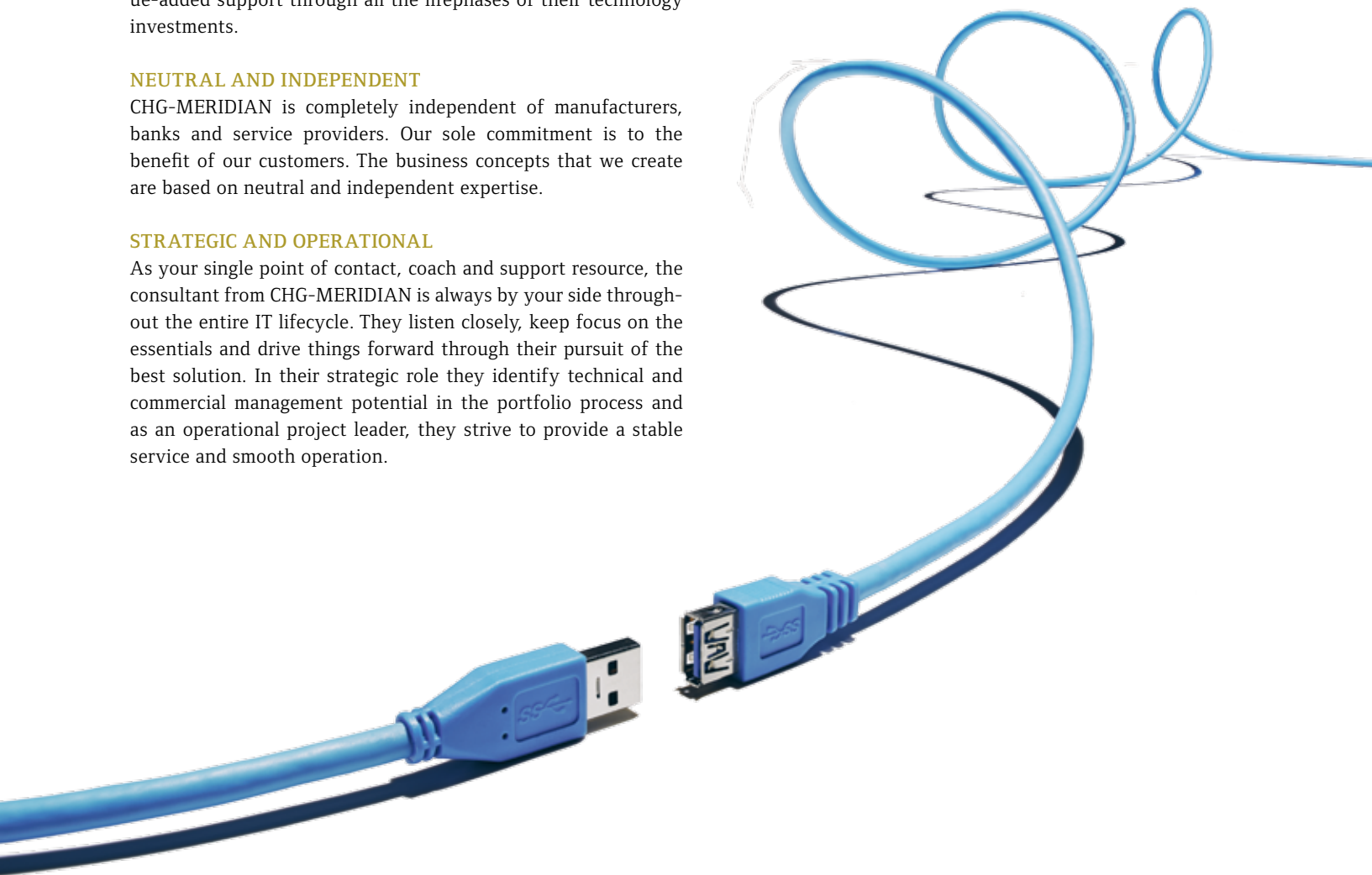
A FEW EXTRA COMPETENCIES FOR YOUR IT MANAGEMENT

Added-value throughout the entire IT lifecycle – from consultancy to data erasure

CONSULTING SERVICES	
OPERATIONAL SERVICES	FINANCIAL SERVICES
REMARKETING SERVICES	

The complete coverage of the technology lifecycle is a result of the integrative command of different competencies and areas of activity.

CONSULTING SERVICES

The expertise of a CHG-MERIDIAN consultant is based on their integrative competencies and their expertise in customized business concepts alongside long-standing and loyal customer relationships. It is therefore no surprise that CHG-MERIDIAN is the market leader in IT leasing.

Your project manager at CHG-MERIDIAN elegantly combines technology knowledge, financial know-how and expertise. International consulting standards also ensure transparency, security and short and fast decision-making processes.

Throughout the entire IT lifecycle they analyze the equipment landscape and the IT portfolio process. They transfer your inventory into TESMA© Online and then generates a clear picture of all technical and commercial dependencies – a landmark step for subsequent optimization processes.
· Improved purchasing conditions through extensive market and price knowledge – even after the utilization phase.
· Extensive support in any expansions, modifications and adaptations of the technology investments during the operating period.
· Compliance with international accounting rules and provisions (US-GAAP or IAS/IFRS).
· In-depth assistance in the preparation of public and private sector tenders.

OPERATIONAL SERVICES

Your CHG-MERIDIAN project manager is the responsible single point of contact to reduce complexity. They reduce implementation times and work to achieve an efficient organization of your technology investments, through simplified operational processes and a higher level of service and quality availability, from consultancy through to data erasure.
· Management and control of equipment ordering, supervision of deliveries and of operation-ready assembly.
· Development of maintenance and warranty plans which ensure the availability of your IT equipment and ease budget pressures.
· Standardization of procurement processes.
· International presence to fulfill transnational customer requirements.

FINANCIAL SERVICES

CHG-MERIDIAN is known for its tailored and flexible financing solutions. This is based on its 30 years' experience, over 8,000 customer projects and a solid liquidity base.

We also make an expert knowledge of commercial and financial issues available to you – throughout the entire IT lifecycle. Our Technology and Service Management System, TESMA© Online provides you with a clear view of all finance and liquidity streams. Through the simple automation of former manual processes, it optimizes the ordering and accounting of equipment, materials and services. In a very simple way it ensures the clear allocation of equipment and finance information, usage and costs.

This amalgamation of technical and commercial information creates new dimensions for monitoring and IT business intelligence since the planned and actual usage of all equipment is immediately apparent. Costs can be reported, accounted and budgeted for in very fine detail. Usage peaks and cost factors are ascertained instantly.

· Maximum cost and transparency for your financial management.
· Central project coordination: All project costs are illustrated in a forecastable payment flow.
· Transparent accounting models for full cost control including cost center accounting with optional monthly partial invoices.
· Detailed provision of cost centers and other financial information.
· Establishment of investment costs through the systematic evaluation of newly captured inventory information.

REMARKETING SERVICES

We are still by your side at the end of the IT lifecycle when we dismantle the old equipment and ensure that it is transported away appropriately. We will meticulously keep you informed of the equipment status until the very end. How many old equipment devices have been removed? Which have already been collected? Which device numbers are next in the sequence?

And as far as hard disks are concerned, our TÜV-certified data erasure process ensures that company secrets stored on such hard disks, remain secret. This is due to our specially trained employees, a sophisticated logistics system and a specific erasure process.

Then the environmental disposal or systematic repair and sustainable remarketing of the used equipment is carried out in our internal Technology and Service Center in Groß-Gerau – representing an ecologically responsible recycling economy as defined by Green IT.

OUR THREE SOLUTIONS AREAS

Your complete IT-Infrastructure from a single source

MANAGED DESKTOP SOLUTIONS (MDS)
INTELLIGENTLY MANAGE IT WORKSTATIONS

WE ASSUME RESPONSIBILITY, YOU TAKE CONTROL

With today's PCs, notebooks, PDAs, tablets and smartphones – the management of IT-workstations has become more complex. CHG-MERIDIAN is bringing back simplicity: From a single source we manage your technology and your smooth operations.

Exceptional inventory and business concepts, productivity, service quality and powerful financial control options are our keywords.

OUTPUT SOLUTIONS (OPS)
OPTIMIZE YOUR PRINTER ENVIRONMENT

THE END TO SPIRALING COSTS WITH CUSTOMIZED BUSINESS CONCEPTS

In many companies output environments have become secret cost drivers. Experts have estimated that the full costs for printers now represent around one to three percent of company revenues. And it is an increasing trend! The underlying cause here is blamed on the proliferation of devices as well as the high support and administration costs. The solutions offered by CHG-MERIDIAN standardize portfolio inventories, automate the maintenance, ordering and invoicing of devices, materials and services. Across the range they ensure transparent costs and processes, more efficiency and reduced total costs.

DATA CENTER SOLUTIONS (DCS)
BULDING TOMORROW´S ENTERPRISE DATA CENTER TODAY

TECHNICAL PROGRESS MEETS COMMERCIAL INTELLIGENCE

The data center of the future will be characterized by its high availability, resources planning and design requirements as well as by the need for accurate budget planning, cost identification and services accounting. With its expertise acquired through many years' experience, also internationally, CHG-MERIDIAN has developed data center solutions which largely meet these requirements such as fully-electronic invoicing, cost-center specific accounting, utilization and capacity-based accounting of data center services.

	MANAGED DESKTOP SOLUTIONS (MDS)	OUTPUT SOLUTIONS (OPS)	DATA CENTER SOLUTIONS (DCS)	SOFTWARE SOLUTIONS (SWS)	EMPLOYER BENEFIT SOLUTIONS (EBS)
CONSULTING SERVICES	· RFP-Consulting · Finance Consulting · Life-Cycle-Consulting · Inventory	· RFP-Consulting · Finance Consulting · Life-Cycle-Consulting · Inventory	· RFP-Consulting · Finance Consulting · Life-Cycle-Consulting · ERP-Consulting · Capacity Planning · Service Continuity · Energy Efficiency	· ERP-Consulting · Finance Consulting	· Life-Cycle-Consulting
OPERATIONAL SERVICES	· Procurement · Rollout · Support	· Procurement · Rollout · Support	· Procurement · Rollout · Support	· Project IaaS	· Procurement · Rollout · Support
FINANCIAL SERVICES	· Financial Management	· Financial Management	· Financial Management	· Financial Management	· Financial Management
REMARKETING SERVICES	· Rollback · Refurbishment · Remarketing · RECYCLING & Disposal · Secure DATA	· Rollback · Refurbishment · Remarketing · RECYCLING & Disposal	· Rollback · Refurbishment · Remarketing · RECYCLING & Disposal · Secure DATA	· Remarketing	· Rollback · Refurbishment · Remarketing · RECYCLING & Disposal · Secure DATA

THE SECOND LIFE OF YOUR USED IT EQUIPMENT

Ecology and budget-friendly refurbishment in our Technology and Service Center

IT RESALES FOR LUCRATIVE ADDITIONAL RETURNS

CHG-MERIDIAN has been selling previously leased equipment worldwide on the IT secondary market for more than 30 years. In Europe we are one of the largest providers in this segment About 20,000 big enterprises such as banks, insurers, mid-size companies and government authorities are among our customers. Our infrastructure, size and financial strength makes it easy for us to take on even large IT equipment inventories and to remarket them worldwide.

In our internal Technology and Service Center near Frankfurt tests, configuration analyses and systematic maintenance of your used IT equipment are carried out – as defined by Green IT and an ecologically responsible recycling economy. Equipment that can no longer be sold is recycled in accordance with WEEE standards.

Are you a leasing customer and would like to optimize your conditions? Or would you just like to see a return on your used IT equipment? Whatever the case may be, we are able to provide accurate estimates of items in their value-over-time and resell them. After careful refurbishment of even 48-month old devices such as PCs, TFT monitors, notebooks, printers, servers, workstations and network components, we can put them on the international market.

And we command best prices for your legacy devices. Having us as your leasing partner often leads to optimum conditions even at the procurement phase. Otherwise we will sell your equipment at a fixed price. Or we will sell them as goods on consignment and split the proceeds with you (open-book procedure) or optimize your leasing conditions.

MIGRATION AND DATA ERASURE

In this phase the integrity of your operating data receives our full and undivided attention. It also means the reliable erasure of your hard disks. Do you happen to know how many calculation spreadsheets, scanned in invoices, strategy presentations and product development plans have been collected there over time? For this reason we have developed a fully certified, secure data erasure process. In essence we offer two processes:

- The DEKRA-certified erasure process: The secure erasure is performed by a three-pass data overwrite with the Blancco® erasure software.
- The TÜV-certified erasure process: On request this process can start when the equipment is disassembled at the workstation. In all cases it includes the transportation to the quarantine area of our Technology and Service Center in Groß-Gerau – totally secure in every phase. Data is then erased using the seven-pass-data-overwrite process in the Blancco® erasure software.

Each of our data erasure processes meets the standards required by the audit such as VSITR, Infosec 5, BSI or the U.S. Department of Defense (DoD). All our employees are specifically trained in this. You will also receive from us a certificate as proof of the full erasure of your data. This means that you know for certain that your data remains confidential.

THE REINVENTION OF IT LIFECYCLE MANAGEMENT:

The Technology and Service Management System TESMA© Online

TESMA© Online		
PREPARATION PHASE	**PRODUCTIVE PHASE**	**END-OF-LIFE PHASE**

TESMA© Online has proven itself to be one of the leading Technology and Service Management Systems. Approximately 2,000 customers already manage over a million IT devices with this tool. TESMA© Online is well-established on the market with over 500 active customer accesses per day. Ease of use, unique integration of technical, installation and financial data and permanent up-to-date information are accelerating its development.

INTEGRATED DEVICES AND FINANCIAL DATA

TESMA© Online is an internet based Technology and Service Management System. It optimizes the equipment administration in your IT infrastructure over all phases of the technology lifecycle – both from a technological and commercial perspective. With TESMA© Online you reduce costs, save time and increase your productivity.

TESMA© Online is intelligent, adaptable and user friendly. It delivers information about device locations, configurations, user behavior, budget development, and more to you in real time.

TESMA© Online is the basis for the very precise services accounting and IT financial control as well as providing the relevant information for your individual optimization plans.

Every asset management system is only as good as its data. Anywhere where content maintenance takes place manually – the majority of the time in most cases – data quality is in danger. TESMA© Online, on the other hand, is fully operational at any given time. Updating is done automatically via CHG-MERIDIAN's internal ERP system and a seamless integration with your existing system environment. This is one benefit that many CHG-MERIDIAN customers know to appreciate in real business situations.

TESMA© Online optimizes asset management across all phases of the technology lifecycle. The system creates the basis for our customized business concepts for technology, financing and inventory.

CHG-MERIDIAN
AROUND THE WORLD

OUR LOCATIONS

GERMANY

Weingarten (HQ), Munich, Nuremberg, Dusseldorf, Groß-Gerau, Hamburg, Berlin

EUROPE

Paris (FR), Lyon (FR), Monza (IT), Rom (IT), Barcelona (ES), Madrid (ES), Baden (CH), Vienna (AT), Grimbergen (BE), Egham (UK), Daventry (UK), Dublin (IE), Rotterdam (NL), Moscow (RU), Ljubljana (SI), Prague (CZ), Warsaw (PL), Bratislava (SK), Oslo (NO), Skien (NO), Stockholm (SE), Helsinki (FI), Copenhagen (DK)

AMERICA

New York (US), Woodland Hills (US), Atlanta (US), Chicago (US), Dallas (US), Windsor (CA), Monterrey (MX), Mexico City (MX), Guadalajara (MX), São Paulo (BR)

OUR COMPANY

CHG-MERIDIAN is a globally leading supplier of customized business concepts for efficient technology management. As a financial advisor and technology manager, the company offers maximum relief over the entire technology lifecycle. Customers with investment projects in the IT and telecommunications, industry, and healthcare sectors sustainably benefit from reduced costs and risks, as well as from intelligent controlling to technical and commercial monitoring of their device environment.

www.chg-meridian.com