

Your IT service provider of the new generation



Company profile & figures

An overview of our portfolio

Our strengths – your benefit



International Group

H&D in brief

The H&D International Group is an integrated IT service provider with a comprehensive portfolio. Our service range covers the entire value-added chain ranging from pure management consulting to server, infrastructure and workplace management to application training courses and management services. SAP and CAx services, as well as our own product developments, further complement our service portfolio of individual, customer-oriented solutions.

Board of Directors of Hönigsberg & Düvel Datentechnik GmbH



Bernhard Hönigsberg
Chairman of
the Board of Directors



Anita Hönigsberg
Managing Director



Oliver Düvel
Managing Director



Andreas Lehmann
Managing Director

Company history

In 1996, the company Hönigsberg & Düvel Datentechnik was founded as a GbR (private partnership) with four employees. Our initial service spectrum included IT training programmes for PCs. In 1997, we established ourselves in the areas of service & support and software development. Consulting and product development were among the first additions to our range of services. In 2005, the development towards the current group of companies began with the founding of subsidiaries. Today, our customers are no longer limited to the automotive industry: they also come from banking and insurance, public administration, telecommunications and other sectors. Most of our customers are major enterprises and upper medium sized companies. As an owner-operated company, however, we also have a special understanding for family companies. Constant growth and the consistent achievement of all annual targets have confirmed us in our course. Operating as „H&D International Group“ since 2009, the company acts for its customers all over the world and presently has over 20 locations. Of its approx. 1,500 employees, almost 1,000 are based in the Wolfsburg/Gifhorn/Braunschweig/Hannover region. The first foreign subsidiary was established in the Czech Republic in 2007, after which operations were further extended to the USA and Mexico in 2010. In addition, H&D is also active on a project basis in many other countries. With the development of the H&D SMART model and our entry into the areas of cloud and mobile computing and augmented reality, we are enhancing our competitive position in the creation of innovative architectures. H&D offers training programmes in four professions every year as well as dual study programmes and scholarships for business data processing specialists. 2011 saw the opening of a company-supported day-care centre in Gifhorn. At the end of 2009, Hönigsberg & Düvel Datentechnik GmbH received a simultaneous triple certification according to ISO 9001:2008, ISO 20000-1 and ISO/IEC 27001.

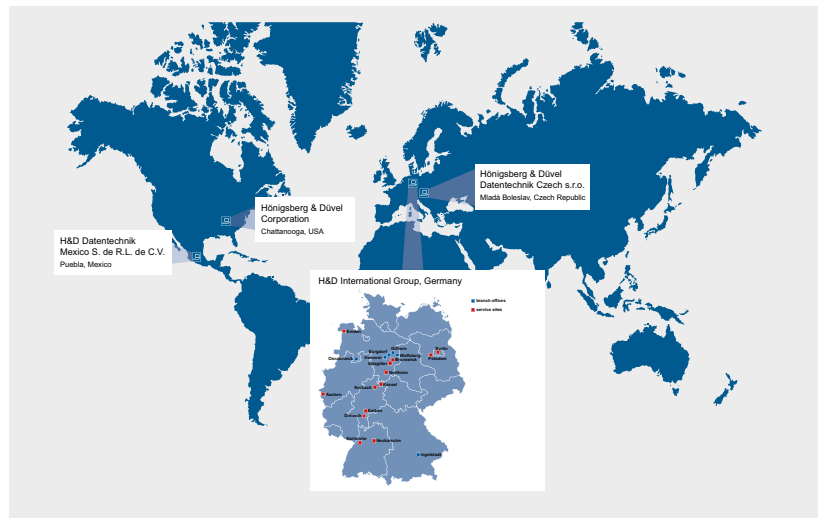


Hönigsberg & Düvel Datentechnik GmbH is an accredited ITIL® training institute.



day-care centre Robin HuD

location map worldwide



Our strengths – your benefits

H&D, the IT service provider of the new generation – fit for the competition thanks to a fractal company structure. This helps us to better deal with complex structures and challenges, as self-similar parts of our organisation can thereby act more flexibly while still pursuing a common goal.

The following factors contribute to our success:

- Implemented innovation management
- Our process and cross-industry competence
- Our solid, wide-ranging know-how gained from extensive projects
- Many years of experience in project management
- A service and customer philosophy developed over years of experience
- The overall character of our company as well as the personal commitment of our individual employees
- The many years of trust that our satisfied customers have placed in us
- Our proactive approach to new technologies
- Our sustainable, measurable value-added contributions
- Top positions in rankings of IT service providers

Our experience is based on the eco systems of the automotive and financial sectors, as well as in the public sector. These business sectors in particular have required a complete restructuring of core and support business processes several times over the last few years, entailing the corresponding adaptation of IT systems. The knowledge of our employees and executives and our cross-industry and process competence are continuously expanding, ensuring that our expertise remains at the highest level.

Emphasis is always placed on the business management and processes of our customers. You can always expect from us as technology providers that we use the technology best suited to support your processes. In addition, we always strive to assist you as a business partner.

Our services utilise the skills of all our employees to meet the individual requirements of our customers. The fact that all H&D employees, including management, have a background in the service area is real proof of this. This service philosophy, which we experience and actively live out, creates a very high, continuous,

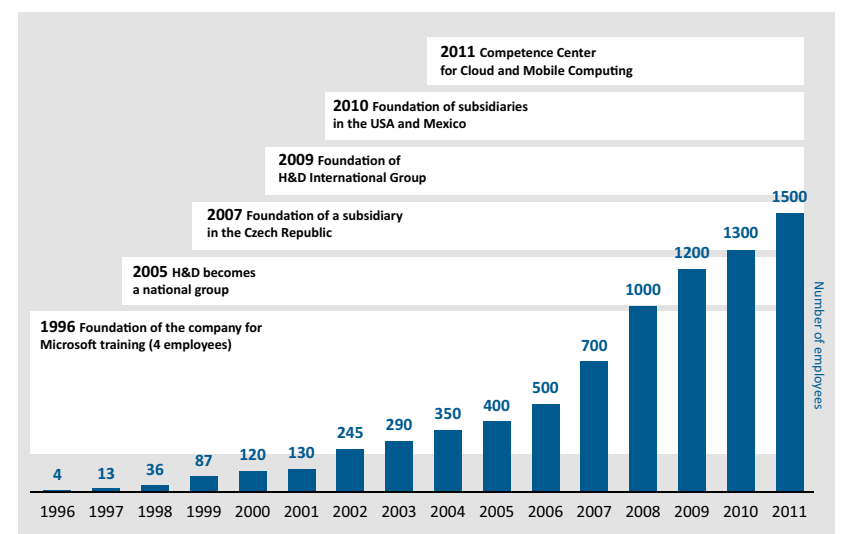
measurable level of customer satisfaction. At H&D, a distinct service philosophy and the ability to work in a team are key factors in defining the working attitude of all our new employees.

As your reliable partner, we custom-tailor the service package for you according to the motto „everything from one source“. We take pride in our innovation, creativity and high flexibility, as well as our consistently high quality.

Through mutual appreciation and open communication both between the customer and the service provider and within the company, we promote an atmosphere of mutual trust and the development of partnerships.

– Together on the road to success –

It is our desire to support you as a customer in creating added value to give you an even greater competitive edge. Put us to the test!



The history of H&D at a glance



An overview of our portfolio

IT Consulting Services and Project Management

Over the years, information technology has established itself as an integral part of business processes. In light of this dependency, a smoothly functioning, high-performance IT system has become essential.

Thanks to its many years of practical experience in the development and operation of IT infrastructures, our team of consultants has a profound knowledge of business processes in a wide variety of sectors. With high competence and commitment, we analyse the current state of your IT, develop optimisation concepts and offer support in implementation.

To do this effectively, we developed the H&D SMART model. Using this model, our specialists rate the degree of maturity of your company at the employee, process, technology, partner and management levels. Following the maturity analysis, we define your benefit and recommend performance modules for your planned project.

As part of our integrated service concept, our Service and Support also provides you ongoing assistance as a reliable contact.

We provide you with support in the following areas:

- Service management acc. to ITIL® V3
- Maturity analyses and benchmarks acc. to ITIL®, COBIT® and BSI
- IT governance und IT compliance
- Security Management – BSI
- IT cost optimisation
- Business Continuity Management
- Implementation of quality management on the basis of ISO 9001
- Preparation for certifications (ISO 20000, ISO 27001, ISO 9001)
- Consulting for Microsoft technologies, such as unified communication and collaboration, SharePoint, Windows 7 and Office 2010

Server and Infrastructure Management

Today we are seeing both a growing cost pressure and increasingly complex IT system landscapes on the one hand and a demand for the availability and flexibility of business-critical IT infrastructures on the other. H&D offers you individual solutions for achieving the optimal functioning of your server infrastructure. Our experts develop and implement solutions which precisely meet your needs.

- Innovative architecture concepts
- Service management and control for complex IT requirements
- Concept creation and operation of high-availability requirements (failover und fault tolerant technologies)
- Management and administration
- Virtualisation, public and private cloud support services
- Dynamic IT management with a focus on Microsoft and HP technologies and their integration

Managed Service Desk

Ensuring and optimising the effectiveness of the staff of a company also means increasing the requirements placed on a professional workplace management. In this respect, H&D operates in the environment of the automobile industry, banks, research and public institutions. With a focus on quality assurance and improvement, we develop individual concepts tailored to specific company situations:

- Design, implementation and operation of Service Desks (onsite/remote/shared)
- Customer-oriented services (SLAs)
- Optimisation of services (development of call avoidance strategies, optimisation of processes)
- Support with leading service desk tools
- Effective and efficient support in IT services and business activities

Workplace Management

Workplace Management combines Lifecycle and Service Management as well as cloud, SaaS and virtualisation technologies to form a new, integrated solution. The H&D Service Management Model (best-practice approach) secures project control for customers and a sustainable quality of service. The required services can be selected at a central location and provided on demand – all with the greatest possible security. Workplace Management significantly lowers operating costs, increases user productivity and allows for the effective, efficient integration of mobile users.



Software engineering

Customised software solutions allow you to support your internal processes optimally and to make the best possible use of the strengths of your company.

As your long-term partner, we support you over the entire application lifecycle: from the analysis of your business processes to the operation of the finished solution:

- Expert analyses and conceptual design
- Development of prototypes
- System design and implementation
- Quality assurance and managed testing services (Test Factory)
- National and international rollouts
- Taking charge of legacy projects in every phase / project recovery
- Follow-up documentation, reverse engineering and migration of legacy systems
- Operation and support (Application Management Services, AMS)

Our work combines tried-and-tested best-practice methods with the newest technologies, developing innovative solutions, such as HuDVISION, our augmented reality framework for mobile terminal equipment. This application recognises operating elements, messages or other visual objects by means of Smartphone cameras and shows the user the relevant information in context.

SAP® solutions

SAP® software is as diverse as the business world – we make our customers successful with our expertise and our extensive know-how of SAP® technologies. In accordance with the holistic approach of our company, we offer you continuous support over the entire software lifecycle, from consulting to development to service desk & support.



CAx and engineering

We provide support for the entire automotive product development process, from the creation of structural concepts for new vehicles to construction, design and calculation to the creation of virtual prototypes and assistance in their physical production.

Our experts offer you everything from one source:

- Benchmarking, consulting and training for the application of CAD systems
- Consulting, IT services and training for PDM systems
- Project management
- IT support, consulting and training for systems of the digital factory
- Creation of virtual backups of products using digital mockups (DMU)
- Virtual technologies (Virtual Try-Out, virtual reality, augmented reality, 3D high-end visualisations)
- General technical (engineering) services

Dynamic IT management

H&D is your specialist for integrated system management solutions. We implement technical IT infrastructure solutions for managing computer centres and IT processes.

From the planning and implementation of different modules tailored to your needs to the individualisation of your management platform, we offer you everything from one source. In addition, we guarantee that all our processes are performed on the basis of best practices and ITIL principles. Of course we continue to offer consulting services after the implementation of your solution.

Our IT architects work together closely with all leading technology partners, especially Microsoft and Hewlett Packard. In particular, we specialise in solutions for the Microsoft System Center and HP BTO software, working out customer-oriented, innovative solution strategies in a state-of-the-art laboratory.

Training Centre

Our trainers are available to offer support at our own Training Centre or at your company location. In addition, we can also meet your training needs using E-learning and blended learning resources. As an official partner for seminars on ITIL and Microsoft topics, among others, you can expect thorough, comprehensive practical competence and extensive didactic knowledge. In addition to language qualifications, we offer you an extensive training portfolio for soft skills and management skills.

We consult you in the development of your own training concepts and give you continuous support for the overall process. In addition to meeting market standards, we offer a variety of individual services: solution-oriented workshops, individual language training courses and even coaching directly at the workstation.

Profit from our experience – just as the over 3,000 participants who take part in our seminars every year have done.



training room „Wolfsburg“

Management services

We use our know-how gained from many years of experience in project work to your advantage, supporting you in your projects with precise and applicable management services in the following areas:

- Business Consulting – strategic project and process consulting: analysis of strategic and operational framework conditions
- Project Management – methodical planning and implementation of projects: planning, design, implementation of projects, including quality assurance
- Project Assistance – effective reduction of workload for project management: support in taking charge of administrative and organisational tasks
- Professional Services – specialists for your day-to-day business: effective, efficient support through the provision of resources



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