

**DEKOM**  
VISUAL SOLUTIONS

COMPANY PRESENTATION

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## ON-SITE TO HELP YOU, WORLDWIDE



*"We're on hand to help you – from Hamburg to Paris, from Brussels to Kiev. Get to know us".*

Jörg Weisflog, CEO - DEKOM AG

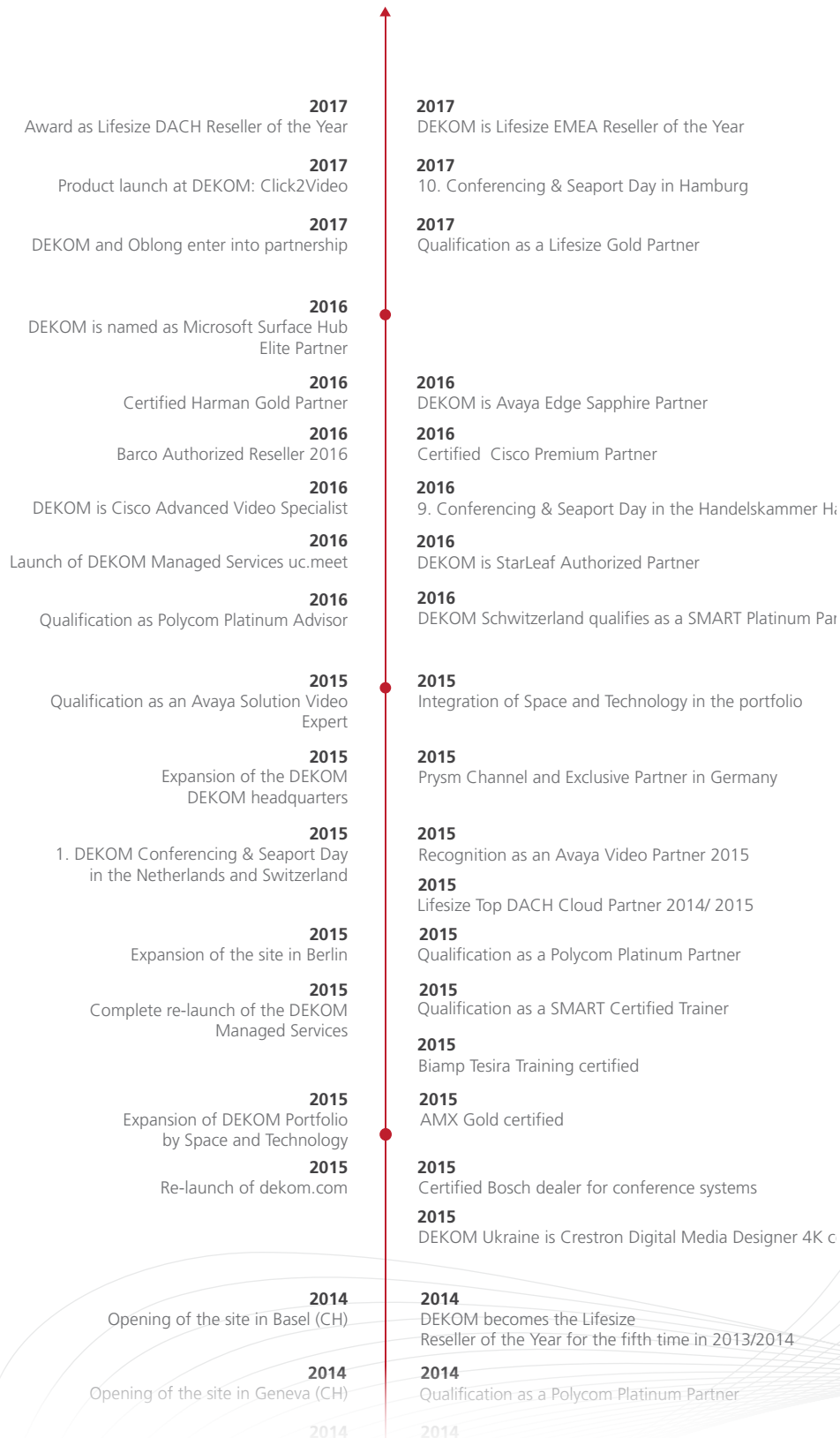
We are an international company with locations in Germany, Spain, Belgium, the Netherlands, Turkey, Ukraine, Switzerland and France. With experience from international projects in over 50 countries.

With long-standing, certified staff. Equipped with processes and digital workflows that enable exceptional speed and reaction in seven languages. Wherever you need us!

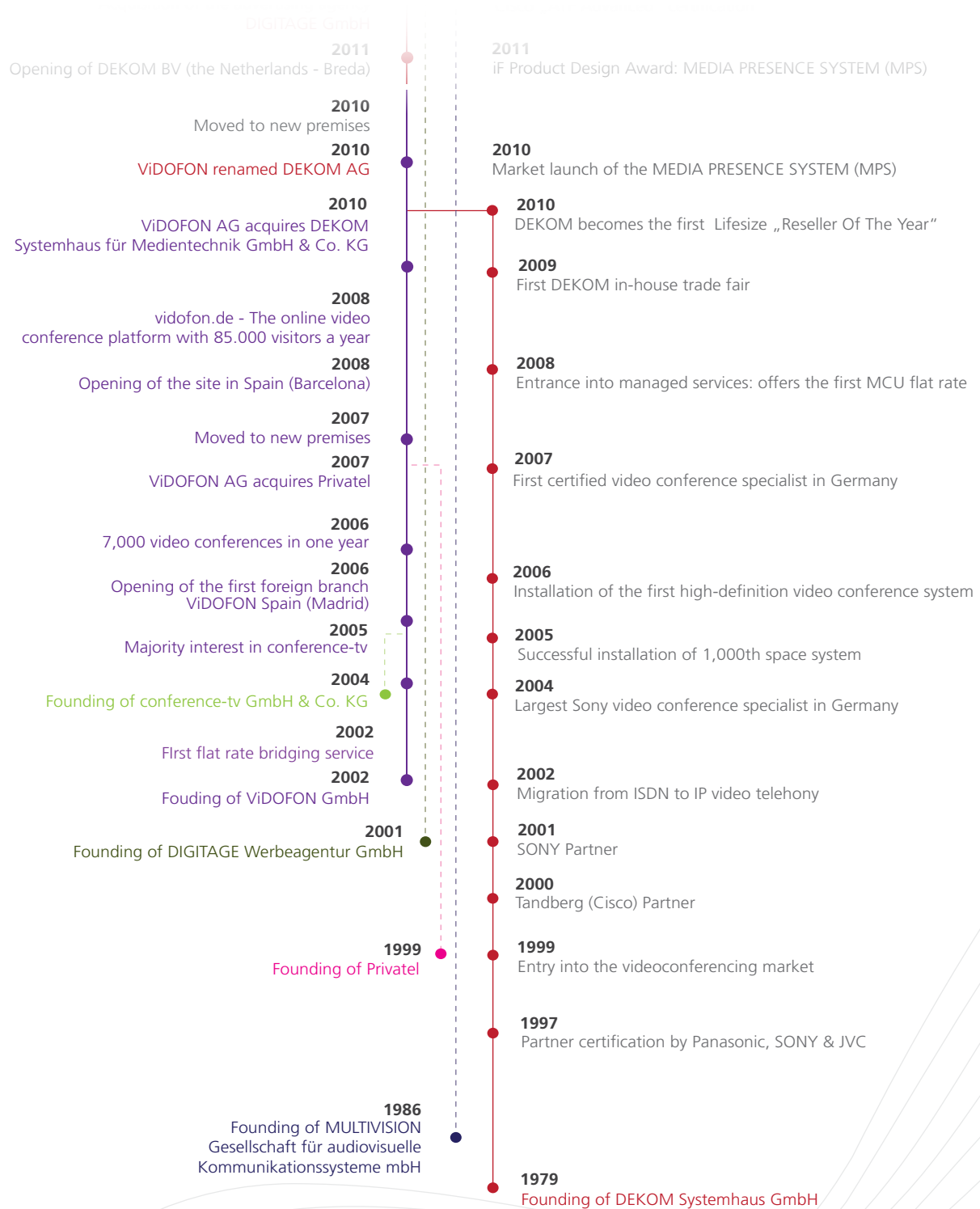


**DEKOM boasts a unique portfolio, combining the skill and experience of a leading systems integrator for professional presentation and conference room technology alongside unrivalled expertise in video conferencing systems, networks and infrastructure.**

# OUR MILESTONES



- 2014**  
Opening of the site in Geneva (CH)
- 2014**  
Opening of the site in Amsterdam (NL)
- 2014**  
Opening of the site in Paris (FR)
- 2014**  
DEKOM Catalogue appears in 4 languages
- 2014**  
1. DEKOM Conferencing & Seaport Day in France
- 2014**  
dekom.com - first time in seven languages
- 2013**  
Acquisition MultiVision GmbH
- 2013**  
Foundation of DEKOM Belgium (Brussels)
- 2013**  
Foundation of DEKOM France (Bordeaux)
- 2013**  
Launch of DEKOM UC.Services
- 2013**  
Award: DEKOM belongs to „Europe's Top 500 Growth Companies“
- 2013**  
Start of the videoconference forum
- 2012**  
Opening of DEKOM Ukraine (Kiev)
- 2012**  
Opening of DEKOM Switzerland (Zurich)
- 2012**  
Opening of DEKOM Turkey (Istanbul)
- 2012**  
dekom.com first time in six languages
- 2012**  
Launch of DEKOM UC.Services
- 2012**  
Produktlaunch of the DEKOM MPS 170
- 2011**  
Re-launch dekom.com as one of the most important website on the market with 135,000 visitors each year
- 2011**  
Acquisition of the advertising agency DIGITAGE GmbH
- 2011**  
Opening of DEKOM BV (the Netherlands - Breda)
- 2010**  
Moved to new premises
- 2010**  
Merged with DEKOM AG
- 2014**  
Qualification as a Polycom Platinum Partner
- 2014**  
Qualification as a Lifesize Gold Partner
- 2014**  
SMART Gold Partner
- 2014**  
First euro-international Acano Reseller
- 2014**  
Lifesize Expert Partner
- 2013**  
Qualification as a Polycom Gold Advisor
- 2013**  
DEKOM Switzerland AG becomes a Lifesize
- 2013**  
First certified Lifesize Partner in Ukraine
- 2013**  
DEKOM Ukraine becomes a Cisco Telepreser
- 2013**  
Certification: ISO 9001:2008
- 2012**  
DEKOM DE and ES become Smart Accredited
- 2012**  
first provider of Polycom Cloud Services across
- 2012**  
DEKOM becomes authorised as an Extron Re
- 2012**  
DEKOM Netherlands becomes a Cisco Telepr
- 2012**  
Partnership with Starleaf Telepresence
- 2011**  
Cisco „ATP Advanced“ certification
- 2011**  
iF Product Design Award: MEDIA PRESENCE
- 2010**  
Media Presence of the MEDIA PRESENCE SYSTEM



## FACTS

DEKOM AG  
Equity: EUR 1.65 million  
Headquarters in Germany: Hamburg

Commercial register: HRB 73265/Hamburg  
VAT number: DE178508413

Board of Directors:  
Dipl.-Ing. Jörg Weisflog  
Dipl.-Phys. Akaki Togonidze

Chairman of the supervisory board:  
Prof. Dr. Michael Herzog

## OUR CERTIFICATIONS



## WE'LL TAKE CARE OF THAT FOR YOU



*"Our solutions are holistic – for maximum security, stability and compatibility for real, sustainable competitive advantages."*

Simon Härke, CTO - DEKOM AG

As a full service partner for audiovisual communication, we offer a full range of professional video and conference room technology from a single source – transparent and interdisciplinary, from planning to well beyond the project period. We provide advice and ideas and supply creative, individually scalable solutions that deliver real added value.

- Manufacturer-independent consulting
- Comprehensive project experience in media and conference room technology since 1986
- Comprehensive certifications
- Creative use of the latest technology

## CONSULTING

Personal consultation is important to us and includes (among other things) the consideration of the overall situation, the assessment of your network infrastructure – and especially pre-sales and after-sales service.

Our in-house technology and development department for maintenance, service and individual, custom models supports sales and is the backbone of our company.

**User training is an integral part of the installation for us – your employees will receive clear and concise instructions on how to use your solution.**

### **Our consulting services focus on:**

- Solution design and network analyses by the customer
- Process consulting
- Performance management (HR)
- Project support/management
- Inspections/health checks as well as penetration tests

### **Training in the areas of:**

- Standard user training
- Administrator training infrastructure
- Video conferencing networks



## WE'LL TAKE CARE OF THAT FOR YOU



*“Ten minutes of e-mail communication – by videoconference, only a nod or a smile. Video conferencing offers lasting competitive advantages.”*

Steffen Weberruss, Videoconferencing and Media Technology Specialist - DEKOM AG

## VISUAL COMMUNICATION

**DEKOM is a multi-certified company for a multitude of manufacturers in the field of video conferencing and media technology.**

We offer full service, covering everything from manufacturer-independent consultation, implementation designs, installation, adaptation to working environments, through to maintenance, repairs and contractual warranties.

Through regular training, our sales team are very familiar with the products that we offer and can offer you solutions that are tailored to your business.

Use video conferencing for meetings across shared locations and to involve home offices in your corporate communication. Present your products or keep your customers up-to-date about the latest news, thereby maintaining active customer and supplier contacts.

Precisely-fitting recruiting of qualified personnel through the integration of video conferencing is a real asset to your business these days.

The use of visual communication is diverse, and as varied as the demands of our customers.

### Benefits of visual communication

- The productivity of your company is increased
- The environment is protected
- The resources of your company are used more effectively
- Travel costs are eliminated
- Corporate communication is improved
- Faster decision-making
- Effective team building
- Location-independent collaboration
- Faster decision-making
- Efficient project management
- Shortened "time to market"
- Proven increase in customer satisfaction through visual communication

**Take advantage of these and many other advantages as well as our experience for your projects.**

**Call us – we're looking forward to hearing from you!**  
**+49 40 80 81 81 - 100**

## WE'LL TAKE CARE OF THAT FOR YOU



*"Rely on our expertise and experience as experts for visual communication through several thousand projects worldwide."*

Sven Fröhlich, Videoconferencing and Media Technology Specialist - DEKOM AG

### MANAGED SERVICES

Managed services means having an external company to take over the responsibility for providing specific IT services in your company.

We have a wide variety of services available for you in our portfolio, so we can focus completely on your company's needs – flexibly, cost-efficiently, scalably and with unlimited compatibility.

Use our uc. service to equip your company and employees with the latest technology, as well as to expand your infrastructure and (thereby) your opportunities.

Our uc. service offers you maximum availability, quality and security on both the network and application levels.

#### **We offer the following managed services:**

##### **uc.SERVICE**

For infrastructure and virtual meeting rooms

##### **uc.CLIENT**

For videoconference end points and clients

##### **uc.ACCESS**

For the connection of devices and infrastructure

##### **uc.COMPLETE**

Full managed services, incl. infrastructure, hardware and support

#### **Your advantages as a result of using DEKOM uc. services in your company:**

- Take the burden off your IT staff
- Save your personnel resources
- Use the advantage of services tailored to your company
- You can plan projects in the short term and can scale them in small steps
- Keep the financial framework of your project in view as a result of cost transparency
- Be independent as a result of flexible durations
- You receive operation, maintenance and support of the required infrastructure from a single source
- Save your CAPEX budget
- Enjoy high availability and no restrictions on quality and safety

**Do you have any questions about our managed services? Call us – we're looking forward to hearing from you!**

**+49 40 80 81 81 - 100**

## WE'LL TAKE CARE OF THAT FOR YOU



*"For us, media technology is the creative, potential-oriented use of technology."*

Michael Lembach, Videoconferencing and Media Technology Specialist - DEKOM

### MEDIA TECHNOLOGY

**With our certified, well-practiced, experienced team of experts, we design sophisticated, customised solutions that are on budget and user-friendly.**

For individual, integrated, emergent solutions. For every single project. Whether for conference or training rooms, hotels or sports arenas, theatres, museums, hospitals or lecture halls, for e-learning or e-teaching projects, we plan and install audiovisual, interactive multimedia products of all kinds.

Regardless of the solution, daily collaboration and direct dialogue between teams and colleagues, partners and customers are success factors for every company, regardless of department or location.

Using the latest technology, such as collaboration walls, digital signage, visitor guidance systems, SMART Symposiums or 3D projections, we can offer your company the right solution. As a result, you can increase the efficiency and productivity of your everyday collaboration – even in challenging environments.

**We offer comprehensive and manufacturer-independent solutions, such as:**

- Meeting points
- Seminar rooms
- Boardrooms
- Conference centres
- Drilling platforms and control rooms
- Integrated collaboration environment
- 3D rooms

**Any questions?**

**Call us – we're looking forward to hearing from you!**

**+49 40 80 81 81 - 100**

## WE'LL TAKE CARE OF THAT FOR YOU



*"Before, during and after the planning of your conference room, you can rely completely on DEKOM and have a direct contact for lighting, acoustics, furniture, videoconferencing and media technology."*

Torsten Benkstein, Space and Technology - DEKOM AG

### SPACE AND TECHNOLOGY

**With our teams of experts, we cover all of the important areas - from the planning to the implementation of your project – whether the spatial concept, furniture, design, videoconferencing or media technology – with us, everything you need is available from a single source.**

We can help you avoid having to reach unnecessary agreements between the individual technical crews, thereby saving time and money.

Every customer demand is individual. Competent consulting from specialists is particularly important due to the fact that subsequent changes to the interior – although not impossible – might be costly and time-consuming. That's why we work together with you to develop customisable concepts regarding media and furniture.

We advise you independently of any manufacturers, and we are comprehensively certified and represented throughout Europe. We close the interface between furniture and technology not only creatively, but also intellectually, while cooperating closely with your IT staff to perfectly integrate the video conference & media technology into the overall technical concept.

**Our goal is to integrate technology and, thus, to maintain a consistent design concept.**

**We solve communication problems that can arise between different trade and service providers:**

- Furniture manufacturers/trade and media technology
- Lighting & videoconference technology
- Room acoustics and videoconferencing technology
- Room climate/room acoustics & Video conferencing technology, media technology, lighting, acoustics
- IT Department & videoconferencing technology, media technology and media technology room

**We offer you solutions for space & technology from a single source – One contact for all concerns.**

**Call us – we're looking forward to hearing from you!**

**+49 40 80 81 81 - 100**

## WE'LL TAKE CARE OF THAT FOR YOU



*"We offer full service – professional, flexible, tailored and future-proof."*

Matthias Kalks, Service & support - DEKOM AG

### SERVICE & SUPPORT

**Through our international presence, we offer you a comprehensive service with very fast response times.**

Our consultants and technicians are highly skilled insiders with years of professional experience in the videoconference and media technology industry. As a result, they know exactly what measures are necessary to ensure lasting successful communication for your business.

Ranging from the manufacturer's warranty, extended and extended guarantee according to your wishes and needs, as well as installation support via telephone, video conference and support forum, through to configuration and commissioning on site, response times are adapted to the customer's chosen priority.

With the DEKOM service level, in the case of repair and service, you receive a transparent, world-wide service with database-driven documentation.

With the service level agreements, we offer you qualified, fast support directly from our capable support department. In the process, durations can be selected with just as much individuality, as can the extent and nature of the support.

**Do you have any questions about our service portfolio?**

**Call us – we're looking forward to hearing from you!**

**+49 40 80 81 81 - 100**

#### **Our services at a glance:**

- Structure, configuration, and testing of the equipment on site
- Multi-lingual
- We offer you an international service network with international availability
- Transparent costs
- Organizational preparation and scheduling
- Specialists with excellent qualifications
- Process design information and advice



















#### **We also offer you professional and user training, such as:**

- infrastructure
- security models
- networks
- interior design
- video conference etiquette

## OUR REFERENCES (EXCERPT)

*"First of all, our expectations were completely fulfilled. Secondly, permanent and extremely high quality can now be achieved without exceptions. This is a significant reason why the employees have accepted the systems so quickly."*

Peter Kraus, IT Services Director - Vogel Business Media

	<b>AIRBUS S.A.S.</b> Head office in France. Locations worldwide.		<b>BNP PARIBAS</b> Head office in France. Locations worldwide.
	<b>AMAZON.COM, INC.</b> Head office in the US. Locations worldwide.		<b>BOMBARDIER, INC.</b> Head office in Canada. 76 locations worldwide.
	<b>AMERICAN EXPRESS</b> Head office in the US. 50 locations worldwide.		<b>BOSE CORPORATION</b> Head office in the US. Locations worldwide.
	<b>ARCELOR MITTAL</b> Head office in Luxembourg. 60 locations worldwide.		<b>BRITISH AMERICAN TOBACCO</b> Head office in England. 180 locations worldwide.
	<b>AXA S.A.</b> Head office in France. Locations worldwide.		<b>CARL ZEISS, INC.</b> Head office in Germany. 40 locations worldwide.
	<b>BAIN CAPITAL LLC</b> Head office in the US. Locations worldwide.		<b>CASIO COMPUTER CO., LTD.</b> Head office in Japan. 26 locations worldwide.
	<b>BAKER HUGHES INC.</b> Head office in the US. 80 locations worldwide.		<b>CRÉDIT AGRICOLE</b> Head office in France. 100+ locations worldwide.
	<b>BASF SE</b> Head office in Germany. 80 locations worldwide.		<b>DAEWOO ELECTRONICS CORP.</b> Head office in South Korea. Locations worldwide.
	<b>BEIERSDORF</b> Head office in Germany 150 locations worldwide.		<b>DAIMLER</b> Head office in Germany. Locations worldwide.



## OUR REFERENCES (EXCERPT)

*“Very professional and friendly. There was always someone there to help. Working together with DEKOM was a pleasure from planning all the way to completion.”*

Stefan Scheurmann, Masefield Biofuels Europe GmbH



**DEUTSCHE BANK**  
Head office in Germany.  
50 locations worldwide.



**HONDA MOTOR CO., LTD.**  
Head office in Japan.  
30 locations worldwide.



**E. I. DU PONT**  
Head office in Italy.  
70 locations worldwide.



**HYUNDAI MOTOR COMPANY**  
Head office in South Korea.  
Locations worldwide.



**EADS N.V.**  
Head office in The Netherlands.  
100 locations worldwide



**JOHNSON & JOHNSON**  
Head office in the US.  
60 locations worldwide.



**ENI S.P.A.**  
Head office in Italy.  
70 locations worldwide.



**LUFTHANSA**  
Head office in Germany.  
50 locations worldwide.



**EUROPCAR**  
Head office in France.  
150 locations worldwide.



**A. P. MOLLER-MAERSK GROUP**  
Head office in Denmark.  
135 locations worldwide.



**EUROPEAN CENTRAL BANK**  
Head office in Germany.  
Active across Europe.



**MARRIOTT INTERNATIONAL**  
Head office in the US.  
70 locations worldwide.



**EVONIK INDUSTRIES**  
Head office in Germany.  
100 locations worldwide.



**MCKINSEY & COMPANY**  
Head office in the US.  
50 locations worldwide.



**GLAXOSMITHKLINE PLC.**  
Head office in England.  
Locations worldwide.



**MITSUBISHI MOTORS CORP.**  
Head office in Japan.  
Locations worldwide.



**HITACHI LTD. CORP.**  
Head office in Japan.  
Locations worldwide.



**NEC CORPORATION**  
Head office in Japan.  
Locations worldwide.

## OUR REFERENCES (EXCERPT)

*"If your company wants videoconferencing, we have a professional partner to recommend who takes care of everything before as well as during the introduction. That's why we were more than happy with DEKOM AG as our partner."*

Ralf Durst, Dürr Dental



**NINTENDO CO., LTD.**  
Head office in Japan.  
Locations worldwide.



**SONY MUSIC ENTERTAINMENT**  
Head office in the US.  
50 locations worldwide.



**KONINKLIJKE PHILIPS N.V.**  
Head office in The Netherlands.  
100 locations worldwide.



**STATE BANK OF INDIA**  
Head office in India.  
Locations worldwide.



**RENAULT-NISSAN ALLIANCE**  
Head office in The Netherlands.  
Locations worldwide.



**T-SYSTEMS INTERNATIONAL**  
Head office in Germany.  
20+ locations worldwide.



**SCHÜCO INTERNATIONAL**  
Head office in Germany.  
100+ locations worldwide.



**TALANX**  
Head office in Germany.  
150 locations worldwide.



**SEIKO HOLDINGS CORP.**  
Head office in Japan.  
Locations worldwide.



**TETRA PAK INTERNATIONAL S.A.**  
Head office in Switzerland.  
37 locations worldwide.



**ROYAL DUTCH SHELL PLC**  
Head office in The Netherlands.  
140 locations worldwide.



**THYSSENKRUPP**  
Head office in Germany.  
670 locations worldwide.



**SIEMENS**  
Head office in Germany.  
100+ locations worldwide.



**UNILEVER**  
Head office in England.  
100+ locations worldwide.

You can find further references at [www.dekom.com](http://www.dekom.com) under **DEKOM References & Case Studies**.



## DEKOM - WHEREVER YOU NEED US

### OUR COMMITMENT

We have our own environmental code. Our company building in Hamburg, for example, was built with an ecological approach, incl. sanitary water supply by a rain water collection tank. We support social and educational institutions and are an employee-oriented and certified training company. We promote the lifelong learning and individual professional development of our employees.

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