# D-ploy

## Is your IT
## living up to your vision?

# Creating value where IT counts

We have the competence and experience in successfully delivering IT services and solutions to virtually any of your offices worldwide.

**Build your Business**

with our wide range of solutions including: IT infrastructure, service management, system engineering, migrations and operations.
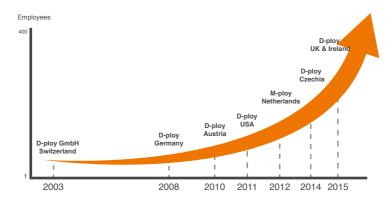
**Your success**

is ensured by the professional and customized services executed by our motivated, knowledgeable and customer oriented employees. We verify regularly that our knowledge and skills meet the ever-changing market demands so that you can directly benefit from those.

**Staying close by:**

we are in the same time zone, we understand your culture and we speak your language. With our near-shoring option, we can respond to your needs in a time and cost efficient manner with minimum compromises.

**Quality guaranteed:**

Building our expertise and establishing long-term partnerships with our customers, we understand the value of sustainable practices driven by compliance with industry standards and implementing best practices. Therefore, since 2016 D-ploy has been ISO 9001 and ISO/IEC 20000-1 and as of 2017 ISO/IEC 27001 certified.

Employees

400

| | |
|---|---|
| | D-ploy UK & Ireland |
| | D-ploy Czechia |
| | M-ploy Netherlands |
| | D-ploy USA |
| D-ploy Austria | |
| D-ploy Germany | |
| D-ploy GmbH Switzerland | |

2003    2008    2010    2011    2012    2014    2015

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**Founded in January 2003 in Kaiseraugst, Switzerland, D-ploy has been growing steadily by expanding its expertise, portfolio and geographical presence across Europe and in the US.**
**D-ploy headquarters are located in Kaiseraugst, Switzerland. Our subsidiaries are located in Germany, Austria, USA, Netherlands, Czech Republic and United Kingdom. D-ploy has currently 400 employees and counting.**

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**Our Vision prepares us for tomorrow**

**Our Mission shapes our today**

**Our Values ensure our Quality**

# Our Vision

**is to be the highest quality IT-Service-Provider on the market.**

# Our Mission

**is to provide state of the art service solutions which optimise the customer's IT productivity and contribute to their organisation's success.**

# Our Values

**Cost Efficiency**
We develop the best
solution for the best price

**Trusted Partnership**
Only together we do better

**Quality**
Follow the standard,
do IT right

**Flexibility**
Adapt our service to your
changing needs

**Commitment**
We say what we do
and do what we say

**IT follows Business**
Business needs, we
deliver it.

# Managed Services

Most IT Service Providers offer packaged and standardized services fitting overall needs of their customer base...
We will provide you a service that fits your specific needs.

While reducing your IT efforts and costs, we take over the responsibility for providing you with focused services as defined and required. Service Level Agreements (SLA) will be put in place to ensure that you get what you need in the expected quality and timeframe.

**We will identify, set up and drive SLAs that:**

- Translate your business targets into IT processes and services

- Enable the IT to support your business requirements

- Define a standard of quality and cost limits

- Identify key success factors for your IT services and provider

- Define the tasks, competencies and responsibilities of the service providing team

- Build up flexible and scalable yet reliable and standardized IT service

**Don't pay for the efforts!  Pay for the results!**

# IT Program and Project Management

Whether a part of M&A, transformation or transition, we want your initiatives to be managed by experienced and dedicated Professionals. Taking into consideration the specifics of your business environment, defined requirements and regulations of the industry, our Experts will lead your initiatives and ensure successful delivery.

## Customer Value

Access to highly skilled consultants with specific industry knowledge backed up with experience collected through working within a wide range of global companies.

## Service Elements

Project and Program Management, Project Management Office, Management Support, Administrative Assistance and Training Management.

## Our associates work according to recognized international standards and methodologies like:

PRINCE 2, PMP, Agile, Scrum, SixSigma.

| **PLAN** | **BUILD** | **RUN** |
|---|---|---|
| Project Management | Architecture & System Engineering | Application & Portfolio Mgmt. |
| Quality & Compliance | IT Security | Service Management |
| Process Management | SharePoint | Software, Config & Asset Mgmt. |
| SAP Consultancy | Application Development | Server monitoring |
| PMO & Administration | Virtualization | Active Directory / BPOS |

# IT Service Management

We work with you to implement best practices for your business by specifying the right blend of people, processes and technology. Our Service Managers will apply a set of professional service approaches for tailored solutions and managed services to help your organization achieve more efficiency. You will benefit from improved quality of IT services and over time cost reduction on service provisioning. Simultaneously, your IT will be better aligned with the current and future needs of your Business customers.

**Service Delivery Manager**

Monitor policies and processes on each system in scope. Manage relationship with the customer. Single Point of Contact for escalations and decision making. Review of associates' performance along with the managing customer. Ensure a smooth resource lifecycle management (on-boarding, transition, phase-out, handover, etc.)

**Strategic Advantages**

Decrease administrative efforts resulting in reduction of headcount required and subsequent cost reduction. Direct access to empowered Service Delivery Manager(s) will ensure streamlined communication between stakeholders and optimized turnaround times

# Service Desk - Assistant Service

A pool of dedicated Administrative Experts and Agents will provide this service covering all the following activities, requests and tasks.

- Service Desk available by phone or email in order to support the customer / user with general requests

- Every customer department will be assigned a dedicated assistant who will familiarize themselves with the customer specific culture and work style

- The dedicated assistant will frequent the customer location to gain and extend the local knowledge and to maintain onsite relations

- The dedicated assistant will ensure the correct handling of the request, do it her / himself or delegate while remaining responsible for the right delivery

- A ticketing tool will be used to capture all requests and tasks

- Tickets will be grouped by cost center and department ensuring the costs are correctly invoiced

# Contractuals

We want to hear about your technical, commercial and financial challenges and analyze your IT needs in order to help you define the specific requirements. With our expertise, we are able to offer best suited standard or tailored solutions to help you achieve your current and future business goals.

### Pricing Model

- Defined hourly rates per skill set and level

- Hours reported and invoiced based on the tickets captured in our or your ERP system

- Fix-fee for standardized and defined services

### Service Levels

- Availability from 8x5 to 24x7 based on your requirements

- Reaction time within the defined service window

### Experience and Qualified Expertise

- State of the art subject matter expert skills

- From junior to expert / senior skills with formal certifications and practical work experience

- Deep knowledge of platform support tools and procedures including remote management

- Trained on industry standards and IT relevant methodologies and frameworks like ITIL v3 and v4, COBIT 5, PRINCE 2, PMP, Agile, Scrum, CSV, GAMP 5, ISO 9001 or 21 CFR Part 11

# Quality and Compliance Management

Dedicated Governance, Risk and Compliance (GRC) professionals with extensive experience in regulated environments will ensure your IT is compliant with the standards and requirements of your industry.

## Customer Value

Access to highly skilled consultants with specific industry expertise backed up with experience in a wide range of global regulated industries.

## Quality Management Service Elements

- All roles related to Project Quality Management (PQM), Operational Quality Management (OQM) and Quality Assurance (QA).

- Development of new and support of established Quality Management Systems, Application and Infrastructure.

- tAssessments, remediation execution and GxP training. Governance, Risk Assessment and Compliance consultancy.

- Audit preparation and mock-audit execution.

**Our associates work according to recognized international models and standards developed by the regulatory bodies like GxP, CSV, GAMP 5, ISO 9001 or 21 CFR Part 11**

# Information Security and Data Privacy Services

Our Information Security Team's extensive professional experience across a wide range of highly regulated environments backed up with relevant education ensures highest service standards and consultancy possibilities for all respective areas.

**Our service offering covers all activities related to Information Security:**

- Information Security Management Advisory
- Data Privacy Consultancy
- Information Security Management Systems setup and support
- Identity and Access Management
- ISEC Risk Assessments
- General Security and Risk Assessments
- Security Awareness Trainings
- Social Engineering
- Web Application Security Testing
- Audit Support

# LAB Services & Solutions

## The convergence of development research and IT with proven expertiset

- Setup of standardized Instrument PCs
- Definition and qualification of PC and OS standards
- Replication of qualified customer standards
- Documentation of all steps of the setup process
- Backup
- High level of compliance
- High business continuity in case of Lab-PC defect
- Lab Instrument Qualification
- Setup of basic environment including backup performance testing
- Analysis of applications to be qualified
- Preparation of Qualification (Master) Plan, IQ, OQ, PQ documents, and Q-Report
- Execution of IT related procedures
- Line organization support with reviews, qualification and related aspects
- Ghost writing of System Management SOP and User Training
- Operational support
- Handling of Administrator role to avoid conflict of interests

# Active Directory Services

A pool of dedicated System Engineers will manage the complexity of your Microsoft Active Directory allowing you to keep better track of people and assets in your organization. We will make it easy for you!

**Our specialists will help you to:**

- Manage Group Policy in Active Directory

- Configure systems, user and application settings from a centralized location

- Manage the process of adding, modifying or deleting user accounts

- Create seamless integration between mailbox accounts, remote user accounts and internal applications

- Increase the productivity of users by reducing the burden of IT administration

- Improve fault tolerance to minimize down-time

- Enhance security to provide "peace of mind"

- Leverage the capabilities of active directory-enabled applications

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# SharePoint Service

Automate you processes, empower your business with collaboration platforms, increase efficiency and information flow. Our team of dedicated SharePoint specialists will provide you with services covering all activities related to the lifecycle of a SharePoint site.

- Gathering of User Requirements

- User Training (Tele-Coaching)

- End User advisory on tool usage

- Service Desk with phone or email availability to support the customers

- Creation of new site

- Site maintenance and archiving

- Access Management

- Incident and Problem Management

- Request Fulfillment and Change Management

- Dedicated Service Manager - the "human interface" to ensure the services are provided as expected, including SLA & KPI reporting and invoicing

# Application Development

A pool of dedicated Solution Architects and Application Developers ensure that this service covers all activities related to the development lifecycle of an application. From tailored Business Applications, mobile computing, end-to-end services and expertise to design and integration of new applications.

- Gathering of Business User Requirements and their specifications
- Solution design, construction and architecture
- Application development
- Incident Management
- Change Management (new feature, resolution of bugs)
- Application lifecycle, Source Code Management, automatic testing of builds

# Application and Portfolio Management

A dedicated Specialist / Portfolio Manager will ensure your applications perform at the expected levels.

**Our professional services include:**

- Catalogue lifecycle / maintenance and testing (major apps / deployment strategy)

- Ultimate escalation point for any owned software (consultation on packaging of new software and doing a risk-benefit balance evaluation application standardization / minimization)

- Consultancy on the improvement of IT processes and workflows that affect the users directly

- Evaluation of Business Software Management (BSM) specific tools and coordination with the divisional BSMs; training provision if necessary

- Communicating to local coordinators / BSMs on any changes impacting end users (e.g. cleanup of unauthorized software, machine restaging with proper settings)

- Creating status quo reports on software / clients

- Maintenance of the self-service portal and reviewing requests (e.g. optional catalogue)

- Self-service approval as Application Owner (BSMs / GAPMs tend to be owners of various applications) for relevant users

# IT Architecture and Engineering

A pool of dedicated IT infrastructure and application specialists will help you standardize your business technology and bring about benefits such as cost savings through economies of scale, ease of integration, improved efficiency, greater support options and simplification of future control.

**Our professional services include:**

- IT Architecture
- Incident Management
- Change Management
- Application Lifecycle
- Testing and Deployment
- Script development, IQ/OQ (Installation Qualification/ Operational Qualification)
- Manuals or respective documentation

- Problem Management
- Virtualization
- Backup / Restore
- Disaster Recovery
- Service Desk
- Support Services
- Break-Fix
- Field Services

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# Configuration Services

This service is designed to manage updates in Configuration Management Database (CMDB), Remedy OnDemand, Service Now and other similar tools as required by and used within your organization.

**This service covers all activities related to the CMDB updates:**

- Request validation
- CMDB update
- Communication with the requester and support teams
- Documentation Management
- Ticket closure
- Monthly reporting
- Management of the task queue in the ITSM tool and update of CMDB
- Management of the email queue for ITSM updates
- Raising requests for CMDB updates  to IBM and tracking of requested CI modifications
- The services are provided as expected with respective KPI reporting based on the established SLA
- Appropriate service charging processes are followed

# Monitoring Services

A pool of dedicated System Engineers and a set of professional software monitoring tools well suited for each environment will provide non-intrusive data on the specified IT components. This essential service will automatically scan servers on networks for irregularities or failures allowing administrators to identify issues and fix unexpected problems before they impact end user's productivity.

**This service covers all activities related to the creation of a Server Monitoring platform:**

- Selection of monitoring parameters and process per each system
- Definition of the Key Performance Indicators
- Threshold identification and Tool Management
- Incident Management
- Alarm Management and Corrective Actions
- Report creation and centralized dashboard (web based)
- User training
- User Access Management
- Service Desk with phone or email availability in order to interact with the customer / user
- Dedicated Service Manager - the "human interface" to ensure the services are provided as expected, including SLA & KPI reporting and invoicing
- Capturing of all new orders, changes and incidents using a ticketing tool
- Ensuring all costs are invoiced; ticket grouping by cost center and department

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# Virtualization

As your environment transforms from a physical to virtual infrastructure, D-ploy can support you on this journey and help you minimize disruption to your business.

**Our Team**

- Certified Professionals
- Extensive experience in Virtualization projects
- Consolidation and Server Containment
- Site Recovery Manager
- Business Continuity
- Virtual Desktop Infrastructure
- Virtualized environment Managed Services

**Experienced and Qualified expertise**

- Virtual Center
- Site Recovery Manager
- Virtual Center Operations Manager

**VIRTUALIZATION**

**AUTOMATION**

Unlocks the power of virtualization through proactive management

**VISIBILITY**

High visibility on every level of the virtual infrastructure

**SCALABILITY**

Scalable and extensible management platform

# Procurement Services

Do you plan on buying hardware or software for your company or are you looking for a new vendor? D-ploy as an independent vendor of branded IT products can help you find the right products for your needs and will support you in their procurement and more.

**What we can offer:**

### Hardware

- International Procurement
- Support in finding just the right Server Configuration
- Competitive conditions
- Up-to-date prices and availability information
- Vendor-neutral advisory
- IT Remarketing

### Software

- License Consulting and Procurement
- Needs assessment
- Product advice
- Software Lifecycle Management

### Special Requests

- End-of-life Equipment
- Hard-to-find products

**Our Value Add:**

- Extensive Market Experience
- Personal Advisory
- Partnership with leading manufacturers
- Reliability
- Great selection of hardware, software and supplies
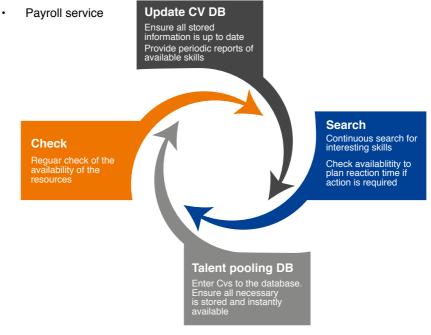- Warranty Handling
- Flexible Logistics

# Recruiting & Staffing

Resource shortage on upcoming project or unplanned allocation gap? Do you have temporary or long-term commitments which require flexible and specialized employees? Even here D-ploy can actively support you in finding the most suitable match. Just tell us what you need!

D-ploy's extensive recruitment expertise and candidates' database built in a systematic way over the last decade enable us to keep a good overview of the talents and to recognize the potential in the new candidates rapidly. With our agile processes and dedicated team of recruitment experts, we can match the skills and experience required for the position you want to fill in a timely manner.

**Our expertise, your advantage:**

- Standard recruitment
- Pre-screening (background and security check) of potential candidates
- Full interview cycle support
- Test and hire
- Payroll service

**Update CV DB**
Ensure all stored information is up to date
Provide periodic reports of available skills

**Search**
Continuous search for interesting skills

Check availablitity to plan reaction time if action is required

**Check**
Reguar check of the availability of the resources

**Talent pooling DB**
Enter Cvs to the database. Ensure all necessary is stored and instantly available

# D-ploy DNA

D-ploy believes in creating value to the customer by not only providing IT solutions and services but also going the extra mile to help the customer succeed.

**Cost Efficiency and IT follows Business:**

We believe in delivering the best value by ensuring we understand what the customer needs not just in terms of IT but also in terms of what is the value to the Business.

**Flexibility:**

We have a wide portfolio of technical and advisory services that we developed through working on multiple customer services and projects with a number of references to show for. Through our agile operating model, we have organized ourselves internally in a way that ensures we can provide a customized solution based on the combined experience and expertise of our whole team.

**Commitment and Trusted Partnership:**

We are committed to create the right solutions to our customers and are ready to go the extra mile to ensure our IT initiatives are successful. We are only as successful as you are. We build long-term relationships by not only providing what's in scope but also looking out for opportunities to help the customer identify additional potential for improvement.

**Quality:**

Delivering the best solutions to the customers relies strongly on our knowledge of the industry standards, best practices and long-term experience. Our attention to quality is not reserved to the customer work only. Every customer can benefit from the Integrated Management System our company is living by. The proven and ISO certified processes are the foundation of all our services whether your industry is regulated or not and ensure that you can trust us with your IT.

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**Bob de Boers**
**D-ploy Founder and General Manager D-ploy Group**

*My business philosophy is simple: my customers are my partners and our success is co-dependent.*

*Leverage our knowledge and expertise to your advantage. We would be delighted to talk to you directly, answer any questions and hear about your specific requirements. We'll make IT work for you.*