



MANAGED DESKTOP SOLUTIONS

Intelligently manage IT workstations

Efficient Technology Management



FROM CONSULTING TO DATA ERASURE

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. Lower operating costs and higher employee motivation are the results.

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 lower overall costs: Intelligent concepts from CHG-MERIDIAN add value and benefits throughout the entire lifecycle of an IT workstation.



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



MORE THAN
8,000 CUSTOMER
PROJECTS

A STRONG PARTNER

OVER 30 YEARS OF
EXPERIENCE

FOR COMPREHENSIVE WORKSTATIONS

Customized business concepts for technology, financing and inventory

PREPARATION PHASE	
<h2>1</h2> <p>Consulting</p>	<h2>2</h2> <p>Procurement Process</p>
<p>HOW WE ASSIST YOU:</p> <ul style="list-style-type: none"> • RFP Consulting • Finance Consulting • Lifecycle Consulting (TCO) • Inventory • Procurement 	<p>WHAT WE DO FOR YOU:</p> <ul style="list-style-type: none"> • Needs assessment and request for proposal (RFP) development • Development of financial plans (budget/household, inventory, investment plan) according to current accounting standards (US-GAAP, IFRS) • Development of flexible business concepts while taking into account the overall IT investments (total cost of ownership) • Inventory • Configuration management, invitation to bid from manufacturers or distributors, management of ordering and delivery processes

INDEPENDENT, SOLID, EXPERIENCED

CHG-MERIDIAN is completely independent of manufacturers, banks and service providers. In other words, we are entirely dedicated to serving your interests. The results are custom solutions and intelligent business concepts – beginning with procurement advice all the way through to pick-up and data erasure. Our many years of experience, stemming from more than 8,000 customer projects, gives us a solid basis to meet your unique needs.

COMPREHENSIVE BUSINESS CONCEPTS

Our comprehensive business concepts take in all technical and commercial processes over the entire service life of your technology investments. At the same time our methods and applications, such as the Technology and Service Management System TESMA® Online, are completely context neutral. In other words, they perfectly mesh with all ERP systems and IT landscapes. Even manufacturers and service providers are integrated with ease into the business concept. Operational implementation and management processes remain completely unaffected.

What does this mean for our customers? You receive a solution for the overall management of your technology investment with transparent costs, operational, highly efficient and from a single source. Your implementation risk is drastically reduced and your financing is just as simplified.

EVEN MORE COMPETENCIES

CHG-MERIDIAN consultants are masters of their trade. They are good listeners and observers. They uniquely combine different spheres of competence: market knowledge, technological expertise and financial expertise.

They analyze your equipment landscape, think through your workstation management, and come up with proposals for cost-optimized arrangement of hardware and software releases. They will, of course, also support you with bid advisory services. And that's not all.

They will provide you with a custom-tailored financing program as well. Already existing equipment will be included, upon request, in commercial planning. Your budget framework will be given the same consideration as international accounting standards.

STRATEGIC AND FUNCTIONAL

Throughout the entire IT lifecycle, CHG-MERIDIAN consultants will be your coaches, your single point of contact, reliable and always there when needed. As strategic partners they will identify optimization potential in your portfolio process, from both commercial and technological perspectives. As operational project managers, their energy is focused on great service and trouble-free operation.

OPTIMUM PURCHASING CONDITIONS

We optimize your purchasing conditions right from the start with our extensive knowledge of the market and prices. Which manufacturers best meet demands? Which is the most streamlined pricing model? How is the workstation equipped and which are the best purchasing conditions? You can rely on us right from procurement and on:

- We stand by your side in conducting public and non-public bidding procedures.
- We field inquiries from manufacturers and distributors and monitor the entire order and delivery process.



EASY, ADVANCED AND EFFICIENT

Monitoring and managing of the IT lifecycle from a single source

PRODUCTIVE PHASE		
3 Rollout	4 Support Concept	5 Financial Management
<p>HOW WE ASSIST YOU:</p> <ul style="list-style-type: none"> • Rollout • Support • Financial Management 	<p>WHAT WE DO FOR YOU:</p> <ul style="list-style-type: none"> • Delivery, software upgrades, installation of new equipment • Warranty processing, warranty and insurance plans, provision management of support and services (SLAs) • Financing of flexible business concepts in accordance with accounting standards (US-GAAP, IFRS), Budget optimization, global tax management and reporting, fully electronic invoicing, accurate cost center invoicing 	

THE BEST UNDER ONE ROOF

Where others offer only single pieces, CHG-MERIDIAN provides a comprehensive solution: the complete monitoring and management of the IT lifecycle, technically and commercially, with full responsibility and from a single source. And we can happily provide this on an international scale as well.

Enjoy the benefits of passing the increasing and resource-hogging complexity of your IT workstation management to a competent partner, while at the same time keeping all control mechanisms in your hands.

LOWER OVERALL COSTS

What is our goal? Employees who look forward to the latest workstation technology, of course. But we also significantly cut your overall costs. You will need fewer contacts and less interfaces. A smooth rollout cuts implementation time. Every piece of equipment is in place by deadline, fully loaded and ready for operation.

In other words, we constantly streamline technical and commercial processes throughout the entire IT lifecycle. Most manual processes are no longer necessary, they have simply been automated away.

EVERYTHING RUNS SMOOTHLY FROM THE START

All equipment in the right place at the right time. CHG-MERIDIAN has delivered, unpacked and set up. The rollout is efficient, shortens implementation and lowers costs.

MAXIMUM PROCESS AND COST TRANSPARENCY

TESMA® Online, our Technology and Service Management System, ensures efficient financing and liquidity management, from equipment ordering to return. A solution from CHG-MERIDIAN that will change your workday:

- Maximum cost and process transparency for your financial management
- Fully electronic billing of usage and equipment costs; the order process is just as automated
- You set up your project coordination on the basis of planned cash flow

IT BUSINESS INTELLIGENCE

Our approach to controlling, based on TESMA® Online integrates both technical and commercial information into one system. This type of data integration enables new forms of monitoring. Controllers have permanent access to all contractual information, every order, every lease invoice and all equipment. They can easily and transparently assign financial information for equipment and cost centers across the entire corporation and group. Consumption peaks can be detected in no time, and budgets planned and managed down to the last detail. You can even assign the cost of IT resources based on actual usage to the exact cost centers, transparently and audit compliant.

ADDED VALUE TO MANY DEPARTMENTS

CHG-MERIDIAN's comprehensive solutions generate benefits in various departments within your organization. In Purchasing, for instance, ordering suddenly becomes transparent and automatic, and the same for billing in Accounting. Controllers know the term of every contract, how hardware and software costs are developing and how equipment costs are distributed over which cost centers.

Your IT department is also unburdened because CHG-MERIDIAN takes care of the IT workstation, software management and support. Now there is time again for what is really important, thanks to our service and guarantee programs.

ONE PRICE PER WORKSTATION PER MONTH

Service and support tasks, down times, consumption peaks – anyone keeping up with the running costs of an IT workstation quickly breaks a sweat. It's a whole new ballgame with CHG-MERIDIAN's Price-per-Seat billing model: one month, one workstation, one price. From consulting to data erasure, it's all included. Cost planners' lives are made easier.



CERTIFIED
DATA ERASURE

INTELLIGENT

SYSTEMATIC
RECYCLING

PICK-UP, CLEAN UP AND DELETE

Secure trace removal included

THE LAST ONE CLEANS UP AND TURNS OUT THE LIGHTS

We won't abandon you even when the operation period of your IT workstation ends. We disassemble, clean up and arrange for removal. We will keep you informed on your equipment status all the way through to the end: How many legacy devices were scrapped? Which have already been picked up? Which equipment numbers are next in line?

DATA MIGRATION AND ERASURE

The integrity of your operating data receives our undivided attention in this phase. Firstly this means your data will be securely transferred to the follow-up technologies. But it also means reliable erasure of your hard drives. Do you know how many spreadsheets, scanned invoices, strategy presentations and product development plans have gathered there over time? For this reason we have developed a completely certified, secure data-erasure process.

We offer two basic procedures:

- DEKRA-certified erasure procedure: data is securely removed by three-pass overwriting with erasure software from Blancco®.
- TÜV-certified data erasure: Upon request, this process already starts when equipment is disassembled at workstations. It will, in any case, include transport to the quarantine area at our Technology and Service Center near Frankfurt – seamlessly secure at every phase. Data erasure is then conducted via seven-pass overwriting with erasure software from Blancco®.

Each of our data-erasure processes complies with inspection-required standards such as VSITR, Infosec 5, BSI and the U.S. Department of Defense (DoD). All of our employees have been specifically trained to this end, so you can rest assured that your secrets will remain your secrets.

END-OF-LIFE PHASE

6 Rollback

HOW WE ASSIST YOU:

- Rollback
- Refurbishing
- Reselling
- Recycling
- Data Erasure

WHAT WE DO FOR YOU:

- Dismantling, collection, inventory, logistics
- Refurbishing
- Resale
- Disposal
- Secure data erasure (TÜV/DEKRA)

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.





TECHNICAL
AND COMMERCIAL
INFORMATION

INTELLIGENT

TRANSPARENTLY AND
COMPREHENSIVELY
INTEGRATED



THE REINVENTION OF IT LIFECYCLE MANAGEMENT:

The Technology and Service Management System
TESMA[®] Online



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 management of your IT workstations throughout all phases of the technology lifecycle, from a technological as well as commercial standpoint. With TESMA® Online you reduce costs, save time and increase your productivity.

TESMA® Online is intelligent, adaptable and user friendly. It delivers crucial decision-making information in real time: Which monitors have been implemented and where are they? Which notebooks have enough memory for the impending

ERP release? How has user conduct developed at home offices and which tablet investments must be planned for next year? TESMA® Online delivers reliable answers. Relevant information for your tailored optimization concepts and the foundation for precise accounting for services and IT controlling originate here.

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.



INDEPENDENT, AMBITIOUS, WORLDWIDE.

Exemplary references from our international sphere of influence

PER-SEAT
INVOICING

**LIFECYCLE-
MANAGEMENT**

2,000 WORKSTATIONS
19 LOCATIONS

**PER-SEAT INVOICING MODEL WITH 2,000 IT WORKSTATIONS
AT 19 LOCATIONS WORLDWIDE**

CHALLENGE: The customer is one of the leading suppliers of wind energy plants in the world. In order to meet the demands of an international market environment, the customer has decided to introduce a per-seat invoicing model, spurred by a desire to operate an efficient and cost-saving IT infrastructure.

SOLUTION: Source-related price-per-seat invoicing model, implementation of TESMA® Online, end-of-lifecycle management with TÜV-certified data erasure.

CUSTOMER BENEFITS: Standardization of IT processes (technical and commercial), improvement of service level, off-balance approach (leasing model, IFRS-/US-GAAP compliant).

**PAN-EUROPEAN CLIENT EXCHANGE WITH 2,500 IT WORKSTATIONS
AT 80 LOCATIONS IN EUROPE.**

CHALLENGE: The customer is a European market leader in direct sales of convenience food. Due to application requirements the existing client landscape is to be exchanged at almost 250 subsidiaries in 11 countries within a time frame of three months.

SOLUTION: Central procurement and installation of the software in Germany, as well as logistical execution of the decentralized distribution. Disassembly and certified, secure data erasure and resale of legacy equipment.

CUSTOMER BENEFITS: One contact point, complete project management and renewal of hardware platforms within the stipulated term.

250
SUBSIDIARIES

**CLIENT
EXCHANGE**

80 LOCATIONS
IN EUROPE

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),
Chicago (US), Dallas (US), Boston (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.