



# Welcome to Medialine!

Medialine is an information technology and communications (IT) system house that provides solutions for upper mid-sized and big companies in the business areas of IT Infrastructure, Managed and Cloud Services and Business Solutions. As service professionals in the IT industry, we stand out due to our excellent service, our extensive, innovative portfolio and almost 20 years of market experience with outstanding references.

With our numerous offices and data centers in Europe we are on a course of growth. And when we are out on-site with our customers, we have strong partners behind us – we are a Microsoft Gold Partner, a Dell EMC Titanium Partner and a VMware Solution Provider. From our high performance data centers,

we provide a complete portfolio of managed IT Services with our product “CompanyCloud”. Highest security standards and cloud solutions strictly following the European General Data Protection Regulation <GDPR> and German data protection standards offer secure, reliable and future ready infrastructures for your business.

In recent years we have been honored by COMPUTER-WOCHE and Channelpartner as „Best Managed Service Provider“ and „Best Enabler Digital Transformation“ and have received the „Best System House in Germany“ award twice in a row.

We are glad to have the opportunity to present you with our extensive expertise in developing solutions.



## IT Infrastructure

Data center, Storage, Security, Backup, Endpoint / Workspace Solutions, Virtualisation, Microsoft Solutions, System Management



## Managed & Cloud Services

Private Cloud, IaaS, PaaS, SaaS, Virtual Desktop Solutions, Cloud Disaster Recovery, Application Management, System Management, CompanyCloud



## Business Solutions

Business Intelligence, Mesonic ERP, ELO (ECM/DMS), CRM, Mobile Applications, Software Development, Social Collaboration

### Our Partners

When successfully implementing your customer projects our numerous long-standing partners provide their support. Therefore, we are in a position to master any IT challenge that your business may present and to provide you with a reliable and future-proof solution.





## IT Infrastructure

Medialine's IT infrastructure services provide you with an IT infrastructure optimized for the maximum level of quality and performance. Focussing on the mid-market, Medialine delivers individual, customized solutions for mid-sized companies. Virtualisation technologies bring high optimization potential for many IT infrastructures, allowing them to be designed more efficiently and with higher-performance. With us, you have access to the specialists in the market who can skilfully map key elements of your infrastructure and make it future-oriented. As a Dell EMC Titanium Partner, Microsoft Gold Certified Partner, VMware VIP Enterprise Partner and EMC partner for storage solutions, we would be glad to point out the potential for you optimizing your infrastructure.

## Storage & Backup Solutions

Efficient and highly available, but flexible and scalable at the same time. Does this describe your requirements for a storage solution? Medialine puts the focus on your current needs without neglecting future developments to provide you with a storage solution that fulfills your needs and requirements. In these times of growing volumes of data and ever-increasing demands for the availability of data, the key question is "Which backup solution is the right one for our company?" Here, comparing features against each other is not as important for us as ensuring that your data is restored easily and securely in the "worst-case scenario".

## Virtualisation

The complexity of IT environments is growing constantly. With virtualisation of server landscapes or even of traditional client workstations, you can consolidate your real hardware. Therefore, virtualisation allows you to reduce your previous IT operational costs and support your business processes by simplifying backup/restore procedures.

## Data Center Solutions

Your server environment is the center of your company's IT. The requirements associated with it are also our requirements when we bring in our skills to develop solutions. We consider your IT operational costs just as much as we consider the administration and availability of your server landscape, with functions such as data storage, Web services and the provision of applications.

### Endpoint Computing

There are many business areas of activity that require special performance from an individual workstation environment. Complex technical and graphical tasks in CAD, DTP, prototyping or simulation in particular can quickly drive traditional PC clients to the limits of their performance. Together with our manufacturing partners, we provide high-performance workstation solutions tailored to your requirements for graphics, memory, CPU and software.

### Mobile Solutions – Mobile Computing

Mobile employees need flexible IT&C solutions. In line with the increasing mobility of your field personnel, Medialine provides you with a wide range of integrated solutions such as Blackberry solutions, iPhone solutions, notebooks and solutions for mobile data collection. Our work does not end with the installation of the messaging platform but also includes customizing the system in line with your business processes.

### Mobile Solutions – Mobile Access

Mobile solutions are a must for every company these days. Mobile employees need access to the company networks from all over the globe. Medialine provides you with the mobile applications to allow users to use the functions and data from key business applications – at any time and from any location in the world. The remote services offered by Medialine allow you to access your company network from anywhere – easily and securely!

### Data Management

Dealing with sensitive company data is becoming more and more challenging. In connection with mobile project and sales teams particularly, there are extensive requirements for security, stability and up-to-date data. Working with you, we implement powerful concepts and achieve sustainable results in the area of archiving and controlled access to your data. Data protection is not only of importance to large corporations.

### Security

Medialine makes no compromises on security. Our UTM solutions such as Sophos and Sonicwall provide you with comprehensive security for your network. The modular structure of our systems and services simplifies IT security and means that the protection of your IT can be customized. You can protect your network with proven multi-layer protection technologies such as Advanced Threat Protection (ATP), IPS, VPN, e-mail and Web filtering and keep control over your applications at all times.

### Voice & Unified Communication

Particularly at the present day, improving telecommunications means making better use of them. To do this, you have to master a range of topics and package complex technical capabilities into efficient, customized solutions. Medialine has a simple answer to this problem – integration. Medialine can offer integrated solutions with very diverse elements in just one offering. For you, this means transparency and clarity, allowing you to get the very best from the best. That's what unified communications look like today.



## Managed & Cloud Services

As a company, you are reliant on IT systems that must function smoothly and be available round the clock. They not only need to optimally map your business processes but also meet the increasing requirements for process automation and reduction of costs. An increasingly heterogeneous IT landscape necessitates increasing levels of expertise. We can advise you, as a reliable service partner for medium-sized companies with many years of experience. Managed and cloud services form the core of our portfolio and the bridge between the areas of IT&C Infrastructure and Business Solutions. We combine the best from these areas, thus ensuring a holistic customer experience.

### Cloud Services

With Medialine's cloud services, you can focus on your business while we look after your IT. We provide you with a virtual infrastructure, which is located entirely within our data center. The software you need can be rented easily, so with little administrative effort or investment, your IT simply comes over your link – without having to have your own server room or any IT expertise. All you need is an internet connection and you can take advantage of all the benefits of a professional IT with minimal expense. You pay only for the workstations and the programs that you want to use at that time – and you can take your office anywhere with you. Medialine provides enterprise cloud services as customized solutions – from hosted Exchange, to mail archiving and client backup, through to disaster recovery and private cloud solutions. We have the solution for you – with minimum barriers to entry, low TCO and a guarantee to be cutting edge.

### CompanyCloud

With CompanyCloud, Medialine raises the standard for cloud services for mid-sized companies in particular. Thanks to our many years' experience in the mid-market segment, we know the needs and requirements of our customers very precisely and thus we can offer tailored solutions for medium-sized companies. This means you can always react flexibly to your growth and adapt your IT to the changes in your company. You can also access your company data and applications from any device and any location. Furthermore, you can provide maximum availability with the greatest degree of flexibility for your employees. With the data center located in Germany, we provide the greatest possible protection for your data and the operation of your infrastructure.

## Managed Services

Managed services refers to a concentration of core competencies. We take over specific tasks in the operation of your branch solution or integrated enterprise solution, e.g. the operation of infrastructures, security environments, corporate networks and applications. You can focus on your core competencies and we'll provide the IT.

## Desktop as a Service

There are high costs involved in installing and maintaining a local IT environment. Software applications are expensive and changing over to a new version can lead to problems. Globalization makes mobile working indispensable – but with desktops it is very complicated and mobile access makes it very insecure. You can get started now – with Desktop as a Service. We can solve these problems with our CompanyCloud. You can work with your usual environment at any time and from anywhere using your virtual desktop – which is secure, mobile and flexible. With our full managed service, we look after all the operational management of your virtual environment. We can even manage your local IT environment. With our modular service concept, we can take over the operation of your client environment – in a way that is flexible and oriented to your needs. This allows you to react to market and growth requirements, ensure seamless operation in different time zones and standardize your client environment.

## Cloud Backup Service

You can use this backup service, which is optimized for WAN environments, for the incremental backup of your virtual environment to the cloud data center. The backup is performed as a synthetic backup, which means that the entire amount of data is transferred only once for the initial backup, and in every subsequent backup, only the changes are replicated. With the standard service, the last 5 backup versions are kept available. A restore can be carried out for a complete VM or a single file.

## Cloud Disaster Recovery

You can avoid having to make expensive investments in a backup data center of your own. When you use our recovery services, it means that you can activate your virtual emergency data center as required.

## Cloud Server Replication

As part of our replication services, we keep a copy of a virtual customer system in the cloud data center in the form of a bootable image. In the event of a disaster, the image can be booted on on-demand resources, and the downtime can therefore be minimized.

## onDemand Virtual Data Center

With the on-demand service, virtual data center resources are held available in case of a disaster. As part of the on-demand provision of resources, customers define the computing resources (number of virtual servers, RAM, CPU) that they can use temporarily as needed in the case of a disaster.

## Hosted Exchange

Are you looking for an intelligent communications platform for your company that links all internal and external users with each other regardless of location, makes it easier for them to collaborate among themselves and designs work processes efficiently and productively?

The virtual Exchange Server (VMX server) provides you with the full functionality of the Microsoft® Exchange server combined with the advantages of a virtual solution. You can synchronize your communication on various clients and improve team communication – without having to make expensive investments in your own hardware and software.



## Business Solutions

Successful companies rely on flexible, user-oriented software solutions. It is therefore just as important for a product to be future-proof as it is for it to meet the highest technical standards. Using systems such as Mesonic WINline ERP, ELO DMS, Genesis-World and Cobra CRM, Medialine provides customized solutions at enterprise level to map all business processes in the areas of ERP, CRM, PPS and DMS.

### Document Output Management

Digital printing and the production of extensive documents in-house has now become standard. With Medialine as your partner, you can go one step further. Imagine if the copying machines reported expenditure to cost centers or customers paid only for the printouts and copies that they actually used. This is how Medialine's pay-per-page works.

### Customer Relationship Management

For over 25 years now, cobra has been producing CRM software for successful customer management. More than 15,000 customers in Germany, Austria and Switzerland are working with great success using cobra solutions. Regardless of the industry or the size of the company, the cobra CRM software allows you to optimize your customer relationships and make your company more successful. The twist is that with extremely fast CRM implementation, Medialine is setting new standards for CRM projects in German mid-sized companies. The various cobra products and add-on modules mean that companies of any

size can select powerful software for their customer management that can be put into use very quickly.

### Enterprise-Resource-Planning

With Mesonic WINline, you get customized business software that maps all of your business processes and can be tailored to the current size of your company and number of users. This ERP solution is geared to many industries and is ready to use straight away. The flexible options for expanding the system as regards functions and users mean that Mesonic WINline can be easily and quickly adapted to the growth of your company.

### Software Development

Do you need customized software solutions or a new website? With our own development team, we can develop the solution to fit your requirements. Our experts are specialized in the development of custom software solutions and can provide customized applications for all the different business areas in your company.

### Collaboration

IP-based solutions are removing the barriers between IT and telecommunications. Among others, Medialine provides managed intranet/extranet applications that integrate the latest technologies in a structured, modular and scalable service architecture. We integrate them with dynamic team collaboration solutions based on Microsoft SharePoint, for example. You too can discover the benefits of centralized document and information management, which will allow you to use the expertise in your company optimally. You can organize the collaboration within the company and across company boundaries intelligently and efficiently with an integrated solution.

Improve the communications in your company with Microsoft Teams. You can see straight away if your colleagues are present and available and share information without losing time. Medialine offers you a professional solution for integrated company communications.

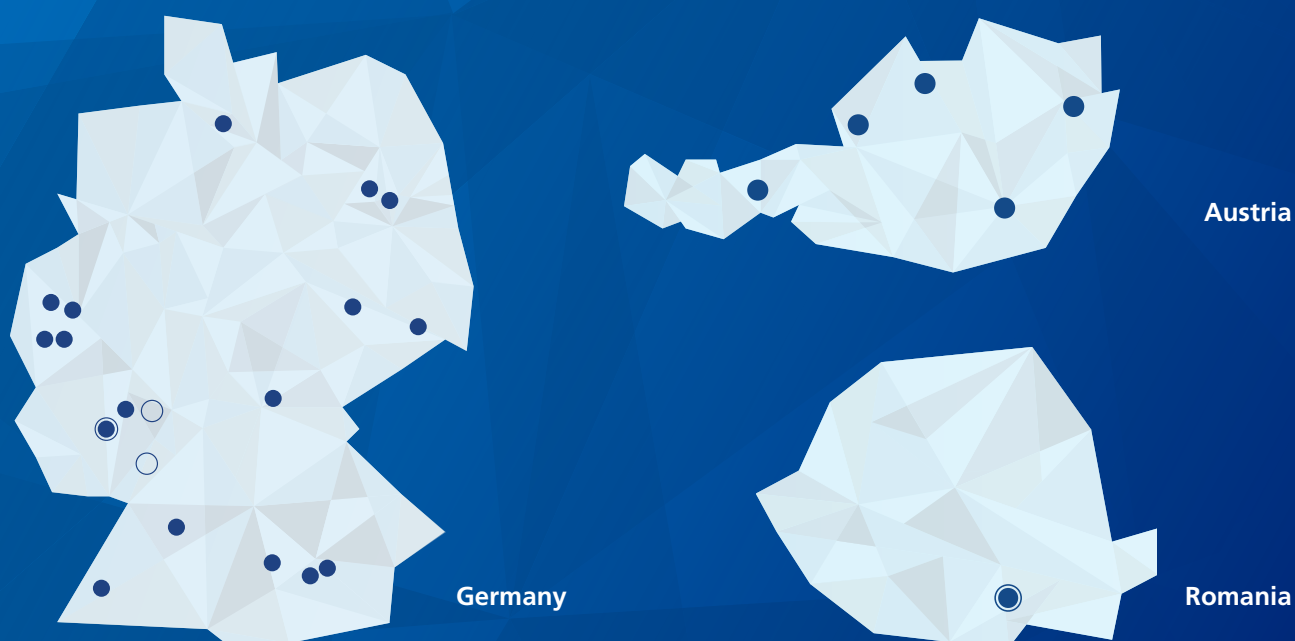
### Enterprise Content Management

ELO develops software solutions to help you digitize and optimize your paper-based work processes. Electronic management of company information with ELO creates a better infrastructure for secure, fast, effective and cost-saving business processes. ELO enterprise content management technology has

all of the functions needed to quickly access information and effectively manage and control this information securely throughout its entire life-cycle. It includes the latest technologies for quickly capturing information and documents, making them available, managing, storing and preserving them – completely in line with optimizing your business processes.

### Comprehensive Solution Portfolio

Medialine provides a wide array of solution scenarios according to the requirements of your company that can boost your commercial success. These range from legally compliant document archiving through to company-wide knowledge management that supports all of the existing business applications. We accompany you throughout the implementation with our expertise and experience. Even in challenging times, with Medialine you can provide security and increase your commercial success through creating better and more effective business processes.



## Our locations in Europe

With our tight network of offices and data centers, we support our customers with consistently high service quality on site. Our international locations in Germany, Austria and Romania guarantee the well known Medialine quality across national borders. Together, the companies of the Medialine Group are successfully active on the market to offer customers integrated IT solutions from a single source.

### Germany

Headquarter Bad Sobernheim Breitlerstraße 43 55566 Bad Sobernheim	Augsburg Berlin Adlershof Berlin Charlottenburg Coburg Dornach Dresden	Duesseldorf Frankfurt Freiburg Hamburg Cologne Deutz Cologne Vogelsang	Leipzig Munich Rhine-Neckar Stuttgart Wiesbaden Wuppertal
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### Austria

Graz Innsbruck	Linz Salzburg	Vienna
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### Romania

Bucharest

as of: 07/2023