



LEAN MANAGEMENT

Intelligent control of technology investments

Efficient Technology Management



CHG-MERIDIAN develops customized business concepts and efficiently manages technology investments. We support our customers with our competencies, independence and transparency.

MORE THAN
8,000 CUSTOMER
PROJECTS

A STRONG PARTNER

OVER 30 YEARS OF
EXPERIENCE



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

FROM CONSULTING TO DATA ERASURE

At your side in every phase of the IT lifecycle



Efficient processes and decreasing total costs: Intelligent concepts from CHG-MERIDIAN add value and benefits throughout the entire lifecycle of your IT workstation.



FOR STABLE BUDGETS AND TRANSPARENT PROCESSES

Efficient management of your technological investments from a single source

WITH EXPERTISE, TRANSPARENCY AND FLEXIBILITY

Whether it is the complete IT installation of a people-facing administrative center or ultra-sound devices for the municipal hospital – CHG-MERIDIAN delivers customized business concepts for the efficient management of demanding technology investments with expertise, transparency and flexibility.

For over 30 years our customers from administration, international organizations and government authorities have been convinced of the benefits of our intelligent solutions. And even when it is a question of reconciling complex task frameworks, increasing cost pressures and ever scarcer resources with a desire for modernization, increased efficiency and conversation of equity capital reserves.

FROM PROCUREMENT TO DATA ERASURE

From the very outset we consider budget and efficiency requirements in conjunction with all environmental compatibility perspectives. We are by your side to ensure cost-optimized procurement and the automation of ordering and accounting processes. At the end of the contractual term we collect your devices and ensure their environmentally responsible recycling – and of course also the reliable erasure of all device data.

You retain maximum transparency of finance and liquidity streams at all times and we constantly strive to reduce the total cost of ownership of your equipment stock. To achieve this we come up with new ideas such as rental-based procurement models oriented to payment periods, budget planning requirements or a defined operating life.

We perform all this using our Technology and Service Management System TESMA® Online. The Internet-based platform elegantly integrates all commercial, technical and logistics data streams, makes them available in real-time and provides the foundation for the consistent and efficient administration and control of the entire technology infrastructure.



CLOSER TO YOUR NEEDS

The central idea behind our service philosophy is customer proximity. We view things from our customers' perspective and make their business our business. We are very familiar with public sector administration standards such as WiBe, UfAB, and SAGA due to the countless projects we have been involved in. From this position of customer proximity and our in-depth understanding, we undertake the efficient organization of your technology investments: with competence, clarity and flexibility – and all from a single source.

NEUTRAL AND INDEPENDENT EXPERTISE.

CHG-MERIDIAN is completely independent of manufacturers, banks and service providers. Our business concepts are based on neutral and independent expertise. Our sole commitment is to the benefit of our customers. We invest in all leading technologies in the IT and medical equipment sectors, from IT workstations and printers through to heart-lung machines and entire municipal data centers. We also ensure that our multi-manufacturer solutions integrate perfectly into heterogeneous IT environments. We will be pleased to support you by providing transparent comparisons of product offerings from different manufacturers.

STRATEGIC AND OPERATIONAL SUPPORT

As your single point of contact, coach and support resource, the consultant from CHG-MERIDIAN is always by your side throughout the entire technology lifecycle. They listen closely, keep focus on the essentials and drive things forward through their pursuit of the best solution. In their strategic role they identify technical and business management potential in the portfolio process and as an operational project leader, they strive to provide a stable service and smooth operation.

CONSISTENT AND INTELLIGENT

The width and consistency of our service approach separates us from consultants, banks, system houses and outsourcers. In the intelligent combination of our service areas we offer you a service package, the parts of which were previously only available separately on the market.



CROSS-FUNCTIONAL SPECIALIST AND MEDIA EXPERTISE

A few extra areas of expertise for efficient public administration

CONSULTING SERVICES

The expertise of CHG-MERIDIAN consultants is based on their integrative competencies and their expertise in customized business processes. It is therefore no surprise that CHG-MERIDIAN is the market leader in IT leasing.

In their quest towards efficient administration your CHG-MERIDIAN consultants combine market and technology knowledge, finance know-how and expertise. Your CHG-MERIDIAN consultants know how to optimize new procurement terms and conditions through the trade-in of previous models. They are in a position to provide accurate estimates of your investment items in their value-over-time and to specify the ideal time to remarket them.

From experience they know the specific tasks and organizational structures of government authorities and administrations and you benefit from standards and procedure models which are already well-established in the economy. The use of international consulting standards also ensures additional security and transparency.

Throughout the entire technology lifecycle they analyze the equipment landscape and the portfolio process. They transfer your equipment inventory into TESMA® Online and then generates a clear picture of all technical and commercial dependencies – a landmark step for the subsequent optimization processes. Your consultant is backed up in this process by our 30-years' experience covering 8,000 projects.

- Improved purchasing conditions through extensive market and price knowledge – even after the utilization phase.
- Tailored budget and solutions for more efficient administration.
- Extensive support during any expansions, modifications and adaptations of technology investments during the operating period.

OPERATIONAL SERVICES

Your CHG-MERIDIAN project manager is the responsible single point of contact to reduce complexity over the long term. They reduce implementation times and work to achieve an efficient organization of your technology investments, through simplified operational processes and a higher level of service and quality availability, from consultancy through to data erasure.

- Management and control of equipment ordering, supervision of deliveries and of operation-ready assembly.
- Development of warranty and guarantee plans which ensure the availability of your equipment and ease budgeting planning pressures.
- Standardization of procurement processes.
- International presence to fulfill transnational customer requirements.

FINANCIAL SERVICES

CHG-MERIDIAN is known for its tailored and flexible financing solutions for virtually all IT and healthcare technology scenarios. This is based on its 30 years' experience, over 8,000 customer projects and a solid liquidity base.

We also make an expert knowledge of commercial and financial issues available to you – throughout the entire IT lifecycle. Our Technology and Service Management System, TESMA® Online provides you with a clear view of all finance and liquidity streams, covering both revenue and cost sources.

Customized payment management plans support you in bringing your capital investment into line with business goals (ROI, budget plan, costs).



The complete coverage of the technology lifecycle is a result of the integrative command of different competencies and areas of activity.

Through the simple automation of former manual processes, TESMA® Online optimizes the ordering and accounting of equipment, materials and services. In a very simple way the system enables the clear allocation of equipment and finance information, usage and costs.

This amalgamation of technical and commercial information creates new dimensions for monitoring and for business intelligence since the planned and actual usage of all equipment is immediately apparent. Costs can be reported, accounted and budgeted for in very fine detail, usage peaks and cost factors are ascertained instantly.

- Maximum cost and process transparency for your financial management.
- Central project coordination: All project costs are illustrated in a forecastable payment flow.
- Transparent accounting models for full cost control including cost center accounting with optional monthly partial invoices.
- Detailed provision of budget centers and other financial information.
- Establishment of investment costs through intelligent evaluation of inventory information.

REMARKETING SERVICES

We are still by your side at the end of the IT lifecycle when we dismantle the old equipment and ensure that it is transported away appropriately. We will meticulously keep you informed of the equipment status until the very end. How many old equipment devices have been removed? Which have already been collected? Which device numbers are next in the sequence?

And as far as the hard disks and memory which populate your devices are concerned, our TÜV-certified data erasure process ensures that company secrets stored there, remain confidential. This is due to our specially trained employees, a sophisticated logistics system and a specific erasure process.

We view it as part of our job to avoid, reduce and environmentally dispose of electric and electronic waste. Therefore a systematic repair and sustainable remarketing of the used equipment is carried out in our internal Technology and Service Center near Frankfurt – representing an ecologically responsible recycling economy as defined by Green IT.





TECHNICAL AND
COMMERCIAL DATA

INTELLIGENT

TRANSPARENT AND
TOTALLY INTEGRATED

A LEAN BUDGET NEEDS INTELLIGENT TOOLS

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 that is intelligent, adaptable and intuitive to use. It optimizes the equipment administration in government authorities and public institutions over all phases of the technology lifecycle – both from a technological and commercial perspective.

TESMA® Online helps you manage your IT and technology inventory to meet budget requirements. Instantly and in real time you can find out everything you want to know such as device location, feature specifications, budget center, budget development, material consumption, user behavior and much more.

Plus an effective and highly descriptive reporting feature ensures maximum transparency. You can identify your IT-costs to the level of individual budget centers, account for them and display them in the report. You can define groups, show departments by costs, and adjust and record everything in customizable reports.

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 a benefit that many CHG-MERIDIAN public sector customers value highly in practice.



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

OPTIMIZATION OF IT LANDSCAPE

Large social welfare center for the elderly in Baden-Wuerttemberg

15 sites

30 servers

250 PCs

Challenge: A large social welfare center for the elderly based in Stuttgart offers comprehensive assistance to older, and increasingly also to younger people, who are sick and require care. The objective of the group was to reduce costs and outsource resource-intensive services whilst at the same time increasing quality.

Solution: Optimization of the services in one combined project. Creation and implementation of a new plan, including all detail processes such as procurement and order management, administration and help desk support, warranty processing and on-site services.

Customer Benefits: Through the optimization and standardization together with the IT infrastructure, the customer is now in a position to concentrate fully on its core competencies.

WORKFLOW WITH
TESMA® ONLINE

ENERGY-EFFICIENCY

1ST ENERGY-EFFICIENT
DATA CENTER

ENERGY EFFICIENCY AT A LARGE CLINICAL CENTER IN BERLIN

CHALLENGE: A large clinical center in Berlin wanted to decrease its energy costs. The energy consumption of the data center was also to be certified.

SOLUTION: In-depth consulting and the use of TESMA® Online make processes leaner and significantly more energy-efficient. The exchange of 12,000 IT and 1,500 output devices also had a positive effect on energy consumption.

CUSTOMER BENEFITS: The clinical center became the first certified "energy-efficient data center" in the healthcare sector and thanks to TESMA® Online the entire workflow of the large clinical center now operates fully-electronically. Energy consumption was reduced significantly and now meets the required values.

CONSOIIDATION OF DEVICE ENVIRONMENT IN A MAJOR GERMAN UNIVERSITY CLINIC

CHALLENGE: A major German university clinic wanted to reduce the number of its printers and multi-functional devices. At the same time, the administration workload was to be alleviated and costs are to be reduced.

SOLUTION: A standardized device environment, perfectly aligned to the stringent clinic demands. Confidential printing ensures data protection. Invoicing on the basis of toner meets the requirements of the university clinic and its 10,000 users.

CUSTOMER BENEFITS: The clinic reaped benefits from the reduced number of devices (from 3,500 to 2,539), thus cutting output costs by almost 38 percent. A special leasing model allows for the exact apportionment of costs to individual cost centers and even to specific devices.

STANDARD DEVICE
ENVIRONMENT

REDUCED NUMBER OF DEVICES

38% REDUCTION
IN OUTPUT COSTS

CLEANING
OF 40,000 COMPUTERS

CERTIFIED DATA ERASURE

MINIMUM
DOWN-TIMES

DATA ERASURE IN POLICE ADMINISTRATION COMPUTERS

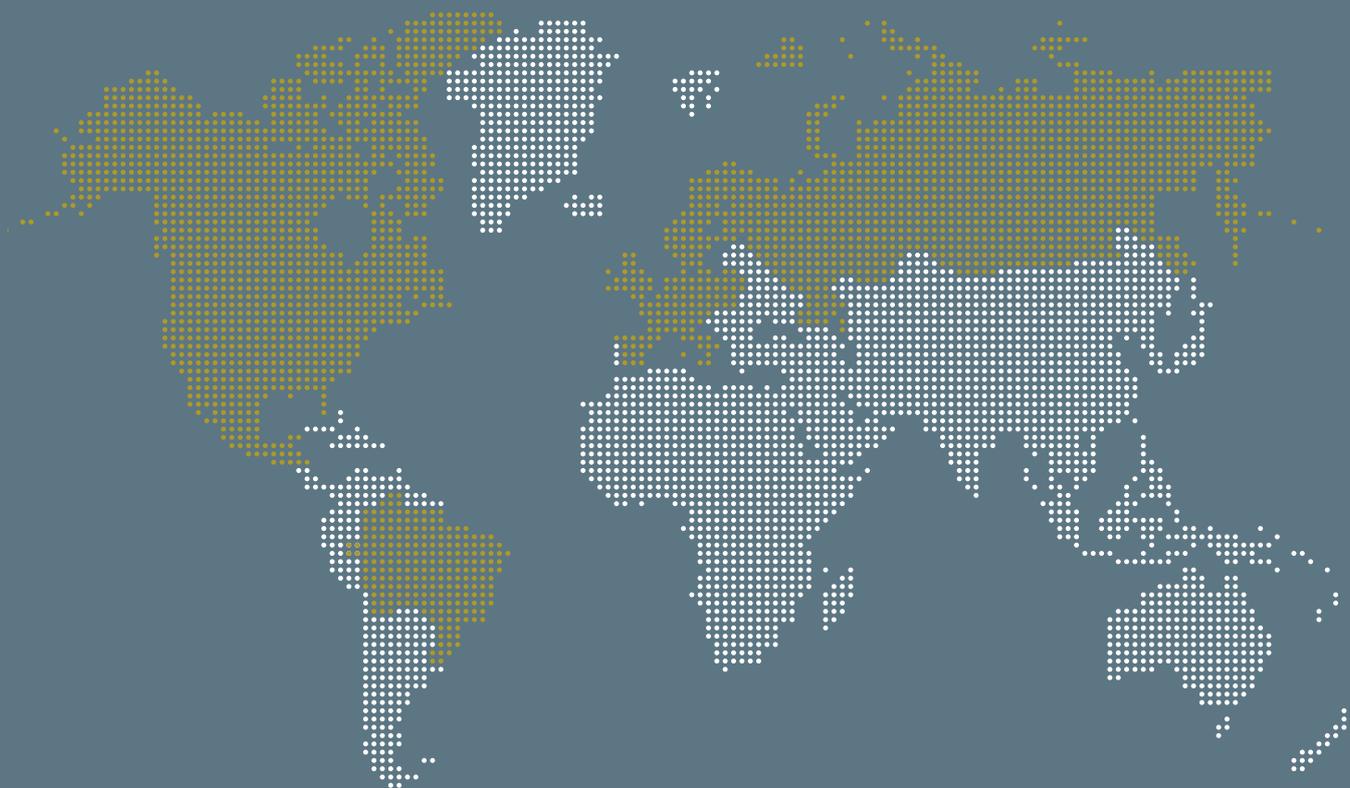
CHALLENGE: A police administration wants to replace old devices with new ones. In addition, all the data held on the devices must be reliably and safely erased.

SOLUTION: TÜV-certified data erasure on a total of 40,000 computers. Rollback and exchange of the old devices.

CUSTOMER BENEFITS: Fast implementation of the rollback and installation of the new devices with virtually no down-time with the project even being completed slightly ahead of the customer's timeline. Adherence to the customer's budget and the secure erasure of all the data convinced the treasurers.

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.