

SHD.
WIR BEWEGEN IT.

Company Profile

Get to know SHD.



Our Promise

SHD – your guarantee for a competitive edge through the latest technologies and optimal processes

- We are a reliable service provider for supporting and managing your IT operations.
- We design and implement IT infrastructures – whether in the cloud or on-premises.
- We strengthen your IT security.
- As an IT solution partner, we support you in the digitization of your business processes.

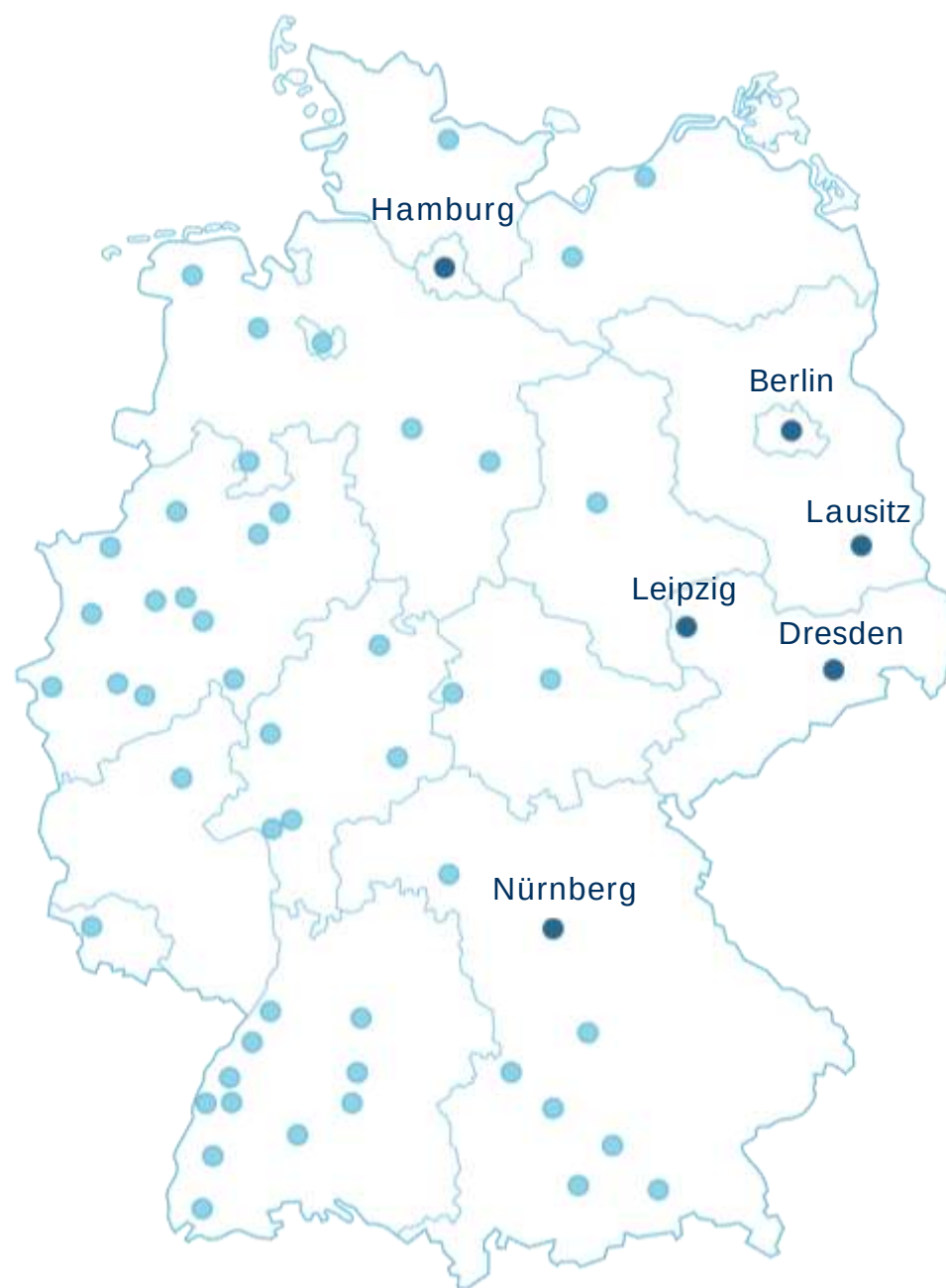


Marco Graef und Toralf Lips | SHD Managing Directors



SHD in numbers

- SHD Locations
- Compass Group partner locations



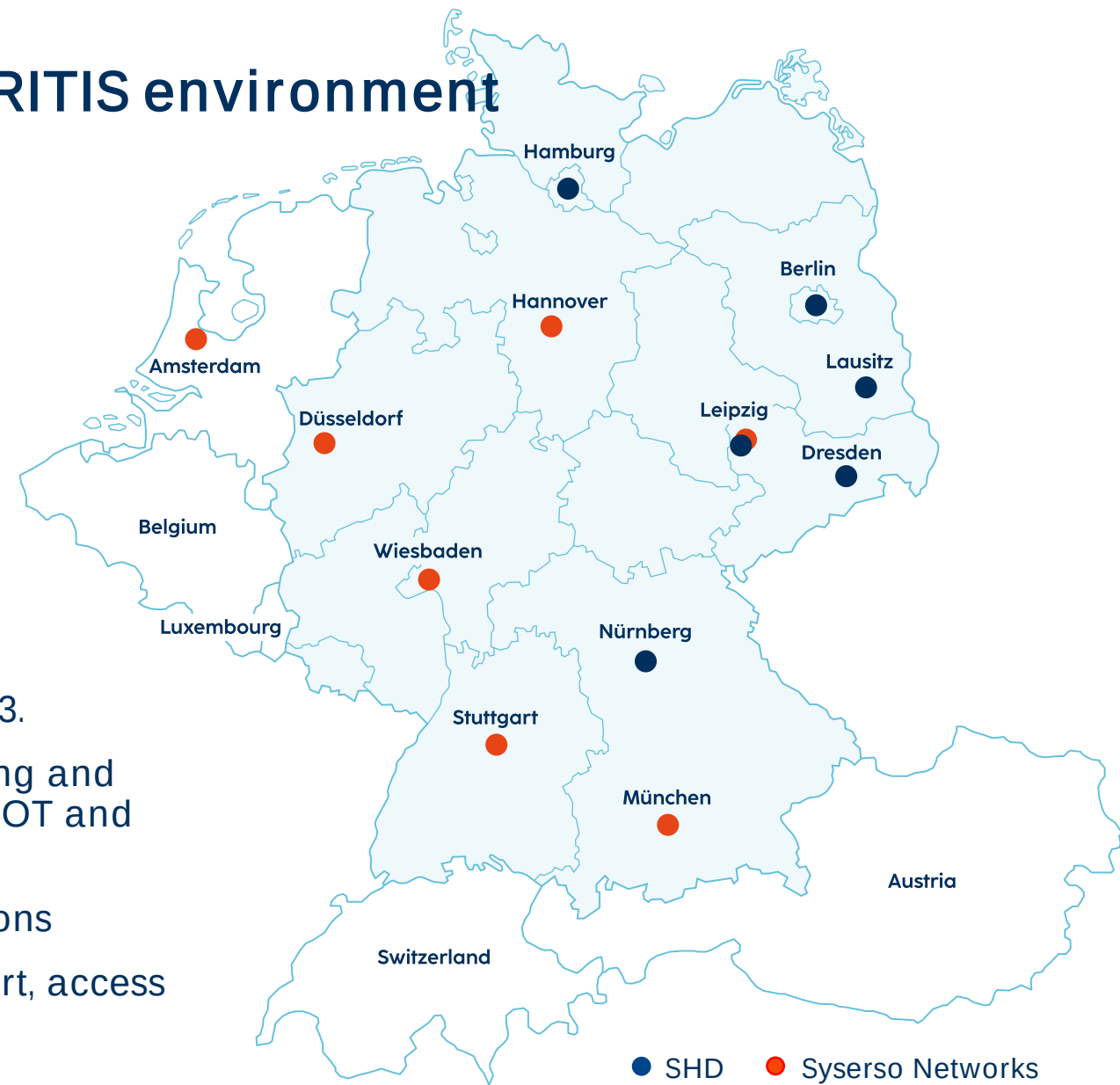
- Successful on the market since 1990
- Over 500 clients
- Over 170 employees at 6 locations (Dresden, Berlin, Leipzig, Hamburg, Nuremberg, Lusatia)
- SHD is certified according to ISO 9001 and ISO 27001



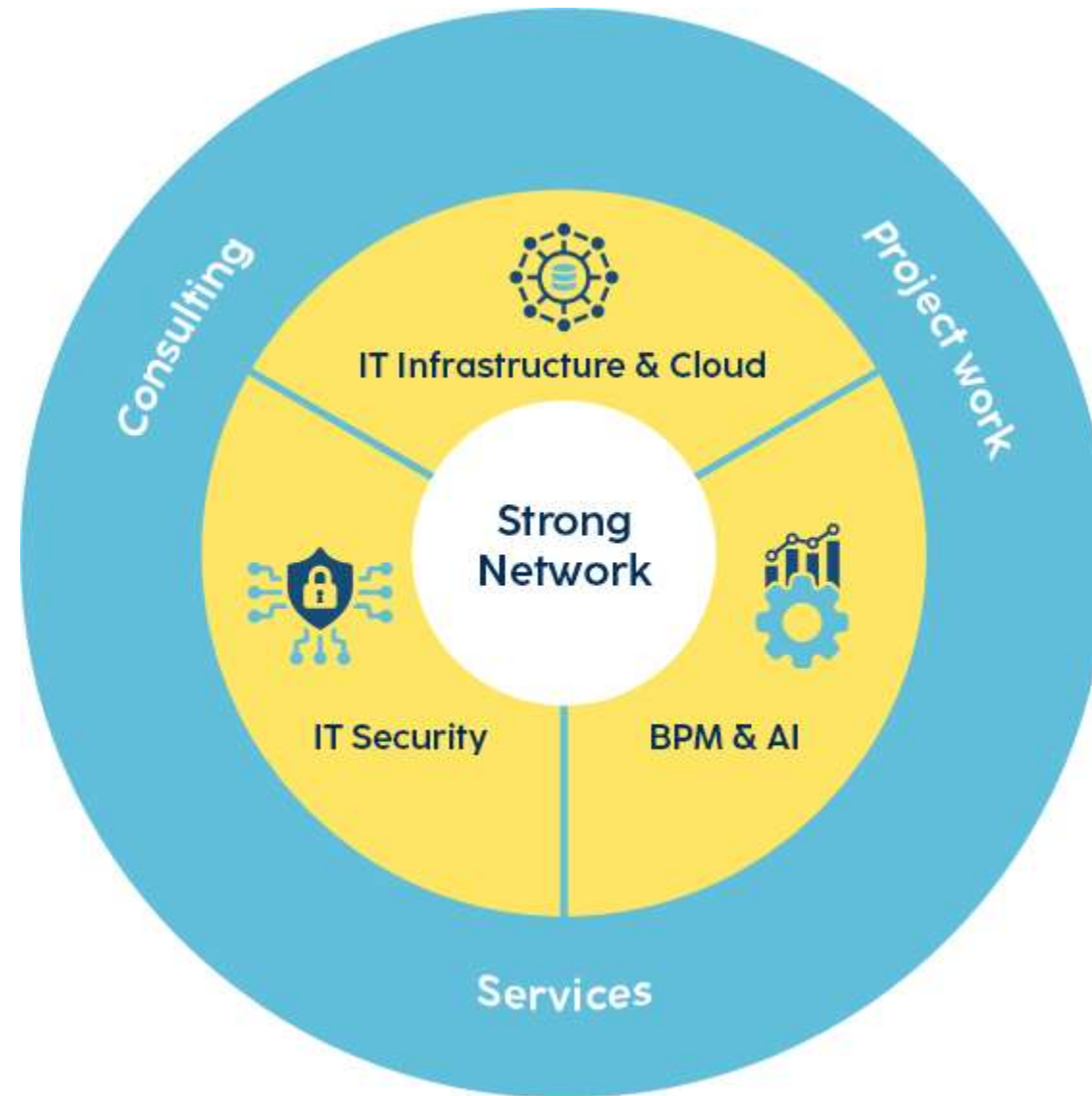
ITTC Group: Your partner in the KRITIS environment



- SHD has been part of ITTC Group GmbH since 2023.
- The Group's service portfolio ranges from consulting and network planning to operational support in the IT, OT and telecommunications environment with a focus on:
 - ✓ Design and operation of cybersecurity solutions
 - ✓ Secure and efficient operation for IT, transport, access and VoIP networks



Our portfolio



01

How we work

Find out what makes SHD special



Consulting

Custom-fit, solution-independent
& together



We place a special focus on the initial consultation. Therefore, the appointment typically takes place in duet with an account manager and consultant from SHD. In this way, we quickly grasp your challenges and can discuss ideas and coordinate possible solutions without a long warm-up.

What sets us apart



SME-oriented

- Sustainable and stable solutions with a very good price-performance ratio
- Preferred pragmatic and simple approaches



Skillful

- Expert knowledge, project experience and practical IT know-how combined
- Up to date thanks to close manufacturer contacts



Based on partnership

- Constructive cooperation
- Goal definition at eye level in open-ended workshops
- Consideration of your wishes and framework conditions





A selection from our portfolio

Technical consulting:

- Overall concept for IT infrastructure
- Individual areas of the IT infrastructure (servers, network, licenses, ...)
- Data Storage & Backup Strategy
- Data Center Design
- Business Continuity Solution



Organizational consulting:

- IT Strategy
- User Awareness
- Data security & compliance (e.g. NIS-2, KRITIS)
- Information Security Management (ISMS)
- Digitization of processes
- Certifications (z.B. ISO 27001)

Quick checks:

- IT infrastructure & organization
- IT security
- Microsoft 365 security





Project work

Tailor-made IT solutions –
implemented at eye level



To ensure that your IT project is implemented in a goal-oriented and needs-based manner, we take care of the following in close coordination with you:

- ✓ Conceptual design incl. requirements analysis
- ✓ Procurement / Delivery
- ✓ Installation / Setup
- ✓ Project management
- ✓ (Software) Development



Projects that we realize with you:

- Complex data center infrastructures
- Client Management
- Cloud
- Microsoft 365
- Modern Workplace
- Network
- Data Storage & Backup
- Virtualization & Apps
- and many more ...





What sets us apart



Many years of experience:

- High standards for documenting projects and managing them
- Extensive expertise in numerous industries for thinking outside the box



Standardised methods:

- Project manager with a high level of competence and great expertise
- Globally recognized certifications such as PRINCE2, IPMA or PMP for professional cooperation



Practice-oriented implementation:

- Agile or classic project management depending on the project and situation
- Detailed descriptions of the selected solution & transparent project status



Comprehensive support:

- Regular exchange on the defined goals in all project phases
- Instruction of your project managers in the handling of the selected solutions
- Suitable Managed Services



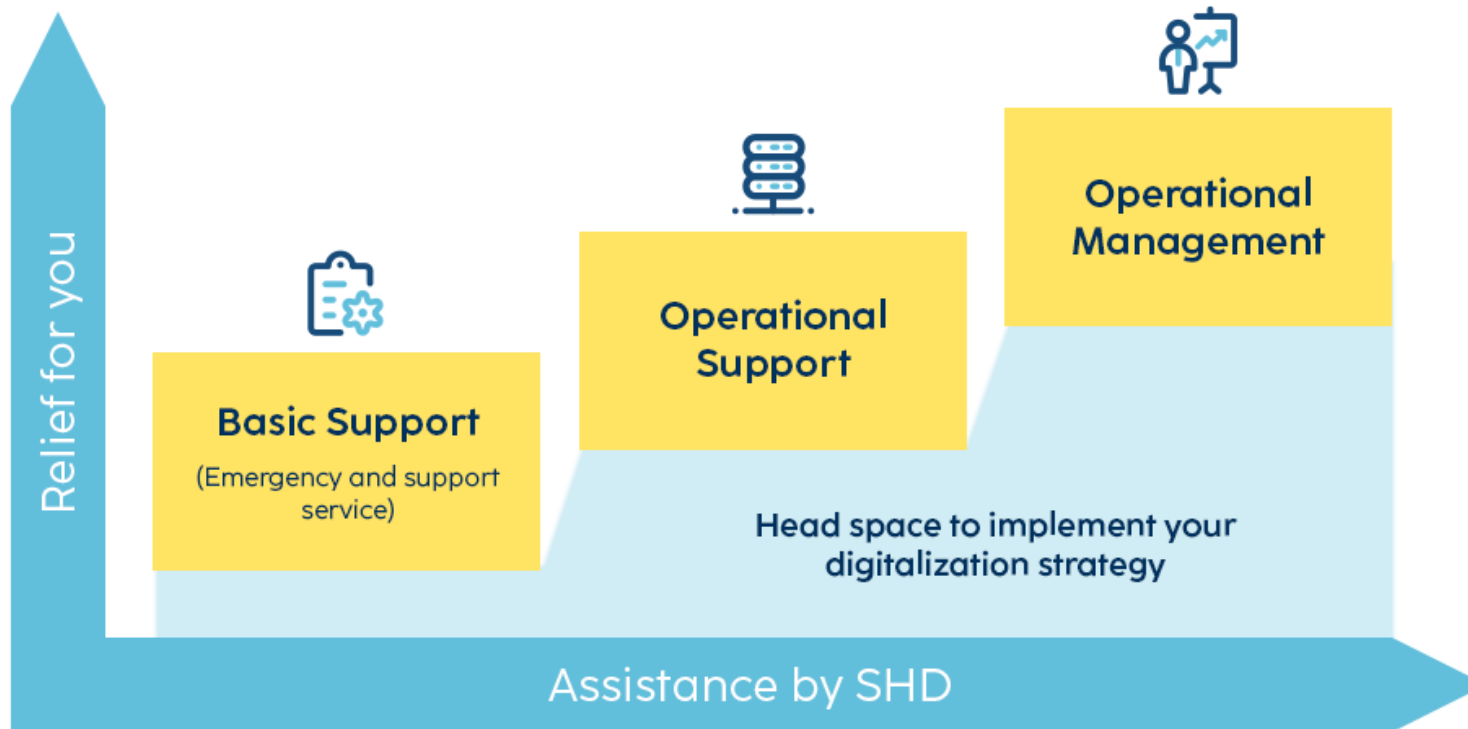


Services

Needs-based support from
IT specialists



How we can support your IT operations



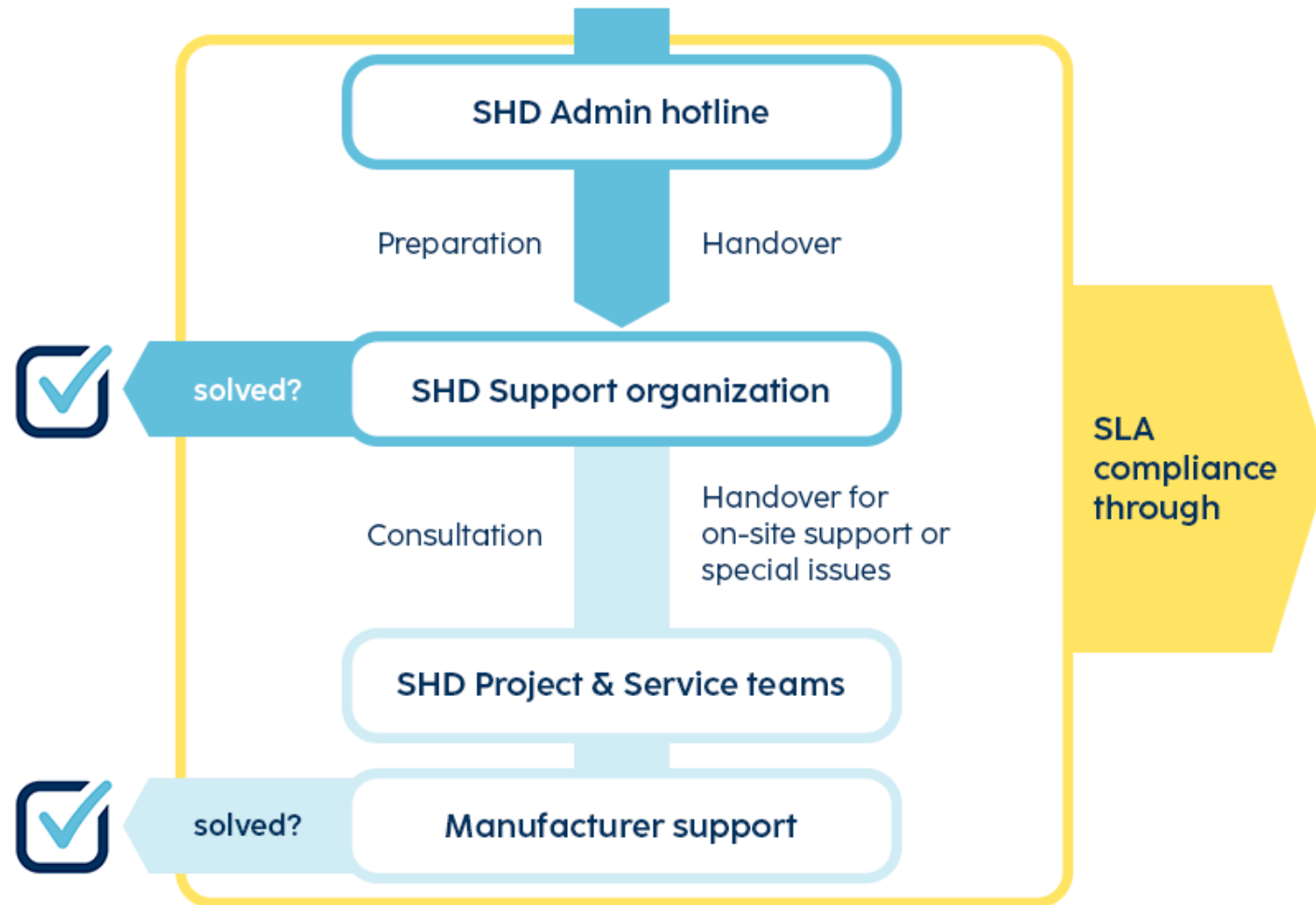
Possible areas:

- Backups
- Client Virtualization
- Digital Transformation
- Disaster Recovery
- Incident Response
- IT Monitoring
- IT Documentation
- Microsoft 365 / Microsoft Azure
- Patches & Updates
- Security Operations Center
- and many more ...





Help for your IT staff



Service Management:

- Operational Processes
- Escalations (1st level)
- Scheduling of system engineers
- Jour-fixes & Reporting



Quality Management:

- Ticket control
- Escalations (2nd level)
- Organization of the interference reserve & the 24/7 on-call service
- Reporting





Help for your users: User Help Desk

As a central point of contact for end users, our User Help Desk takes care of the acceptance and processing of faults or inquiries in the 1st level.

Your benefits:

- Direct Call Acceptance
- Immediate, individual support
- Service languages German & English
- Relief of your internal resources
- Use your ticketing system or provision via SHD





IT Security

The protective wall for
your IT landscape



What we offer | IT Security

Strengthen the cyber resilience of your company and rely on holistic IT security from a single source.

Our solutions



Gateway Security



NIS-2 Implementation



Penetration Test



SOC Service



Incident Response Service



ISMS





Our solutions



Log & Event Management



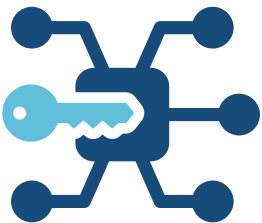
Awareness Training



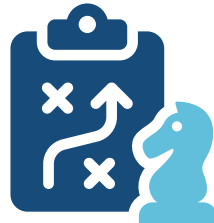
Endpoint Security



Access Management



Encryption



Business Continuity Management



SHD Check:
M365 Security



SHD Check:
IT Security





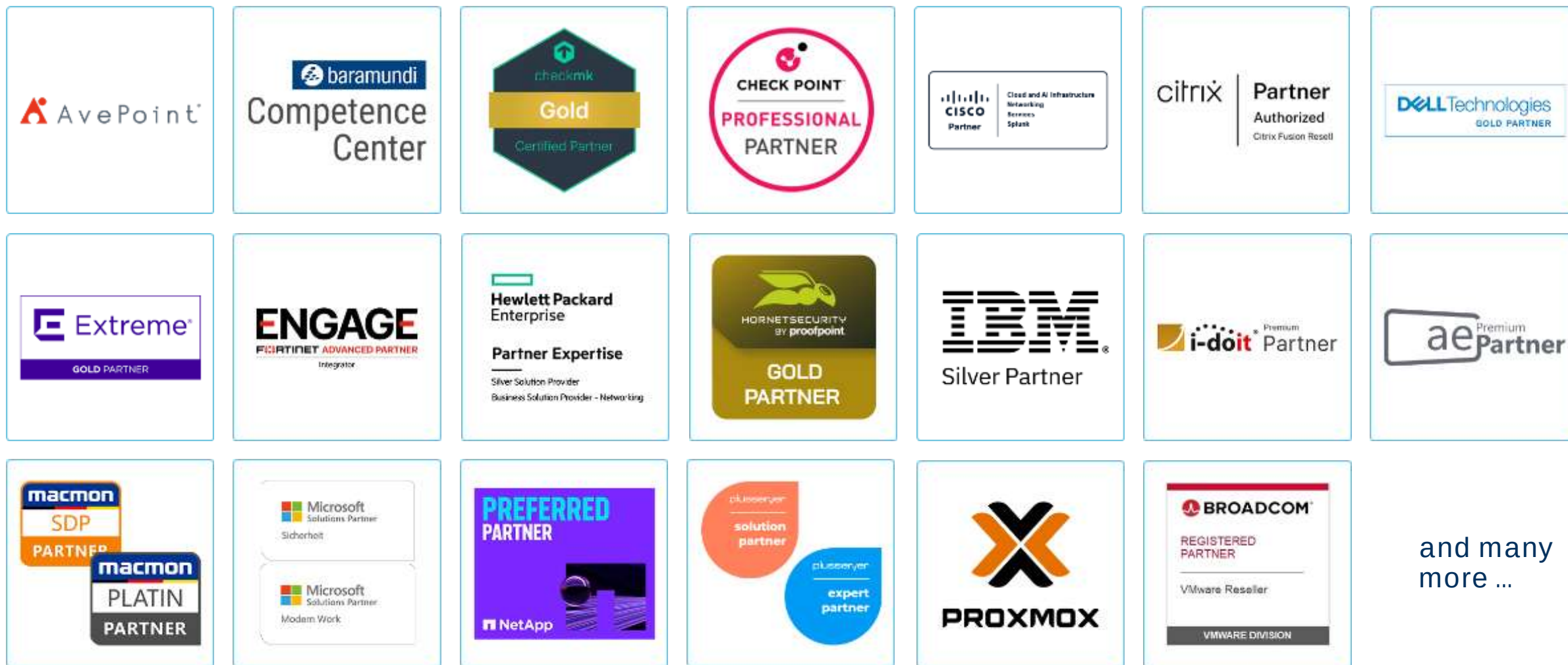
Your benefits



- ✓ Trustful and close cooperation with a partner who takes care of your security concerns
- ✓ Efficient IT management with high security standards based on your individual company and industry requirements
- ✓ Reliable solutions that adapt to the growth of your IT infrastructure and IT security
- ✓ Interdisciplinary project work, as we always consider IT security in conjunction with other important components of efficient IT operations



Our Manufacturer Partners



and many more ...



Is SHD the right partner for KRITIS & Co. too?

YES. We regularly work closely with companies in critical infrastructure and industry.

This means:

- ✓ We are specialists in highly regulated environments.
- ✓ We have certified and safety-cleared personnel.
- ✓ We are familiar with industry standards such as GxP, TISAX and B3S.





Custom-fit consulting, project work
and services around:



IT Infrastructure & Cloud



IT Security



Process Management & AI

SHD – an ITTC Group Company