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Welcome to Medialine!

As one of the leading IT system houses, we serve customers across all industries, from medium-sized businesses to large corporations. Our premium services offer 360-degree IT support in accordance with our guiding principle of »Any Place – Any Time – Any Device – Any Application«.

In a fast-paced, agile, and challenging business world, we see powerful, secure, and flexible information technology as the decisive competitive advantage of our customers and as our responsibility. To this end, our team of highly specialized professionals oversees our comprehensive solution portfolio, which encompasses IT infrastructure, managed & cloud services, as well as business solutions.

Since 1999, we have built a reputation for excellent service, innovative offerings, and exceptional references. We have continued to expand our reach with a strong network of locations throughout Germany, as well as branches in surrounding European countries, and multiple redundant data centers.

We collaborate with strong partners such as Dell Technologies Titanium, Microsoft Gold, VMware Solution Provider, and Telekom Deutschland Business Partner to offer our customers the best possible service. Our product „CompanyCloud“ provides a comprehensive range of managed IT services from our highly secure data centers. Over the past few years, our efforts have been acknowledged through multiple awards, which has strengthened us on our path.

We are proud to have received recognition from prestigious organizations such as COMPUTERWOCHE and ChannelPartner, who have awarded us the titles of »Best Managed Service Provider« and »Best Enabler Digital Transformation«. Moreover, we have been honored with the „Best System House Germany“ award for two consecutive years.

We are pleased to be able to present our extensive solution expertise to you.



Martin Hörhammer



Stefan Hörhammer

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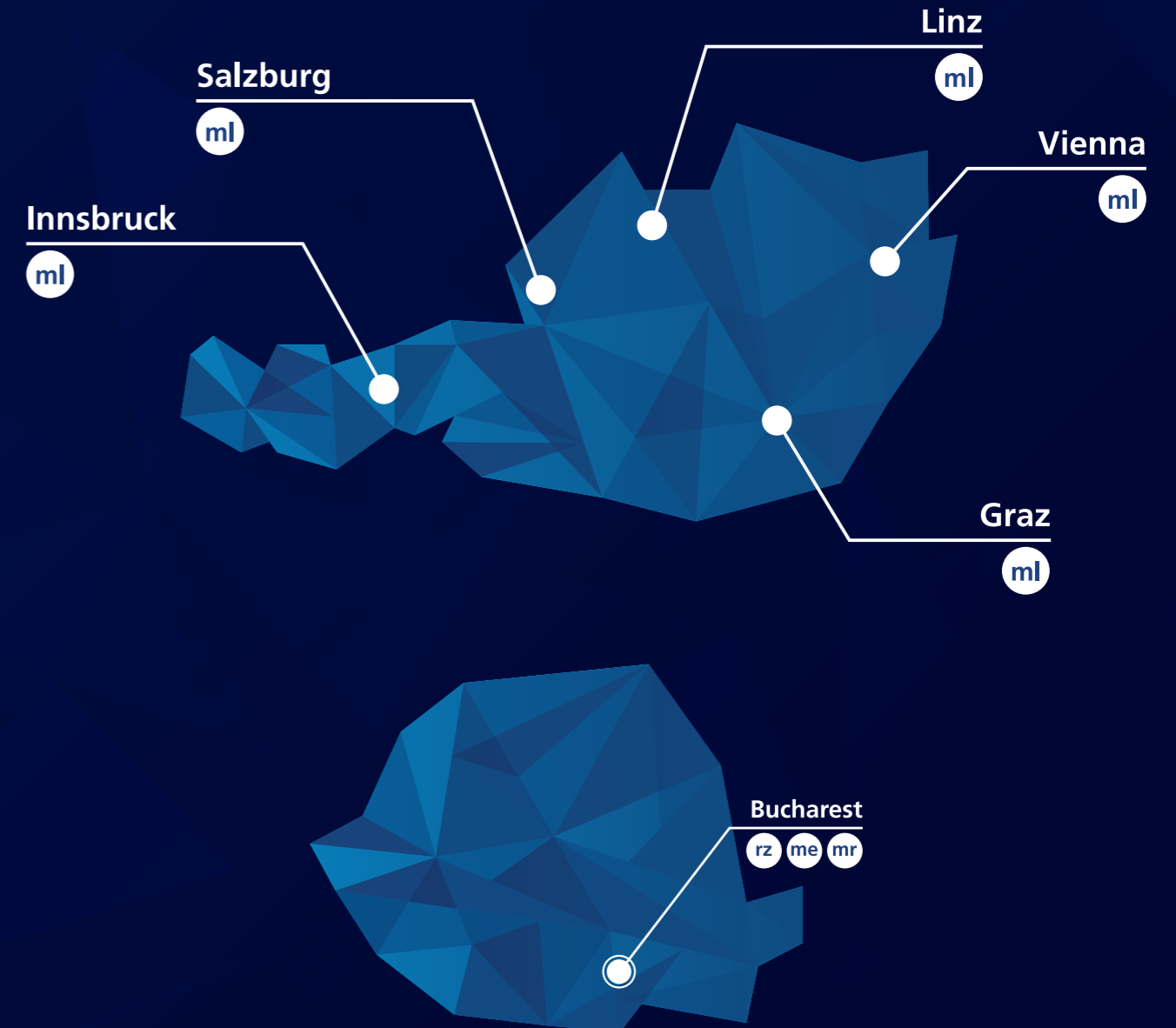
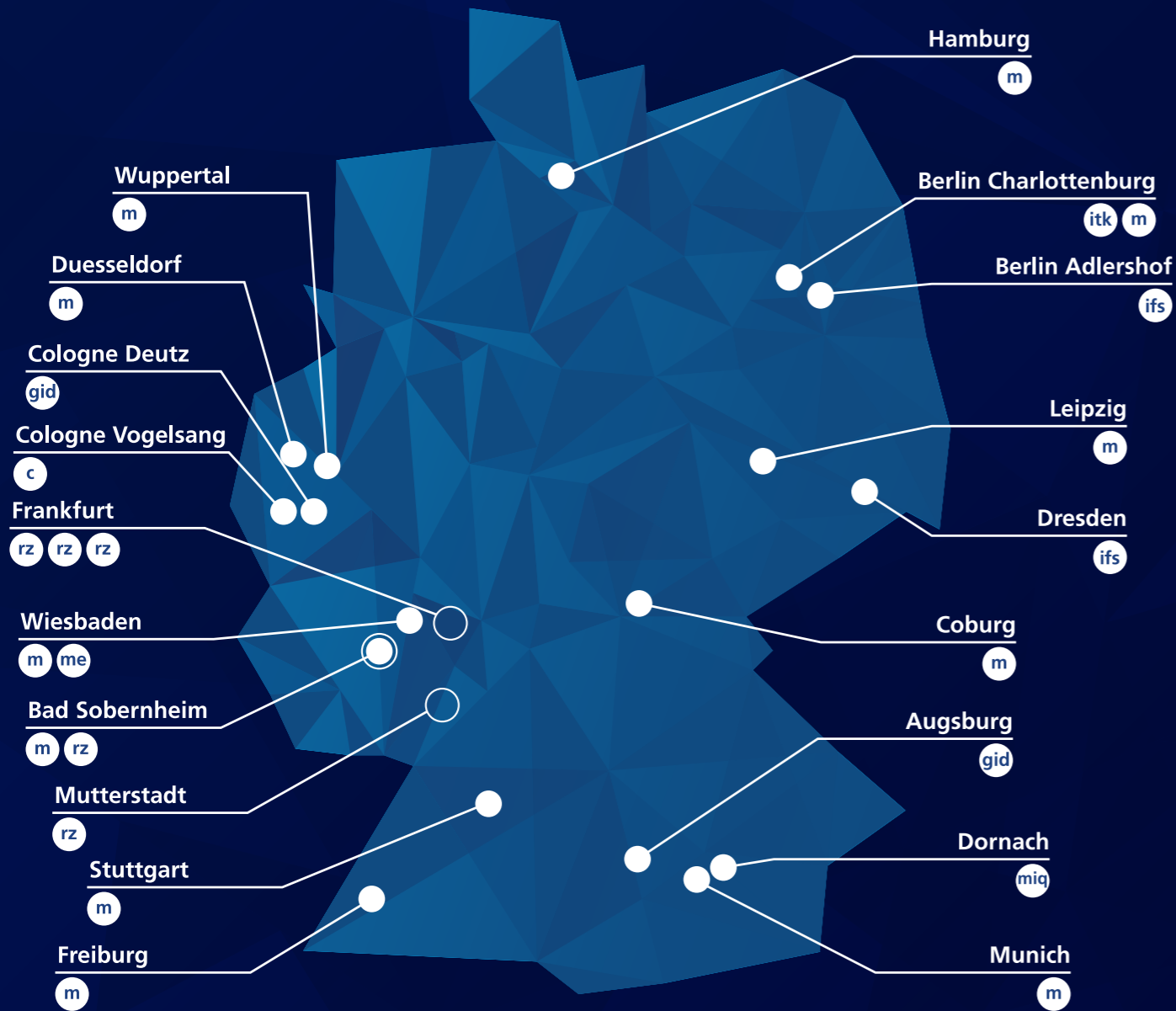
Strategy

Utilizing competence and seizing opportunities: In order to ensure future development and competitive capability of our customers, we find appropriate tactics and develop customized 360° strategies.

– Stefan Hörhammer, COO, Medialine AG

Our Locations

We have established a vast network of locations and multiple redundant data centers throughout Germany, enabling us to provide our customers with consistent and high-quality service on-site. Our branches in Austria and Romania offer the same level of Medialine quality across borders. As a group, the companies within the Medialine Group operate successfully in the market, enabling us to offer our customers comprehensive IT solutions from a single source.



- m** Medialine AG
- ifs** interface systems GmbH
- itk** itk communications GmbH
- gid** Global Information Distribution GmbH
- c** CYBERDYNE IT GmbH

- c** mentIQ GmbH
- me** medialine enterprise IT solutions
- ml** Medialine AG Österreich
- mr** Medialine Romania SRL
- rz** Datacenter

A close-up photograph of two hands, one light-skinned and one dark-skinned, shaking over a blue cylindrical object. The background is a blurred blue and white pattern.

Partnership

For APC by Schneider Electric, partnership and long-term joint success are paramount. Today, Medialine AG is one of our leading cooperation partners in the DACH region and the best proof of how innovative strength and customer proximity lead to sustainable market success.

– Michael Arres, Vice President Secure Power Division DACH, Schneider Electric GmbH

Portfolio

Our premium IT services ensure that you always stay one step ahead!

As a leading full-service IT system provider, we offer top-notch IT solutions to hundreds of medium-sized and large companies. Our nationwide presence and extensive network of sales and technical resources enable us to provide optimal on-site service support. Explore our portfolio today and join us on the journey towards a Future Ready Workplace!

It's a Match - Our Portfolio for Your Needs

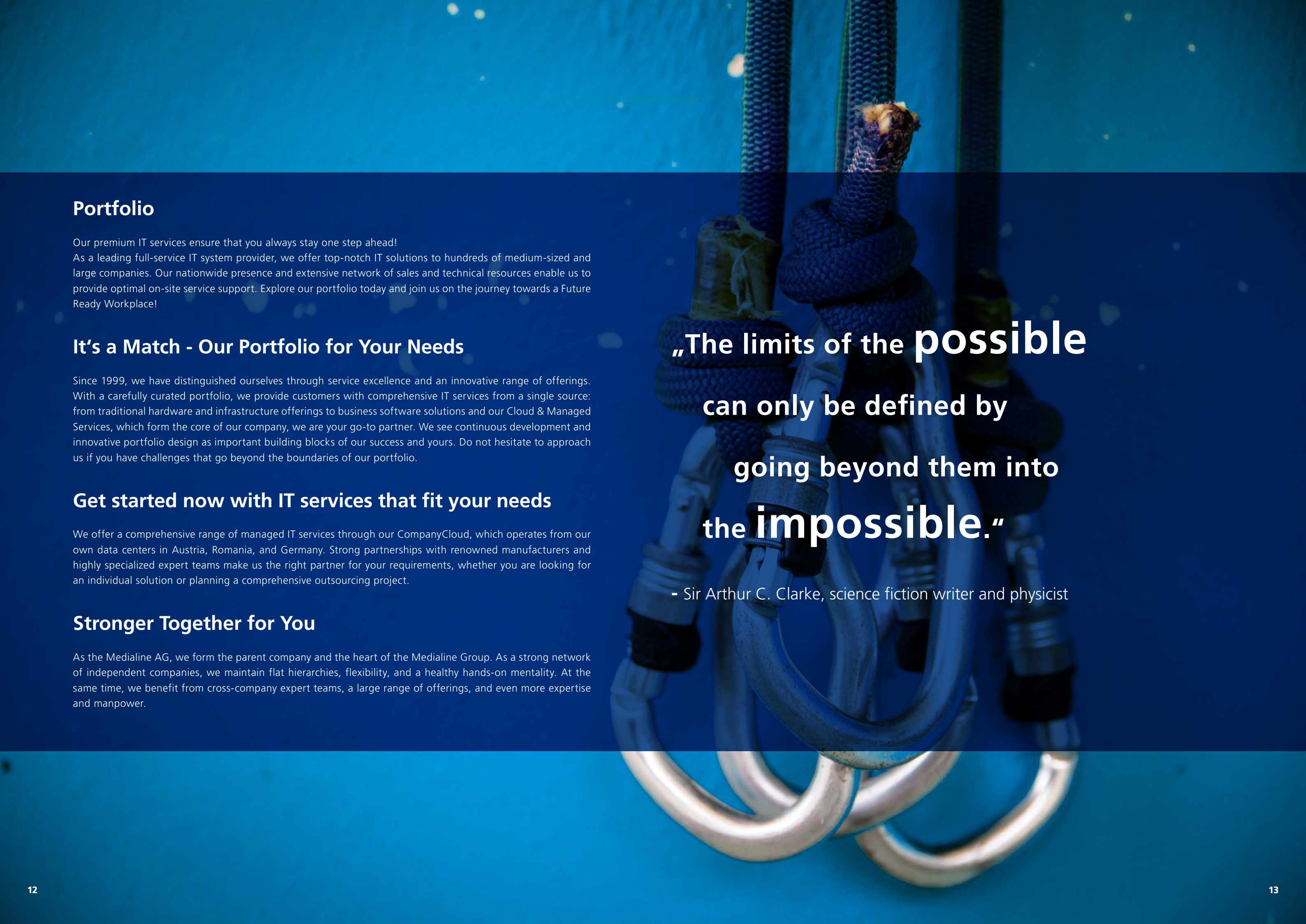
Since 1999, we have distinguished ourselves through service excellence and an innovative range of offerings. With a carefully curated portfolio, we provide customers with comprehensive IT services from a single source: from traditional hardware and infrastructure offerings to business software solutions and our Cloud & Managed Services, which form the core of our company, we are your go-to partner. We see continuous development and innovative portfolio design as important building blocks of our success and yours. Do not hesitate to approach us if you have challenges that go beyond the boundaries of our portfolio.

Get started now with IT services that fit your needs

We offer a comprehensive range of managed IT services through our CompanyCloud, which operates from our own data centers in Austria, Romania, and Germany. Strong partnerships with renowned manufacturers and highly specialized expert teams make us the right partner for your requirements, whether you are looking for an individual solution or planning a comprehensive outsourcing project.

Stronger Together for You

As the Medialine AG, we form the parent company and the heart of the Medialine Group. As a strong network of independent companies, we maintain flat hierarchies, flexibility, and a healthy hands-on mentality. At the same time, we benefit from cross-company expert teams, a large range of offerings, and even more expertise and manpower.



**„The limits of the possible
can only be defined by
going beyond them into
the impossible.“**

- Sir Arthur C. Clarke, science fiction writer and physicist

An aerial photograph of a rowing team in a long, narrow boat on a dark blue body of water. The team consists of approximately 20 rowers, all wearing white shirts and dark shorts, working in unison. The boat is positioned diagonally across the frame, moving from the upper right towards the lower left. The water's surface is textured with small ripples, and the overall scene conveys a sense of teamwork and effort.

Teamwork

You cannot achieve a strong IT within the comfort zone.
Together with our customers we go the extra mile!

– Jens Machemer, Head of Consulting, Medialine AG



IT Security



Companies must not only secure their data, applications, servers, and data centers, but also take appropriate measures to secure endpoints such as smartphones or tablets. Only then can comprehensive protection of the entire IT landscape be ensured. In today's digitized work environment, comprehensive protection of IT systems is of paramount importance. A simple antivirus solution is not sufficient to effectively protect your network and workstations against attacks - so trust in the extensive security services of Medialine AG, and protect your devices, processes, and company values from harmful influences.

Security Consulting

Protect your systems efficiently with the help of our IT security experts, who offer tailored advice on appropriate security concepts for your specific needs. Our individual consulting, conception, training, testing, and modular workshops efficiently safeguard your IT systems against potential threats.

Next Gen Firewall

New work and collaboration across multiple locations have made network structures more complex and vulnerable to security risks. Comprehensive protection for your network is of the utmost importance to minimize security risks – for example, through email protection solutions or Next Generation Firewalls.

Threat Prevention

The threat landscape in today's IT environment is complex, and protection against increasingly sophisticated attack methods requires defense mechanisms that are equally innovative and complex. To manage this complexity, you need a highly innovative security management system. At Medialine AG, we work with you to develop multi-level and scalable concepts for mobile prevention, endpoint prevention, and advanced threat protection, ensuring that your security management is secure, easy, and up-to-date.

SASE

Secure Access Service Edge, or SASE, is a cloud-based architecture concept that combines software-defined network functions with network security. As a modern, cloud-based alternative to traditional "hub-and-spoke" network infrastructure, SASE is the future of network security in multi-cloud environments.

House of Security

The Medialine House of Security combines our consulting services, extensive security portfolio, certified SOC/CERT team, and managed services into a comprehensive offering for maximum security.

Business Continuity



Prevent operational disruptions and ensure stable processes and uninterrupted workflows: appropriate business continuity concepts secure your data, processes, and systems against accidents, malware, and environmental influences and can quickly restore them in case of emergency.

Monitoring

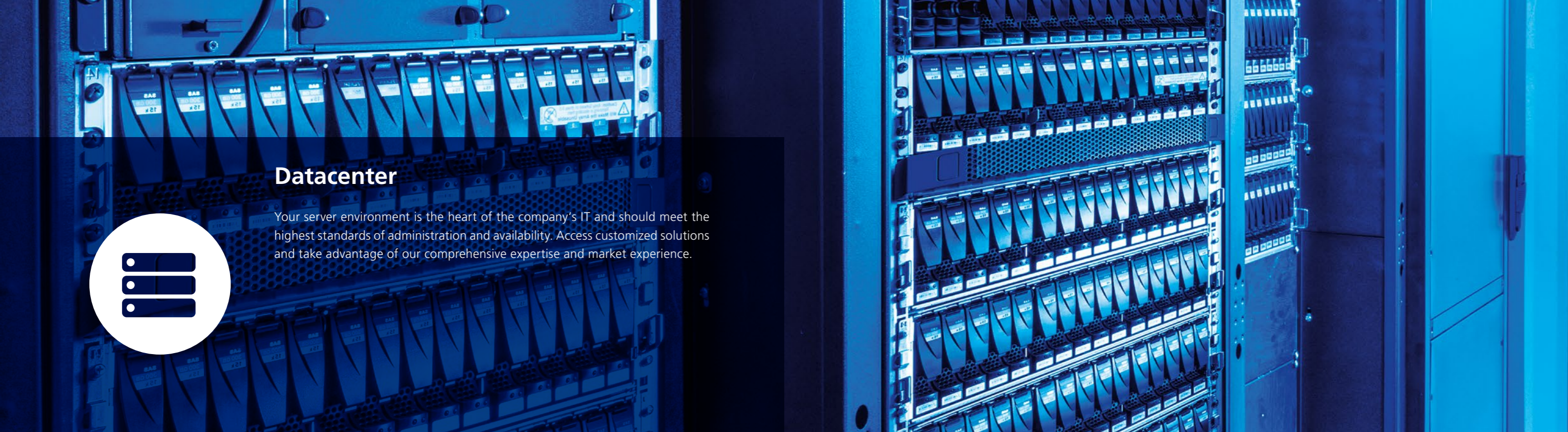
Tailored monitoring solutions that enable proactive monitoring of your systems, services, and data centers - out-of-the-box, on-premise, or as software-as-a-service (SaaS).

Backup & Recovery

Reliable data backup through powerful backup solutions from server to endpoint. Rely on us for consistent and fast data backup and recovery processes that don't interrupt day-to-day operations.

Disaster Recovery

In case of data loss, companies depend on reliable disaster recovery. Whether caused by fires, natural disasters, power outages, or accidents, missing data can disrupt operations, hinder ongoing processes, damage reputation, and generate unnecessary costs. To ensure holistic business continuity management, it's essential to rely on efficient disaster recovery solutions for data recovery.



Datacenter

Your server environment is the heart of the company's IT and should meet the highest standards of administration and availability. Access customized solutions and take advantage of our comprehensive expertise and market experience.



Smart Data Management

Smart Data Management allows you to optimize your digital workplace and securely access data – anywhere and anytime!

Take advantage of our services in the following areas:

- Big Data
- Object Storage
- Data Integration
- Archiving
- File Sharing
- Managed Kubernetes

Server & Storage

We design customized server and storage solutions for high-performance networks. To provide future-proof and reliable storage systems, companies require a suitable technological foundation: a hardware platform that perfectly meets their requirements. We rely on innovative disk technologies and a combination of proven and new protocols such as Unified Storage, Fibre Channel over Ethernet, or InfiniBand for our customers. Our portfolio includes file-based storage systems, classic and virtual server solutions, tailored consulting, as well as innovative storage solutions with intelligent provisioning and software-based management of storage.

Virtualisierung

Save on investments and provide IT resources faster and more flexibly with the virtualization of servers, storage, desktops, networks, and applications. By using efficient virtualization solutions, you can benefit from better utilization of existing hardware structures, flexible and fast provision of IT resources, reduced administration and service effort, and reduced acquisition costs for new hardware.

Networking

As the volume of data continues to grow, networks must provide high stability and performance. Different network segments, such as backend infrastructures in storage networks (SAN), as well as LAN and WLAN networks, are increasingly merging. Efficient network management solutions allow administrators to make quick and easy adjustments. Software-Defined Networking (SDN), a new form of network architecture, enables software-based control and management of data streams from a centralized location in real-time.

Physical Infrastructure

We collaborate with you to design tailor-made server rooms and internal data centers that are 100% customer-based (CBDC). We consider your specific needs, scale them appropriately, and create a comprehensive and flexible plan.

Our service portfolio for your data center:

- Security
- Certifications
- Energy supply
- Climate and temperature control
- Fire suppression and firefighting access
- Data security
- Intelligent cabling
- Administration and monitoring

A hand is shown gripping a grey, brain-shaped rock hold on a blue climbing wall. The wall has several circular holes. The background is a dark blue, textured surface.

Stability

Success requires agile and stable IT processes. Our team has the perseverance, precision and passion to guide our customers along their journey to create a sustainable, dynamic value.

– Martin Hörhammer, Gründer und CEO, Medialine AG



Modern Workplace

The modern workplace is all about seamless collaboration, networking, and utilizing modern tools. As work methods and processes evolve, it is essential not to overlook the structural prerequisites necessary for a stable backend infrastructure that supports licensed software and provides a reliable foundation for all workflows. Implementing high security standards is also crucial. We work with you to analyze your unique needs and create simple, secure, cost-effective, and scalable solutions. With our years of experience and reliable management, you can start today and realize the workplace of tomorrow.

Microsoft 365

Microsoft 365 offers more than just standard word processing and presentation tools. Its products are increasingly being used in various business areas, including collaboration and communication design. By using Microsoft 365 as a managed service, you can unlock the full potential of its products.

We provide support for the following tasks, for example:

- Administration
- Analysis
- Data backup and archiving
- Monitoring of processes and systems

Collaboration

Digital knowledge management is an essential task for modern businesses, especially with the rise of flexible and mobile work. To achieve maximum efficiency and transparency, it's crucial to have holistic solutions that work seamlessly together. We can advise you on the best solution for your needs, whether it's an intranet, knowledge database, or enterprise search, and integrate it into your existing processes and systems.

Workplace as a Service

„WaaS“ offers IT hardware, software, telephony, and services to provide fully equipped and customized workstations. Instead of purchasing these resources, you can rent individual workstations that are modern, flexible, and cost-efficient.

Endpoint Management

The management and provision of stationary and mobile devices require comprehensive know-how - be it to inventory hardware, distribute software, or provide operating systems. On-premises or as a managed service - Medialine Endpoint Management is flexible, cost-effective, and secure.

eProcurement

Our Medialine eProcurement is your individual solution for smooth and intelligent IT procurement. Efficient processes and a portfolio adapted to customer needs enable modern purchasing processes.



Optimized Ordering Processes

In the age of digitization, electronic procurement becomes a must when purchasing efficiently. eProcurement reduces effort and costs per order and automates the ordering process: Do not let your employees fill out requests, approvals or orders, and then mail them to suppliers, or send them by fax, or discuss them on the phone. The search for individual articles in different web shops and the administrative burden of »wild shopping« tie up extensive company resources. BME, the German Federal Association of Material Management, Purchasing and Logistics, confirms that a qualified eProcurement solution with a catalog system reduces the process costs in purchasing by an average of 30 percent.

The 360° Solution for the Procurement

With Medialine eProcurement we go one step further: Upon request, we connect the eProcurement solution for you with our additional services such as staging and imaging, logistics services or stocking of goods. A tailor-made eProcurement solution not only reduces process costs and administrative effort considerably.

Through consistent, certified catalogs with fixed conditions, you always achieve a competitive price and can be sure that your employees order only from qualified suppliers. Individual standards can be easily integrated into the shop solution, and your fixed IT contingents as well as the daily business is attended effortlessly in just one shop portal.

Medialine eProcurement can be easily integrated into your ERP via standard interfaces. The integration of invoice processing and financial accounting further reduces process costs and error risks. Your automated order process remains fully traceable and transparent at all times.

Managed Services



For us managed services mean that you are fully concentrated and committed to your core competences. For that, we relieve your company or branch of IT tasks, such as operating infrastructures, security environments, corporate networks and applications. As a managed services provider, we offer you customized solutions for IT services, from the Cloud and on-premise.

In addition, all our services are available as managed services.

In order to be able to comprehensively cover the needs of our customers, we have a broad portfolio of managed services that can be combined individually.

Full Managed Service

We look after your entire IT at a monthly fixed price. With our Full Managed Service your IT costs become planned and transparent, giving you more room for your strategic tasks.

Managed Server

Be prepared for frequently changing workloads and benefit from maximum availability. With Managed Server, you can always respond flexibly to changing conditions and benefit from the extensive services and support of your environment.

Managed Workplace

With the virtual workspace from the CompanyCloud, you can enjoy full flexibility and security without the need for extensive on-site administration.

Managed Mail

Use our virtual communication platform for more efficient business processes. Managed Mail makes your email communication flexible, scalable and secure.

Managed Mail Security

Maximum protection against malware, phishing and spam! With a Managed Mail Security solution, you can always rely on the latest security standards.

Managed Mail Archiv

Use audit-proof e-mail archiving and say goodbye to time-consuming maintenance and management of archives.

Managed Monitoring

Proactive machine and service monitoring ensures maximum resilience in the data center.

Managed Security

Secure your gateways and endpoint devices effectively. Managed Security guarantees full and up-to-date protection of your IT infrastructure.

Managed Datacenter Backup

Managed Datacenter Backup in the cloud ensures the highest level of data security and efficiency.

Managed Endpoint Backup

ave all device data centrally. Encrypted and needs-based backups guarantee maximum data security.

Cloud Disaster Recovery

The virtual emergency data center ensures maximum reliability and, in the event of an emergency, ensures smooth continuity of your business processes.

Device Management

Manage all devices centrally from the cloud. Take advantage of our easy-to-use, cloud-based service for securely provisioning and managing your devices.



Sportsmanship

What do the IT industry and team sports have in common? Clearly, only those who master real team play are truly successful. To continue on a growth trajectory, at Dell Technologies we are currently building our technology ecosystem of the future. And we are proud that we have Medialine at our side as a long-standing partner who continuously plays at world-class level.

– Stéphane Paté – Senior Vice President & General Manager Dell Technologies Germany



Cloud Computing

With Medialine Cloud Services, you can focus on your business – we take care of the IT. Well-functioning IT systems will not only depict the business processes efficiently, but should also give answers to the increasing demands on process automation and cost reduction. An increasingly diversified IT landscape demands more and more technical know-how: This is where we can help you as a reliable service partner with years of experience.

- Over 90 carriers for excellent connectivity
- Redundant power supply and air conditioning
- 24/7 surveillance and access control
- Ready for IPv6
- Combination of private and public cloud
- Sustainable energy management
- multi-level security concepts
- Direct connection to well-known public cloud services
- Self service for IaaS
- Highest data protection standards and process stability with ISO27001 certificate
- 3 different storage technologies
- One Platform for IaaS, PaaS and SaaS

CompanyCloud

Medialine sets the standard for business cloud services with its CompanyCloud. It allows you to remain flexible and adapt to your company's growth and changes by tailoring your IT accordingly. You can access your company's data and applications from any device and location, enabling your employees to have maximum availability and flexibility. Our highly secure data centers provide you with the utmost protection for your data and infrastructure operations.



Housing & Hosting

We offer you to run your individual applications or your complete IT infrastructure on our ISO 27001-certified, geo-redundantly configured data centers, in a private or public cloud, secure, flexible, tailored and cost-effective. Operated by us in selected colocation areas of leading telco carriers, our data centers are subject to the European data protection law, so your data is completely safe with us. With tailor-made housing capacities, individually configured server and storage landscapes, as well as suitable web hosting packages, we have the right solution for you.

Infrastructure as a Service

Scale your IT infrastructure dynamically. For full flexibility and cost control, our IaaS offers the exact amount you need of virtual IT capacities, such as servers, storage, network and the rest of the data center infrastructure.

Platform as a Service

The custom-made platform enables companies to fully concentrate on their application development. We provide a ready for use platform, including programming environments, either in a private or public cloud. That means for you: More efficient software development, shorter time-to-market, and at the same time sinking costs by not having to use your own data center infrastructure.

Desktop as a Service

Working anytime and anywhere in the familiar environment – safe, mobile and flexible with the virtual desktop. Respond to market and growth requirements, ensure smooth operation in different time zones, standardize your client environment, and leverage expertise regardless of location.

Software as a Service

Take advantage of improved business processes: For systems such as Enterprise Content Management (ECM), Customer Relationship Management (CRM), or Enterprise Resource Planning (ERP), we provide the adequate solution, implementing it in your present infrastructure.

Cloud on Premise

Vicinity is your cloud to touch. You have all the benefits of cloud storage with a system on your premises, combining a maximum of security and accessibility with the full features of our CompanyCloud.

Cloud HUB

DataPort provides a unified interface that allows you to connect to multiple sources through a single point of access. This includes using your dedicated internet access within the data center, as well as establishing connections with public cloud providers like Microsoft Azure, Amazon AWS, Open Telekom Cloud, or peering with the DE-CIX. You can also effortlessly add private connections like MPLS, Ethernet Connect, or transit for your autonomous systems (AS).

Cloud Models

To efficiently integrate your business structures into the cloud, you require a cloud solution that is tailored to your needs. As an experienced cloud service provider, Medialine offers secure access to a variety of cloud service models, ranging from private to public and hybrid cloud options, to intricate multi-cloud solutions.

- Private Cloud
- Public Cloud
- Hybrid Cloud
- Multi Cloud



Professional Services

Take advantage of our full-service offer: our team of experts gladly supports you on the whole range of IT issues, from the planning and conception of IT infrastructure, implementation, the continuous maintenance and operation, to lifecycle management.

Consulting

Smoothly functioning systems and processes within your IT infrastructure require suitable solutions. With numerous offerings available, it can be challenging to make the right decision quickly. That's why it's recommended to seek the expertise of an experienced external service provider. As part of our consulting services, Medialine's experts collect and analyze your individual requirements, develop ideas and concepts with you, test various scenarios, and present appropriate solution proposals. Based on this consultation, you can then choose the solution that meets your requirements.

Implementation

We implement your individual solution at your site or in the data center. We attach great importance to the seamless integration into existing systems and smooth commissioning – without disturbing your daily business.

Maintenance and Operation

We are happy to make your employees fit for the proper maintenance of their systems. If you do not want to assume the maintenance and operation of your solution internally, we are at your side as a competent and reliable partner.

Roll-Out Services

Your business is about to introduce or renew a unified client strategy? Take advantage of our experience in national and international roll-out projects. We take over the implementation of the roll-out, from the development of a roll-out plan, to the selection of suitable equipment, warehousing, refueling to shipping and customs clearance.

Support & Helpdesk

Every IT environment needs expert help in the event of a desired change or an adjustment. Whether change management, service request or problem solving – our team of experts supports you straightforwardly and competently in all challenges across our three business units.

You benefit from short reaction times and a high degree of technical know-how. Trust our highly specialized team, avoid disturbances in your business processes, and concentrate fully on your core competences.

Lifecycle Management

The goal of IT lifecycle management systems is the systematic increase of performance and manageability of the entire IT infrastructure, including all associated processes. Intelligent lifecycle management helps companies to make costs, workloads, and processes predictable, as well as to identify and minimize risks.

Financial Services

In the context of digital transformation, investing in your company is necessary to ensure its future success. Despite the rise of as-a-service models, traditional procurement and high investment volumes remain necessary in some areas. We provide support in selecting and processing the appropriate financing model to help you make the right investment decisions.

The background of the entire page is a close-up, high-resolution photograph of a thick, braided rope. The rope is composed of multiple strands of blue and orange fibers, woven together in a complex, repeating pattern. The lighting is dramatic, highlighting the texture and sheen of the fibers, with some areas in deep shadow and others catching the light, creating a sense of depth and tactile quality.

Reliability

Having stable systems and processes is a key element to our business success. Medialine has been the ideal partner for our IT infrastructure, enabling us to migrate to the private cloud with reliability, high performance, and security while meeting us at eye level.

– Stefan Schlager, Head of Central IT, menzerna polishing compounds GmbH & Co. KG

Business Software



Successful companies rely on flexible and user-oriented software solutions. The future-proofing of a product plays an important role as well as the fulfillment of the highest technical standards. Representing all business processes in the areas of ERP, CRM, PPS and ECM Medialine offers tailor-made enterprise-level solutions – e.g. with Mesonic, ELO, Cobra, or HubSpot.

Enterprise Resource Planning

With our ERP solutions, you get a bespoke business software that mirrors all business processes of your organization, fully adapted to your current enterprise size and user base. With flexible expansion capabilities in terms of features and users, the software adjusts easily and quickly to your growth.

Enterprise Content Management

Take advantage of ECM solutions that help you digitize and optimize your paper-based workflows. Electronic management of enterprise information creates a better infrastructure for secure, fast, efficient, and cost-saving business processes. We offer you a variety of solution scenarios, from legally compliant archiving to company-wide knowledge management.

Customer Relationship Management

Effective customer relationship management is the cornerstone of successful interactions with your clients, whether it's sales, marketing, or service and support. At Medialine, we offer professional and tailored CRM solutions to help you optimize your customer relationships and achieve greater success, regardless of the size or industry of your business. The highlight: with extremely fast CRM implementation, Medialine sets new standards for CRM projects in the German mid-sized business sector.

Software & App Development

Do you need individual software solutions or a new web presence? With our own developer team, we have the solution for your requirements. Our experts specialize in the development of individual software solutions and offer you tailor-made applications for various business areas in your company.

Unified Communications

Improving telecommunications today primarily entails enhancing their usability. This can be achieved by consolidating complex technical capabilities into efficient and tailored solutions. To enhance collaboration within and beyond corporate boundaries, it is necessary to remove the barrier between IT and telecommunications. Medialine offers a professional solution that enables you to instantly see the presence and availability of your colleagues and share information without delay, resulting in a comprehensive communication experience and optimal collaboration.



Advantages of Unified Communications Solutions

Presence information

UC systems determine the presence status of an employee at device level. This makes it easy to see which medium a recipient can best be reached with at any given time.

Collaboration Features

UC systems can be effectively expanded with additional collaboration features, such as web conferencing, whiteboards, and application sharing. These additions allow you to, among other things, work on documents simultaneously or engage in interactive presentations.

Media integration

Media integration enables automatic routing of incoming calls and emails to the end devices preferred or available to the user. By defining rules for individual callers, times of day, and different end devices, you can improve the availability of your employees and the efficiency of decision-making processes in your company.

Context Integration

If a registered user of the UC system appears in an application, for example as the author of a document, the user's presence status is displayed there. This enables direct communication with a single click to clarify any questions related to the document - for example, during a video conference. This time saving feature can be a decisive competitive advantage for your company.

All-IP

All-IP is the standard of the future. With the transition to All-IP, traditional transmission technologies in telecommunications networks are replaced by the Internet Protocol (IP). As a fundamental component of the future network, IP technology offers easier and more flexible communication with time, location, and device independence, enabling efficient communication among employees worldwide. Streamlined processes allow your company to quickly adapt to market changes, ensuring long-term competitiveness and business success.

Flexibility

Medialine blends the service portfolio of a large corporation with the flexibility and personalized customer support of a medium-sized company.

We have felt well-understood and proactively supported for years, and even during challenging times for our industry, we could rely on assistance and cooperation without sacrificing service and performance. This is what a genuine partnership is all about!

– Oliver Winter, CEO a&o Hostels GmbH & Co. KG



Companies of the Medialine Group

Shaping the digital future together. IT and telecommunications - 360° from a single source!

We are your partner in overcoming the challenges of digitalization. Together, we shape the digital workplace of tomorrow. We work as an owner-operated, collaborative, and innovative team.

We are the Medialine Group.

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