



Company profile

As a leading IT service provider, MATERNA employs around 1,300 staff throughout Europe and achieved a turnover of 152 million Euros in 2010. The portfolio of the Information business division comprises process and technology consulting services, the implementation of related IT solutions as well as maintenance, operation and training services. We accompany our customers from the initial idea and concept design through to implementation and operations. Our target groups are the IT departments and user departments in large and medium-sized companies as well as public administrations and agencies.

The Communications business division delivers mobile and fixed line network solutions for network operators, service providers and companies.

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MATERNA
Information & Communications



IT Management

ITM

Would you like to manage your IT more efficiently?

We can help you to identify potentials for optimisation and to implement solutions.

MATERNA has an integrated, comprehensive approach to the management of IT. This starts by defining an IT service in the service catalogue and ends by providing the service to the end-user. Our IT consultants are experts in the fields of IT service management, service orchestration and the technical automation of servers and clients, as well as in IT infrastructure management. We support our customers throughout all the phases of a project – from the strategy, process and organisation planning through to the development and operation of the solutions and services.

With Service Excellence, MATERNA provide their own consulting methodology for professionalising IT service management. Best practice methods and standards such as ITIL® and ISO 20000 are some of the tools of our business.

Government Services

GOV

Would you like to optimise the processes in your public administration?

We can help you on your way to becoming a modern administration.

MATERNA is well-established as a long term partner for federal, state and municipal governments as well as for other public sector administrations and agencies. We deliver solutions to implement organisational and, in particular, document-driven processes. We also develop special procedures for public administrations in the customs, judiciary and security agency segments.

Our key topics include open government and mobile government, web content management, public agency portals, workflow and forms management, eAkte and the integration of DOMEA®-based document management in existing applications.



Customer Services

CS

Would you like to know how to achieve stronger customer loyalty?

We can show you where to get started.

MATERNA delivers a package of closely interlinked IT solutions for optimal customer service. We cover all the aspects which our customers need to optimise their own online activities. With our solutions we help companies to help their customers to find information, to make purchases and to make the most out of customer service. We provide comprehensive consulting services and implement projects for online marketing, for e-commerce as well as for service and support.

We develop web-content management solutions, company and staff portals, collaboration solutions, customer service and after-sales support solutions. Our services include new and further developments, optimisation and maintenance for existing applications, integration of “isolated solutions” in existing IT landscapes as well as the migration of legacy applications into modern IT architectures.

Sectors

MATERNA has specialist know-how in the following sectors: IT service providers, telecommunications, discrete manufacturing, automotive and public administration.

IT service providers

IT service providers have cloud-based services right at the top of the agenda for their future services. The way ahead is via standardised IT service processes together with their orchestration and automation. Intelligent monitoring to provide evidence of contractual fulfilment and to achieve proactive restoration of faulty processes is also part of the value-adding service lifecycle management.

For more than 15 years MATERNA has been a skilled partner for professional concept design, provisioning and management of IT services. Using established technologies such as virtualisation and IT service management we help you to keep control of your complex IT environments securely, efficiently and automatically.

Our IT experts have in-depth knowledge with regard to processes and organisational structures for optimised planning, provisioning and monitoring of IT services.

Telecommunications

The telecommunications sector is going to be very busy over the next few years developing and extending their data services due to the increasing prevalence of smartphones and tablet PCs. The increase in data volumes for mobile services means customers face huge challenges when providing and operating their infrastructures and when invoicing end customer use.

Our experts have been active for numerous telecommunications providers for many years now and are very familiar with the challenges the sector has to face. MATERNA implements projects in the fields of order management and customer service management as well as for IT operations and IT service management.

Discrete manufacturing and automotive

Companies in the manufacturing industry face numerous challenges when developing, producing and servicing their products: The ever-increasing variety and continuous changes made to products throughout the product lifecycle demand high levels of flexibility. Optimised business processes along the logistics chain are essential here.

MATERNA is very familiar with the specialist processes needed in the after-sales service for high-maintenance, complex and high value technology goods. Our IT solutions handle typical application issues such as quickly clearing up technical questions, managing large numbers of product variants as well as retrieving specialist knowledge.

Public administration and agencies

Public administrations are increasingly aiming to become more open and modern. Some of the most important aspects of this change include reducing bureaucracy, streamlining structures, accelerating processes and making the work of administrations more effective, citizen-friendly and cheaper. But numerous customisations are required to implement these plans. Innovative information and communications technologies provide the decisive driving force behind the change process.

MATERNA delivers solution packages specially customised for the needs of public administrations. We are pleased to provide you with advice on organisational and economic questions, help you to select a suitable solution and to implement the systems in your existing IT infrastructure.

