Expanding the digital world – strategies to strengthen my business

Information and Communication Technology

DEKRA
On the safe side.

ICT

DEKRA – excellence and expertise for your safety needs and requirements

The need for safety is a fundamental requirement of life. From our homes to our workplaces, the products and services we use, and how we produce, manufacture and distribute them. Safety underpins everything we do. With almost 100 years of experience, knowledge and innovation behind us, DEKRA ensures safety and peace of mind for businesses, organizations and individuals worldwide. Today, we support the safety needs and requirements of virtually every sector and industry, providing 100% reliability, anywhere around the globe.

Safety is our DNA

Since the first day of our foundation in Berlin in 1925, safety has been deeply anchored in DEKRA's DNA. Safety was the reason our company was founded and it is the reason why we continue to grow. Starting life in the field of automotive safety, we have continued our expansion into every possible area of safety testing, certification and consulting. From automotive OEMs and suppliers to power generation and distribution, industrial goods or the oil and gas industry, we enable thousands of customers in all the world's leading industries to achieve safe, sustainable and profitable operations.

Your global partner

Wherever you need our services, we can deliver. DEKRA's network of in-house experts, subsidiaries and representatives today extends across more than 60 countries and five continents. Whichever sector or industry you work in, our teams and consultants are on hand to help you meet your safety and certification objectives. As one of the world's leading expert organizations and a globally active partner, you can call on our expertise at any time, anywhere around the globe.

A safer future

As the world continues to change and evolve at incredible pace, new safety challenges are constantly arising seemingly at every turn. Being able to respond successfully to this changing landscape requires a great deal of knowledge, experience and versatility. With our future-oriented services, that is precisely what DEKRA offers you.
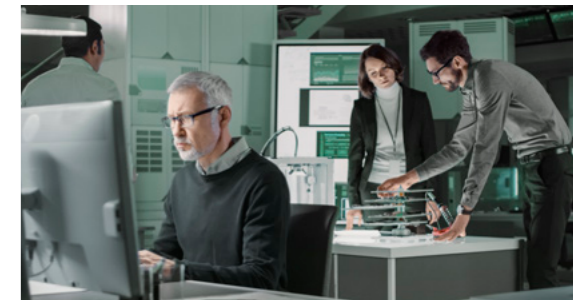
Table of contents

Partnering along the life cycle

Covering every aspect of the life cycle from reliable suppliers and robust cyber security to product testing and certification, risk management and staffing strategies.
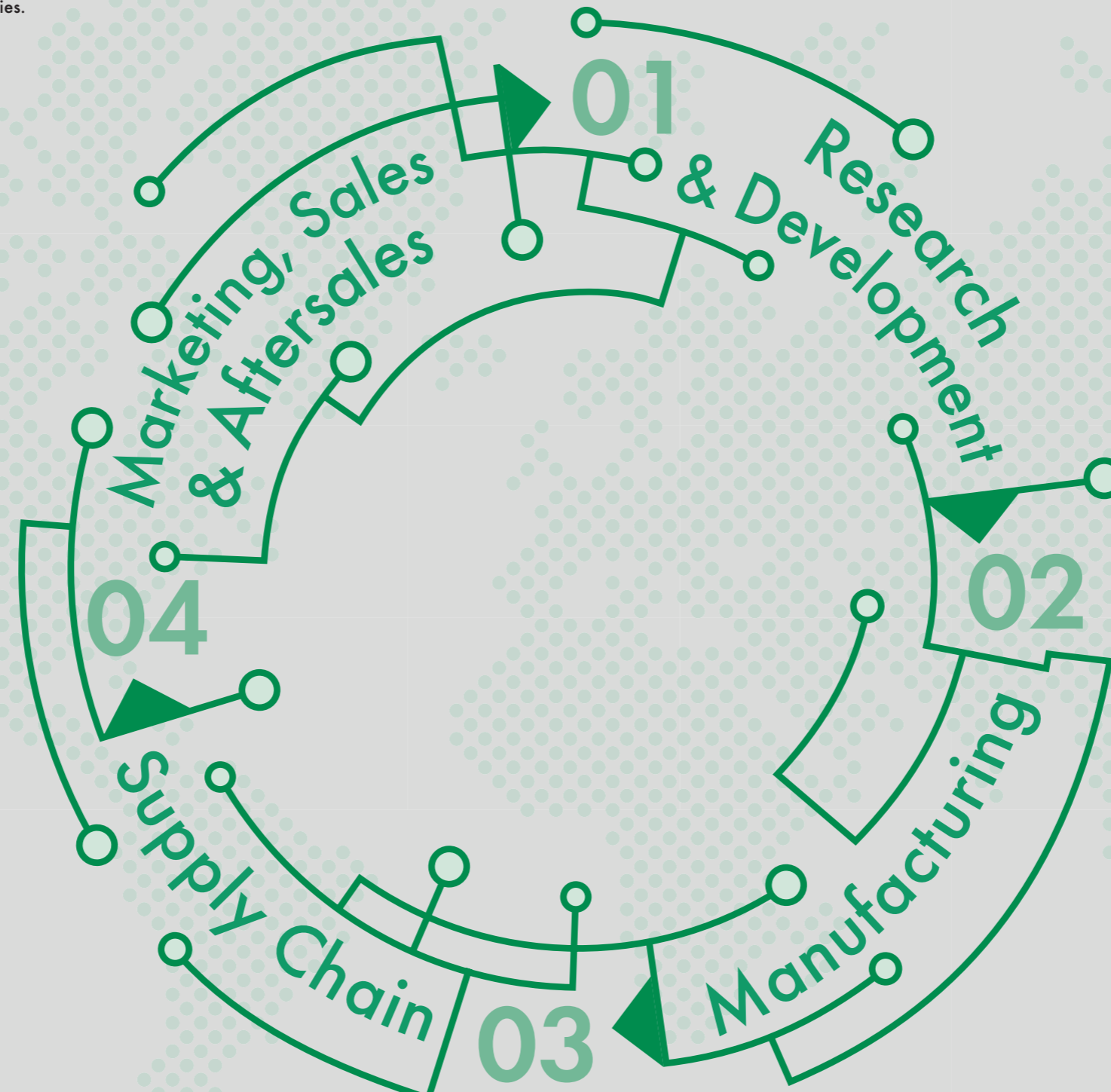
Companies operating in the information and communication technology (ICT) industry produce state-of-the-art devices and systems to be used in a fast-paced, ever expanding field. Providing consumers with the information, telecommunications or digital technologies they need to gather and manage critical data, support internet protocol networks or produce content for various platforms, the ICT sector must be able to perform at many levels.

Because of its global nature, the ICT industry must deal with numerous regulatory standards and country-specific requirements. Often, manufacturers are confronted by diverse political constraints and technological challenges ranging from protectionist trade policies to the uncertainty and complexity of emerging technologies. Designers and engineers must be aware of the importance placed on the user experience and the demand for effective cyber security systems complying with the latest standards. Companies operating in this space must also implement user and cyber security expectations in their own business models.

Services supporting the ICT industry

We conduct all applicable testing and certification to ensure products meet required quality, safety and regulatory standards. Accredited DEKRA auditors verify the effectiveness and compliance of your cyber security strategies. Our services are designed to help you maintain a healthy supply chain, recruit and retain skilled personnel as well as manage risk, address employee health and safety issues and improve customer service solutions.

A recognized global service provider, DEKRA provides comprehensive services from a single source at any time, anywhere in the world. Put our expertise to work for you!

01 Research & Development

02 Manufacturing

03 Supply Chain

04 Marketing, Sales & Aftersales

"Our success depends on our ability to transform new concepts into innovative ICT products that are safe, functional and compliant. DEKRA provided the testing we needed to obtain recognized certifications and worked with our cyber security personnel to make sure all our ICT and business operating systems are secure so we can focus on the science."

Delivering comprehensive services from a single source, DEKRA experts provide critical support in all areas of the ICT sector to help you achieve your business goals.
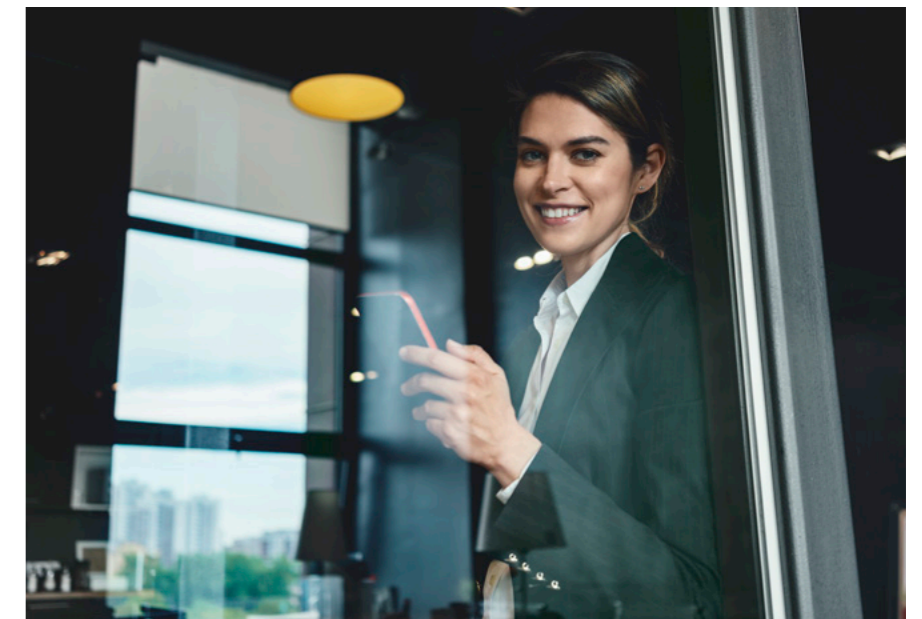
Supporting innovators creating new ICT products and applications

Highly skilled professionals tasked with imagining and designing new ways of improving and expanding the scope of information and communication technology (ICT) depend on objective testing and certification to ensure operational safety and reliable functionality of their products. DEKRA provides innovators the comprehensive support services they need to confidently move the world forward.

Turning dreams into reality

Designers, engineers and technicians working in the ICT space strive to create the capabilities and products of tomorrow. Our accredited and experienced auditors have the qualifications needed to conduct appropriate testing and certification to prove compliance with recognized applicable standards and regulations to ensure the safety, functionality and reliability of the products those innovators dream up.

Safeguarding intellectual property

In the highly competitive ICT sector, organizations must have effective strategies and systems in place to protect invaluable data relevant to their work, intellectual property, trade secrets and other classified information. We provide critical cyber security services focused on shielding your business interests by defending sensitive data and materials from prying eyes and cyber thieves.

Securing technical and human resources

Successful ICT research and development organizations need uninhibited access to vital parts, equipment, information and people. Our experts are available to assist you in your efforts to establish a trusted, robust and reliable supply chain made up of certified, recognized partners as well as build and retain a proficient workforce of capable, ethical professionals.

DEKRA services for ...

Cyber Security Solutions – protecting intellectual property

> Cyber Security Pre-Assessment
> Data Protection Consulting
> Information Security Management System
> Information Security Management System Consulting and Training
> Information Security Risk Assessment and Management
> Information Security Training
> IT and Software-Related Training
> Risk Management System Training
> Second-Party Audits for Information Security Management Processes

Flexibility Solutions – getting innovation to market fast

> Business-Related Trainings
> Global Market Access
> Health, Safety and Environment (HSE) Management System
> Process Safety Solutions
> Product Certification
> Product Pre-Testing Services
> Quality Management System
> Quality Management System Training

> Risk Management System Training
> Second-Party Audits for Information Security Management Processes
> Sustainability Audits and Verification

Skilled Personnel Solutions – ensuring a proficient workforce

> Business-Related Trainings
> Examination of Experts for the ICT Industry
> Health, Safety and Environment (HSE) Strategy and Management

> Health, Safety and Environment (HSE) Management System Training
> Information Security Training
> IT and Software-Related Training
> Recruiting
> Social Responsibility Management System Training
> Soft Skills Training
> Workplace Health Solutions

"We take our responsibility to make the best product possible for our customers seriously and are always looking for ways to improve. The DEKRA team conducted various inspections to ensure the safety and productivity of our facility and provided training courses to bring our personnel up to speed so we can continue delivering top-quality goods to our customers."

DEKRA services can be tailored to your particular needs and circumstance to help you achieve maximum results with minimum risk for a more profitable business.

DEKRA services for ...

Cyber Security Solutions – safeguarding the manufacturing process

> Cyber Security Testing
> Data Protection Consulting
> Information Security Management System
> Information Security Management System Consulting and Training
> Information Security Risk Assessment and Management
> Information Security Training
> IT and Software-Related Training
> Risk Management System Training
> Second-Party Audits for Information Security Management Processes

Flexibility Solutions – maintaining adaptability for market success

> Business-Related Trainings
> Connectivity Testing
> Electromagnetic Compatibility (EMC) and Radiofrequency (RF) Testing
> Environmental Inspection
> Equipment Engineering and Operation Training
> Global Market Access

> Health, Safety and Environment (HSE) Management System
> Health, Safety and Environment (HSE) and Sustainability Solutions
> Mandatory and Voluntary Inspection
> Plant Safety Inspection
> Process Safety Solutions
> Product Certification
> Quality Management System
> Quality Management System Training
> Remote and/or Online Monitoring and Digital Optimization Services
> Second-Party Audits for Processes
> Sustainability Audits and Verification
> Transportation and Logistics Management System Training

Skilled Personnel Solutions – finding and keeping the right people

> Business-Related Trainings
> Examination of Experts for the ICT Industry
> Health, Safety and Environment (HSE) Strategy and Management
> Health, Safety and Environment (HSE) Management System Training
> Information Security Training
> IT and Software-Related Training
> Process Safety Competence Development
> Recruiting
> Social Responsibility Management System Training

> Soft Skills Training
> Workplace Health Solutions

Added Value – ensuring your resilience in times of crisis

> Business Resilience Impact Assessment (BRIA)

Helping manufacturers in the ICT industry

Manufacturers operating in the information and communication technology (ICT) sector rely on production resilience supported by state-of-the-art parts and equipment, secure business processes and systems, and a skilled and healthy workforce. DEKRA provides manufacturers with solid solutions and comprehensive services they need to overcome obstacles in the challenging ICT industrial framework.

Manufacturing ICT products

With products in the ICT sector being constantly redesigned and improved, and new devices being introduced at record pace, it is imperative that manufacturers be able to produce safe and quality products able to withstand the strains of every day use. We conduct comprehensive testing and certification services to prove quality, functionality and compliance so you can access and thrive in any market.

Managing risk in the industrial environment

Implementing a high degree of ICT-reliant processes and systems throughout the production and business ends, manufacturers rely on robust cyber security tactics to reduce risk and shield their business. Our cyber security experts help manufacturers defend against cyber attack to shield information leaks, ensure the safety of the workplace and protect the quality of their products.

Acquisition of materials, machinery and manpower

Making innovative products requires state-of-the-art parts and equipment as well as skilled technicians and staff. We support you in your efforts to strengthen your supply chain with individually verified suppliers and trusted service providers as well as to recruit and retain qualified technical and operational support staff with experience in the ICT industrial setting.

Working in the ICT supply chain

Suppliers and service providers working within the ICT supply chain must meet the expectations of their customers while also managing and maintaining their own successful business. Comprehensive DEKRA services support supply chain members in meeting their customer needs and expectations.

Adapting to changing environments

Supply chain providers are expected to get the job done quickly and deliver on time even in the face of adversity. We provide comprehensive testing and certification services from a single source to help you meet your supply chain responsibilities and achieve maximum flexibility, support continued innovation, ensure quality manufacture and allow for products to be released to the market on time.

Protecting sensitive data and information along the chain

Only by ensuring that every link in the industry life cycle is able to withstand a security breach can you truly defend your business against a loss of information or the chaos that a cyber attack may cause. Our experts work to help you and your business partners implement certified cyber security solutions to ensure your ability to effectively shield both your own business and customer data.

Strengthening the supply chain with qualified personnel

Every chain is only as strong as its weakest link. We conduct a wide range of services designed to support you in the search and hiring of qualified candidates for current openings and future expansion. Our experts provide services to assist you in finding, choosing and retaining the very best people from the world's talent pool so you can be the strongest link in the customer's supply chain.

"Our ICT business partners rely on us to provide them with quality products and services so they can meet their business goals and commitments. DEKRA auditors reviewed our facility's capabilities, management systems and delivery strategies to help us stand out in the supply chains we service."

DEKRA offers a variety of services to identify quality partners and service providers in your supply chain to make sure your business is able to operate at full capacity at all times.

DEKRA services for ...

Cyber Security Solutions – strengthening links in the supply chain

> Cyber Security Testing
> Data Protection Consulting
> Information Security Management System
> Information Security Management System Consulting and Training
> Information Security Risk Assessment and Management
> Information Security Training
> IT and Software-Related Training
> Risk Management System Training
> Second-Party Audits for Information Security Processes

Flexibility Solutions – adapting to customer needs

> Business-Related Trainings
> Chemical Safety Advisory
> Connectivity Testing
> Electromagnetic Compatibility (EMC) and Radiofrequency (RF) Testing
> Expediting, Shop and Vendor Equipment Inspections
> Global Market Access
> Health, Safety and Environment (HSE) Management System
> Health, Safety and Environment (HSE) and Sustainability Solutions

> Product Certification
> Product Safety Testing
> Quality Management System
> Second-Party Audits for Processes
> Sustainability Audits and Verification
> Transportation and Logistics Management System Training

Skilled Personnel Solutions – maintaining a talented supply chain

> Business-Related Trainings
> Examination of Experts for the ICT Industry
> Health, Safety and Environment (HSE)

Strategy and Management
> Health, Safety and Environment (HSE) Management System Training
> Information Security Training
> IT and Software-Related Training
> Recruiting
> Social Responsibility Management System Training
> Soft Skills Training
> Workplace Health Solutions

Added Value – fortifying the supply chain

> Business Resilience Impact Assessment (BRIA)

"We wanted to build our sales and marketing department with the best in the business. The DEKRA team helped us utilize digital sources and streamline our searches to find top candidates so we could do just that."

DEKRA experts provide customized services to support you when building a strong, resilient and profitable business.

Driving sales with cross platform marketing

Sales and marketing teams working in new and aftersales environments rely on information and communications technology (ICT) platforms and applications for online communications and advertising as well as in-house customer service. DEKRA services support your business in creating new advertisement pathways and boosting sales with ICT marketing and customer service strategies.

Using the new ICT toolkit

Communicating with your target audience at every opportunity is a critical part of any effective marketing campaign aimed at generating interest, achieving maximum brand performance and ensuring a fruitful customer experience. We provide comprehensive ICT services aimed at increasing your ability to engage new customers, encourage repeat business and succeed in the world markets of your choice.

Safeguarding digitalized content and data

Secure online platforms for presenting online marketing content and capturing communications data and customer information must be protected with effective cyber security strategies and systems. DEKRA security experts conduct a variety of services to deem ICT safety precautions strong enough to protect advertising content and shield data collected, transferred or stored on your digital platforms.

Building an effective sales and marketing team

Top sales and marketing professionals are hard to find and the competition is looking to snatch them up before you do. We provide comprehensive services to help you find and communicate with qualified candidates on various digital platforms and ICT applications. Our recruitment, training and HSE support you in hiring the best prospects and retaining the best employees to establish a proficient and resilient team with a strong work ethic.

DEKRA services for ...

Cyber Security Solutions – protecting digitalized content and data

> Data Protection Consulting
> Information Security Management System
> Information Security Management System Consulting and Training
> Information Security Risk Assessment and Management
> Information Security Training
> IT and Software-Related Training
> Risk Management System Training
> Second-Party Audits for Information Security Management Processes

Flexibility Solutions – expanding sales and marketing with ICT

> Business-Related Trainings
> Quality Management System
> Quality Management System Training
> Second-Party Audits for Information Security Management Processes

Skilled Personnel Solutions – attracting and retaining qualified candidates and employees

> Business-Related Trainings
> Examination of Experts for the ICT Industry
> Health, Safety and Environment (HSE) Strategy and Management
> Health, Safety and Environment (HSE) Management System Training
> Information Security Training
> IT and Software-Related Training
> Recruiting
> Social Responsibility Management System Training
> Soft Skills Training
> Workplace Health Solutions

"DEKRA's global network ensures that I can access the testing and safety services I need, wherever I need them."

In over 60 countries, on 5 continents

Whenever and wherever questions of safety arise, we are one of the first points of contact for solving them. With subsidiaries and representatives around the globe, we provide a direct local presence.
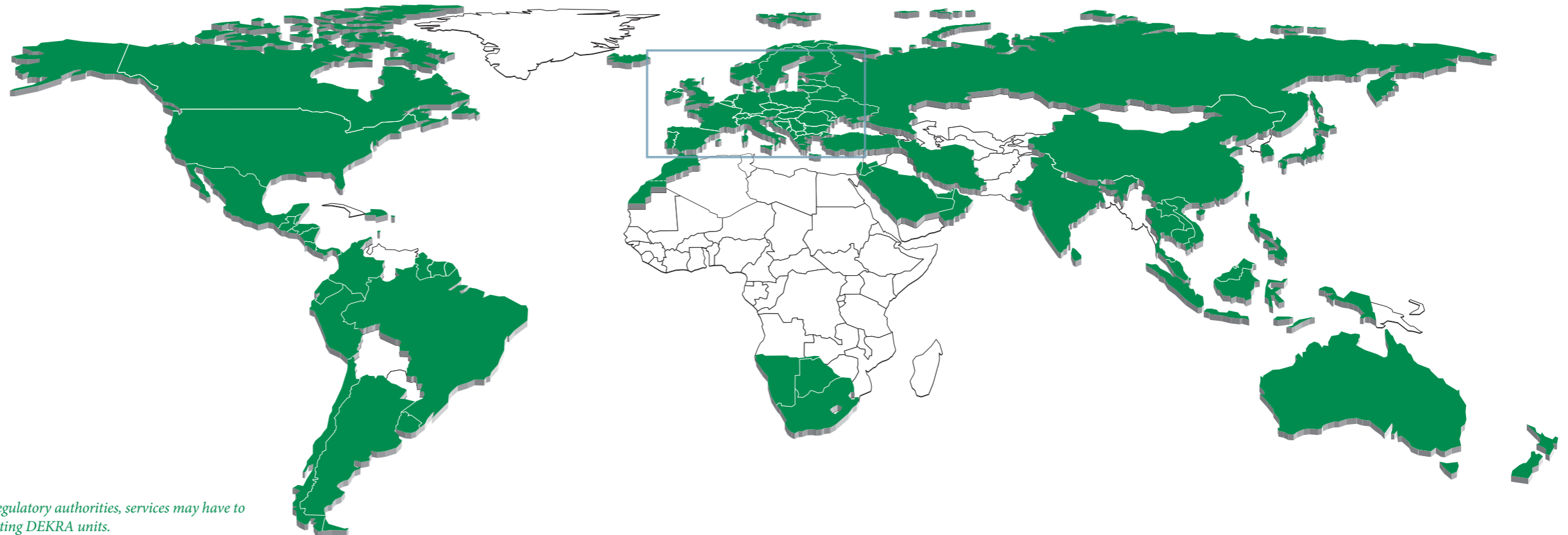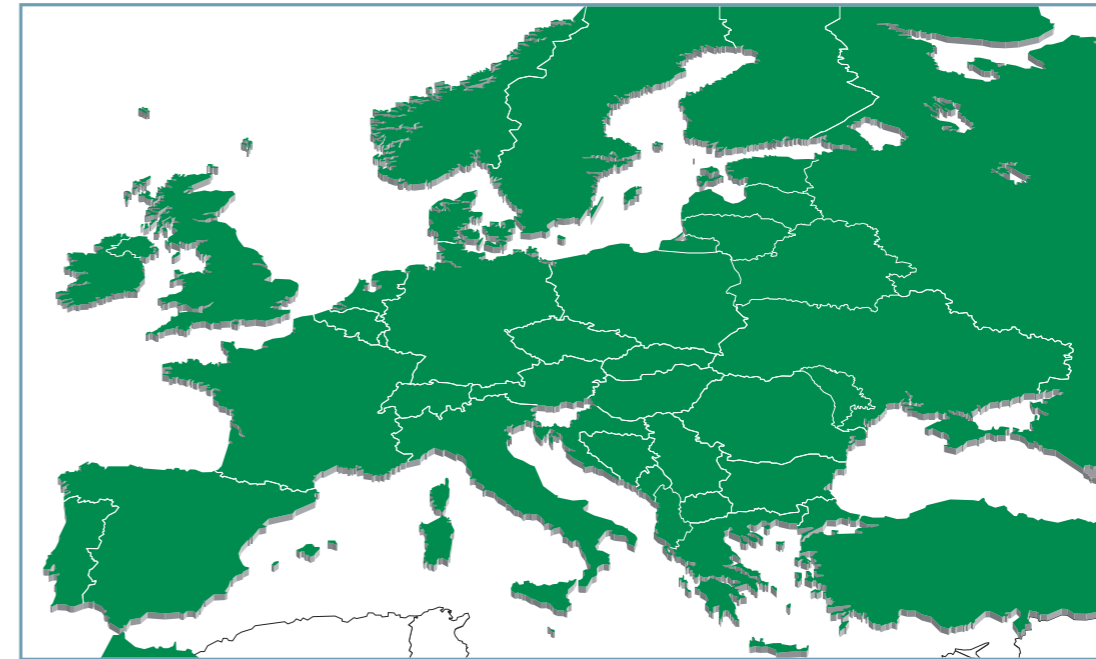
Almost 44,000 employees

Whenever our expertise and safety services are needed, we are there - with nearly 44,000 highly qualified employees, we take care of your safety needs and requirements around the world.

Independent, neutral and reliable

DEKRA is the world's largest independent expert organization in the TIC industry. Our expertise and safety services meet the highest quality standards.

Global partner for a safe, secure and sustainable world

Due to impartiality and independence requirements of regulatory authorities, services may have to be performed by different, mutually independently operating DEKRA units.