

Information and Communication Technology

Marketing, Sales and Aftersales



Cross-platform marketing and services

Marketing professionals and customer service representatives working in sales and aftersales depend on information and communication technology (ICT) applications and platforms for online communications and advertising as well as for efficient in-person customer processing. We support you in developing, implementing and maintaining strong ICT marketing and customer service strategies to ensure your customers enjoy reliable sources of information and drive sales.

Cyber Security Solutions – protecting digitalized content and data

Effective security strategies and systems police the digital spaces used to share online marketing content data and information captured in communications with your customers. DEKRA provides a wide range of services to help you ensure safety precautions are in place and working to protect corporate advertising content and any personal data collected, transferred or stored on your digital platforms.

Data Protection Consulting

DEKRA experts keep you informed and help you stay legally compliant and up-to-date when it comes to handling data. If you prefer more context-specific assistance, we can provide the individualized support of a data protection officer to carry out services on site and in close cooperation with your team.

Information Security Management System

We can help you protect sensitive data and secure your IT systems, components and processes to meet today's cyber security challenges. Our ISO 27001 certification will put you in a position to comply with the current legal requirements and meet the needs of your customers. In addition to technical measures, ISO 27001 certification recognizes the importance of documentation associated with high-level information security management. Furthermore, data protection has become increasingly important for many companies since the introduction of the GDPR (General

Data Protection Regulation). Under these circumstances, it is beneficial to introduce an appropriate data protection management system. ISO 27701 offers an extended protection for companies' IT security based on an existing ISO 27001 certification.

Information Security Management System Consulting and Training

Our comprehensive cyber security strategies include consulting services. Taking a flexible, holistic approach, our experts address your individual needs and circumstances to help you implement an information security management system that protects your sensitive data, IT systems, components and processes against today's cyber security challenges. Our training courses make sure your personnel are up-to-date with ISO 27001 and 19011 requirements so they can assess and manage security risks to your critical data and confidential information.

Information Security Risk Assessment and Management

No company today is immune to cyber security risks and potential attacks. Our consultants carry out systematic network security analyses, determine the existing level of cyber security and develop a plan to improve it.

Information Security Training

To inspire trust in existing customers and attract potential new customers, ensuring information security – including the IT systems, components and processes involved – is essential. Information security auditor training courses give you the knowledge and skills you need to assess your organization's information security management systems in accordance with ISO 27001.

IT and Software-Related Training

A mix of design, planning, implementation and troubleshooting, strong IT skills are critical in any modern workplace. Fluency in popular software packages and network configuration ensures IT personnel and systems meet your business needs and performance expectations. DEKRA provides comprehensive IT and software trainings and certifications for telecommunications and network

specialists navigating ITIL Foundation practices as well as SAP, Microsoft and IPv6 operating systems. Our IT experts also conduct professional software tester training according to International Software Testing Qualification Board (ISTQB) standards.

Risk Management System Training

Every business faces a wide variety of different risks. The design, implementation and optimization of a robust risk management system can help to identify threats and assess possible effects on the company. We conduct comprehensive risk management systems training in tested evaluation methods and analysis techniques ranging from scenario-based approaches to creativity and simulation strategies. DEKRA provides you with the expertise you need to balance opportunity and risk for secure planning and increased productivity.

Second-Party Audits for Information Security Management Processes

Our comprehensive audits allow you the opportunity to evaluate and verify your IT and cyber security processes. Our services include initial audits and continuous monitoring, as well as helping you understand the complex international, national and local regulatory requirements.



Flexibility Solutions – expanding sales and marketing with ICT

Excellent communication with your target market audience is critical to a successful marketing campaign, achieving maximal brand performance and ensuring an outstanding customer experience. DEKRA offers various services designed to ensure your ability to reach customers and thrive in any market.

Business-Related Trainings

Experienced and qualified personnel are the backbone of every successful business. We offer companies top to bottom support focused on management training, employee development and career planning. From secretarial, bookkeeping, sales, marketing, customer service and procurement staff to process and project managers, IHK-certified technical business administrators and AEVO-qualified trainers, DEKRA business-related programs provide skills and credentials aimed at strengthening your entire team.

Quality Management System

Reliable quality management based on ISO 9001 ensures high-quality processes, products and services. A central feature is its risk-based approach, which identifies opportunities and risks, derives appropriate measures and evaluates their effectiveness. This ensures that the quality management system and the accompanying processes in your organization achieve the desired results.

Quality Management System Training

We conduct both accredited and non-accredited ISO 14001 and 50001 trainings which can be tailored to your particular needs and circumstance. Recognized around the world, our certifications for a wide range of credentials help you maintain a competent workforce able to perform at all levels within your quality management system.

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Skilled Personnel Solutions – attracting and retaining qualified candidates

Accomplished and tech savvy professionals make use of numerous ICT platforms and services to easily search and apply for jobs at diverse companies at locations around the world. DEKRA provides comprehensive services to support your creative efforts to find, hire and retain the best of the best for a strong and resilient workforce.

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Examination of Experts for the ICT Industry

Recognized around the world, our accredited certifications for a wide range of credentials help you maintain competent personnel able to inspire trust and ensure stakeholders they have chosen the right partner for their marketing and customer service needs. We provide you with the opportunity to verify ICT-related skills of qualified staff and give employees a chance to document their professional expertise to strengthen the reputation of your overall workforce.

Health, Safety and Environment (HSE) Strategy and Management

Maintaining strong HSE management is the most efficient way to ensure the well-being of your staff and thus your business. Our HSE strategy consultants help companies design a roadmap for a comprehensive HSE policy that leads to improved outcomes for safety and beyond through reduced hazard exposures, accident-free work, a healthy workspace and protection for personnel. In addition to addressing compliance issues, our experts assist you in reducing your environmental impact, creating a supportive culture and promoting performance improvements.

Health, Safety and Environment (HSE) Management System Training

Participants learn how to set up energy and environment as well as health and safety management systems. Training and certification, both accredited and non-accredited, are available for ISO 14001 and ISO 50001 and can be customized for your requirements.

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Recruiting

DEKRA provides comprehensive recruitment services supporting you from the initial job advertisement to the final interview.

Social Responsibility Management System Training

Companies rely on qualified personnel to assess and maintain the compliant social responsibility management systems they need to run a successful business in diverse cultural and environmental contexts. DEKRA industry experts conduct ISO 26000 training courses designed to ensure employees, managers and auditors are operating according to relevant international requirements and standards.

Soft Skills Training

The capacity to work effectively within a diverse and dynamic workplace needs strong teamwork as well as clear and motivational communication. DEKRA provides comprehensive training of soft skills from self-management and public speaking to team steering and leadership training as well as conflict and diversity management to ensure optimal performance throughout your corporate structure.



Workplace Health Solutions

Creating a work environment that supports good health, safe habits and the all-around well-being of your marketing and sales team is smart company policy, and in some cases may be mandated by law. Our specialists carry out medical examinations to monitor and document the health of your staff and independently evaluate whether employees fulfill safety-related criteria. These and other services, including education on health-related topics, can be customized according to your individual needs. DEKRA occupational health and medical advisory services help you build a robust framework which will help you maintain a healthy workforce. We assess physical, ergonomic and psychological risks and provide practical solutions for an effective corporate health management strategy to ensure high performance and a profitable business.

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

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On the safe side.