

Press Factsheet

Kapsch BusinessCom

Leading ICT and digitalization partner.

As a leading partner in digitalization, Kapsch BusinessCom supports companies in Austria, Germany and Switzerland in taking their business performance to the next level and developing new business models. The company operates as a consultant, system supplier, and service provider. Kapsch BusinessCom is the ideal partner for keeping abreast of rapidly evolving digital technologies thanks to its widespread expertise in handling large quantities of data and matters of security, in addition to the valuable experience gained from the successful implementation of a variety of use cases across numerous industries. The company's comprehensive portfolio includes technology solutions for intelligent and – most importantly - secure ICT infrastructure along with smart building technology, media and security technology, and outsourcing services. Kapsch relies on vendor independence and partnerships with leading global service providers such as HPE, Cisco, and Microsoft. It also participates in a wide network of partners from research and industry-specific solution providers, ranging from start-ups to major corporations.

Specialist for digitalization and system integration.

Kapsch BusinessCom has more than 17,000 customers, including Allianz, Erste Bank, Austrian Federal Railways ÖBB, OMV and Austrian Broadcasting Corporation ORF. In the fiscal year 2019/20, Kapsch BusinessCom generated revenue of approximately EUR 408 million with its 1,500 employees. With the founding of the new subsidiary Kapsch Converged Services GmbH after a 100% takeover of Liberty Global Services GmbH Austria, Kapsch BusinessCom becomes the service partner of the most important telecommunications providers in Austria, DACH and CEE.

Kapsch BusinessCom provides the following ICT services:

- > **Infrastructure.** With its server, storage, and network solutions, Kapsch provides a stable and high-performance ICT framework, allowing them to securely operate local infrastructure and cloud solutions.
- > **Data security.** With a team of cybersecurity experts, Kapsch advises companies on risk assessments, implementation of data backup processes, and protection against cyberattacks. In Austria, Kapsch BusinessCom conducts security audits in accordance with the quality guidelines of TÜV Austria. Since 2017, security analysts at the Kapsch Cyber Defense Center provide an efficient defense against cybercrime using the Managed Defense and Emergency Response services.
- > **Digitalization of business processes and products.** In the course of the Kapsch Discovery Workshops, Kapsch develops with its customers business requirements, the architecture and the optimal implementation to realize digitalization initiatives quickly. When it comes digitalization projects, Kapsch covers all the necessary areas: sensors, connectivity, IoT platforms and AI applications.
- > **Data backup, analysis, and data science.** Kapsch BusinessCom is responsible for backing up and analyzing large volumes of data, like in the health and medical industry for CBmed in Graz. Kapsch is taking the future field of data science into account with its takeover of AIMC. The digital ecosystem of Kapsch BusinessCom also comes into effect for applications in the context of Industry 4.0.

- > **New working environments.** Kapsch services optimize collaboration and communication within the company, ranging from needs analysis through applications such as video conferencing systems, archival and search solutions, and integrating mobile devices into the IT infrastructure. Compliance management ensures the security of information, while service management provides for efficient operations.
- > **Smart building.** Whether a data center, cabling and multimedia solutions, warning systems, video surveillance, or access control - Kapsch creates the foundation for efficient infrastructure in and around the building. For instance, Kapsch equipped the new Rapid stadium in Vienna with a state-of-the-art entertainment system, the largest of its kind in Austria. At Vienna's Main Station, Kapsch technology provides 145,000 passengers a day with current information on the 44 m² ÖBB electronic display board.

Shared Infrastructure at earthDATAsafe high-security data center.

Constructed in 2008, the high-security data center earthDATAsafe in Kapfenberg (Styria) is available for operating modern and safe cloud solutions. Kapsch provides its customers with both Infrastructure as a Service (IaaS) and Platform as a Service (PaaS). The technical infrastructure for these services is located in a system of tunnels extending into the mountainside to a depth of 320 meters and protected by up to 150 meters of rock mass. At earthDATAsafe, an area spanning 4,000 m² has already been completed along with 900 meters of tunnels and eight security zones. The multi-step security concept includes, among other things, an access control system, a monitoring system, and a fire protection system as well as independent power supply and climate control. Around-the-clock monitoring of the firewall and security software guarantee that sensitive data are protected.

Facts and figures.

As the only Austrian company in the field of information and communications technology, Kapsch operates in accordance with the globally recognized ITIL® standard of service management. Service technicians are certified under clear and transparent quality standards .

Company at a glance.	
Company	Kapsch BusinessCom AG
Established	2002
Headquarters	Vienna, Austria
Sites	Eight sites in Austria, branch offices in Germany and Switzerland and a site for IoT-development in the Czech Republic
Employees	Approximately 1,500
Revenues 2019/20	EUR 408 million
Management	Franz Semmernegg (CEO), Jochen Borenich (COO)

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