

Our Added Value

A matter of course for us

As an added value service provider, we regard many of the benefits we provide as a matter of course, and so you can rely on the following added value with all our services:

Service quality:

SLA/Workflow/Specification - No arguments

All processes and project targets are firmly defined in close cooperation with our clients, and in consequence we can guarantee you smooth and trouble-free handling of the orders and projects.

QM system certified to ISO 9001 - Process quality

We do not just want to be good - we want to meet the highest standards. To ensure optimum process quality, we regularly subject ourselves to independent quality management audits.

Independent - Fast and flexible

We work independently at all times and concentrate fully on your bottlenecks. We assist you rapidly and flexibly with individual solutions and optimize your processes.

We look after your customers as you do yourself - Customer satisfaction

Customer satisfaction is our highest priority, and that is why we look after your customers as you do yourself.

Responsibility:

Media-shyness - No negative press

We are fully conscious of the fact that negative press reports or comments in the internet may be extremely destructive for your business.

Social responsibility - Fair partnership

To us, social responsibility is not just added value. Rather, it is the basis of our services, with the focus, therefore, on a fair and friendly partnership.

Professional expertise:

High recruitment demands - High level expertise

If we are to meet our own stringent demands, it is important to look out for outstanding expertise during recruitment, too. In that way, we ensure quality in all fields.

Continuous training - Quality assurance

In order to secure and ensure that quality, there is continuous training of staff on all levels.

Security:

Data protection organization - Data protection

Data protection is becoming and more and more central issue in all areas. With our application and process structures, we ensure that your data have the best possible protection.

Prevention of money laundering - Security measures



As a responsible service provider, we have created various security measures to provide our clients with comprehensive protection from money laundering.

Internal audits - Demonstrable compliance

In order to achieve the objectives set and continuously improve risk management, general management and internal processes, we rely on extensive auditing activity. You as the client are therefore absolutely audit-proof.

IT-Security:

EXCON Datacenter -Highest IT security for your data

By the "EXCON secure & green Datacenter" (EDC1) in the premises of the high-availability data center e-shelter in Frankfurt am Main, EXCON has increased its IT and network systems to the maximum level of IT security. E-shelter is one of the leading data center providers in Europe.

Double security - EXCON backup datacenter

The original data center of the EXCON Services GmbH operated in the headquarters in Neu-Isenburg is still used as backup data center (EDC2). The separation of the original and backup data is ensured over a radius of more than 10 km. Therefore EXCON is even prepared for the extremely unlikely event of a failure of the data center (EDC1) by the uninterrupted processing through its "EXCON Backup Datacenter" (EDC2).

ISO 9001 / ISO 27001 - Transparency and control

The contractual agreements between EXCON and the data center operator are designed in such a way, that all rights of the EXCON clients are also maintained versus the outsourcing company. This means that, of course, auditing rights can also be exercised by EXCON clients or other institutions at the service provider's premises. EXCON itself is certified according to ISO 9001 and from 08.2017 onwards also according to ISO 27001 and will carry out regular audits by its internal audit or by the data protection officer. In effect, there are no certification gaps.

Compliance:

Compliance organization - The good feeling of having made the right decision

Compliance with directives and laws is a matter of course to us. You, as our client, therefore always have the good feeling of having made the right decision.

Integrity - With zero tolerance

The integrity of our actions is the uppermost principle in our work. With clear rules of conduct and reliability checks, we protect our clients and ourselves from illegal, unethical or impermissible acts.

Digital infrastructure:

Networking and virtualization - Ready for Smart Services

We use our own applications and platforms to network physical and digital services. With standards, tools, processes and interfaces, we create the basis of legally secure cooperation in distributed business processes for you.

Process transparency - Information and monitoring in real time

Our service platforms create process transparency. In the service of our clients, we can actively intervene in business processes globally and at any time.

Business Intelligence - For better decisions

We offer our clients solutions in business intelligence. Our findings enable you to take better operational or strategic decisions with regard to your corporate targets.

EXCON Online Suite:

Smart solutions - For optimum networking

Starting as early as 2002, we combined our services with the internet. We make the EXCON online suite available to our clients and by doing so make our processes transparent. In this way, we practised Smart Services even before the term existed.

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