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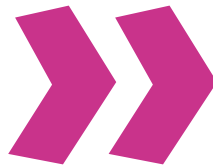


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PREFACE



Sylvia Martin-Knoch, ISGUS Export Manager

Dear Reader,

We are pleased to bring you the second edition of our ISGUS News 2019. Autumn is on the doorstep and we are looking back on the first part of the year, which was a successful one for ISGUS. We are now looking forward very optimistically to the coming months.

In spite of a general economic downturn in Germany since the beginning of 2019, we are still doing extremely well in our home market. Digitization is the big topic currently and both private companies and public institutions are analysing their business models and company structures, optimising their processes and modernising their IT systems. There is no doubt our webbased ZEUS® X solution can make a huge contribution at this point, especially when it comes to HR and Workforce Management.

In the face of complex and difficult political situations within some of our export countries and the Brexit uncertainty, we managed to reach and exceed our planned forecasts on the export side. This was achievable with the addition of some large accounts, where ZEUS® X is a perfect fit.

In this ISGUS News, read about our customers IKK Classic and Dentsply Sirona, both encompassing several thousand employees now taking advantage of ZEUS® X and its seamless integration into existing HR processes and applications, including SAP.

Also, read about the new ISGUS distribution partner in Puerto Rico, Pitney Bowes Inc., a longstanding Time & Attendance provider in the Caribbean, now promoting the ZEUS® X solutions in Puerto Rico and the U.S. Virgin Islands.

We hope you find this issue, interesting reading!

Yours sincerely



IKK CLASSIC

FAST MOVING FOR 8.000 EMPLOYEES



CUSTOMIZED CLOUD SOLUTION SUCCESSFULLY IMPLEMENTED IN A VERY SHORT TIME

More than 8,000 employees from IKK Classic use the ZEUS® Time & Attendance software, operationally simple with easy to use web terminals, benefiting from easy accessibility and 24/7 availability of the system.

IKK Classic is a German health insurance organisation based in Dresden. The public corporation is Germany's biggest Craft Guild Health Insurance and is positioned with around 3.2 Million IKK insured customers, plus 450,000 business customers, placed 7th on the list of the top ten health insurances. At 181 locations all over Germany the IKK Classic employs more than 8,000 employees, for which working time, absence and vacation accounts are handled.

Requirement to modernise Time & Attendance

The previously used software for IKK's Time Recording did not meet their requirements and expectations anymore. In addition, the software support was to be discontinued at the end of the year, due to a new replacement product. Following the need for modern Time & Attendance, a decision was made: because of the lack of automation, existing performance problems and insufficient reporting, a new solution was required to deliver a modern Workforce Management, with a new and flexible system, that communicates automatically with their Human Resource module OK.PWS from AKDB AOER. A critical requirement for the new system, as it needed to be a cloud solution.

Long-standing partnership with AKDB

Searching a new Time & Attendance system, they first talked to AKDB. The AKDB in Bavaria and their subsidiary company called "Komm-IT" are one of the few German-wide specialized providers for local software and simultaneous market leader in this area. The AKDB is a primary partner of ISGUS. Both companies have worked closely together having a mutually trust based relationship for many years. This is obvious with the clarity of communication/integration between the ISGUS solution ZEUS® and the system OK.PWS from AKDB. They exchange master and calendar data as well as time bookings automatically and bidirectional. This allows a digital streamlined process transferring simply and smoothly over into every HR-Process.

The long-standing partnership is a benefit for the IKK Classic, because in this way synergetic effects can be used and manual data collection decreases, as Claudia Strunck from the project team said: „The combined solution from OK.PWS and ZEUS® means for us a non-recurring collection of personal master data and absences in the respective leading system. We were able to stop the manual process for more than 1,000 forms every calendar

quarter. Additionally, there is no separate data maintenance in excel anymore, because of the new software solution.“

Tight Schedule

After the “Kick-Off” event in May 2018 and following workshops, the project started. The given timeframe from IKK Classic was 7 months until the “go live“. This required professional project management. A project plan defined different work packages, responsibilities and due dates. The available time for coordination, customising and tests required and a solution-oriented cooperation. With the project team from IKK Classic under the leadership of Heiko Spilker, the ISGUS team with colleagues from the ISGUS headquarters in Villingen-Schwenningen and the branch in Erfurt as well as the AKDB, up to 12 colleagues were in charge of preparation and implementation. If needed there were more experts available from the IKK Classic personal department, IT department and the ISGUS data centre, so that the deadline to “go live“ on 01 January 2019 could be guaranteed at any point of time.

Previous data imports

Claudia Strunck recalls the multiple options available that ZEUS® provides when importing data and models: “We received a huge amount of help and goodwill throughout the introduction of ZEUS®. Especially cooperation with regard to the initial import of master data, personal data, models and their interaction affected the implementation on time and the conclusion of a successful project. In total, 250 shift plans, 500 daily plans, over 800 roles and 8,000 employee records were imported.

Individual Requirements

Again, this project shows perfectly how flexible and individual the ZEUS® system really is. The IKK Classic processes personal data and absence periods, like inability to work or maternity leave. This happens basically in OK.PWS. Other absences like flex time or vacation

are fostered by the Workflow from ZEUS®. Because of this interface function between OK.PWS and ZEUS® there is a daily exchange between data. In this way, scheduled master data changings can be considered in both systems. ISGUS and OK.PWS were also able to fulfil this need. Claudia Strunck is extremely happy with the overall reduction in administration: “The extended interface allows us to manually adjust only the data that is absolutely necessary for new employees, changing employee data or terminating personnel.“

Successful implementation into the ISGUS Cloud

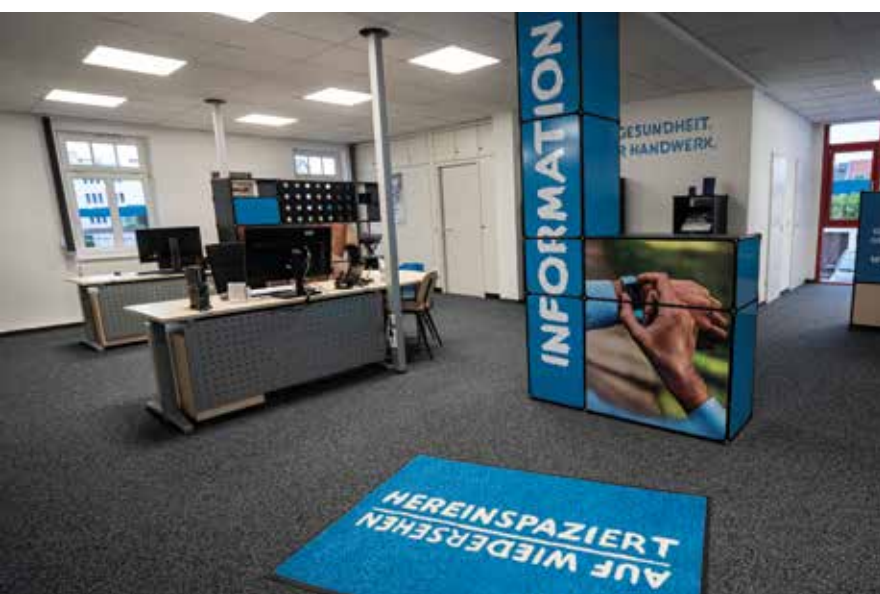
The few but intensive months in preparation to “go live“ with the system were sufficient. Usually employees of a company of this size are gradually transferred to the new system, but not in this case. There were several reasons in favour of a holistic change of all employees to the new system. The missing support due to the cancellation from the old system was not the only reason for the decision: “The new system differs in our settings for time calculation. We wanted every employee to have the ability to use ZEUS® on 01 January 2019. Furthermore, there is no Time & Attendance terminal any more at IKK Classic. All employees book via their computers via internet now. “My ZEUS“ makes it possible for every employee to have an overview of current information, such as their bookings, the vacation calendar and their time accounts.

We made the decision to opt for the cloud solution and we are happy with the high availability, the ISGUS data centre provides. We no longer have to worry about IT administration, or ask questions about hardware, release-updates etc. anymore. The performance is appreciably better and the frequent interruptions from system-logouts as in the old system do not exist anymore. We are very satisfied with the modular structure of ZEUS®, in as much as we are going to extend their solution with another module for cost centre recording.“



Why ZEUS® SaaS in the ISGUS Cloud?

- Unrestricted use (24/7)
- High availability of 99,5 %
- 100% web-based application
- Constant and plannable IT budget
- More flexibility & agility for core business
- Experience & Know-How for change
- Data protection in accordance with GDPR
- To date over 43.000 active SaaS users



OUTSOURCING

ZEUS® IN THE ISGUS CLOUD CREATES MORE RESOURCES



More and more users are not hosting their software solutions within their own IT department but utilise data centres, which offer the right computing environment, operating systems and provide the whole administration as a service. What used to be common in payroll accounting is now also provided for T&A by ISGUS in their own data centre.

ISGUS guarantees an availability of 99,5% in its own data centre. Thus, the availability is above what the majority of all „on premise“ installations in your own IT offers. In addition, with the SaaS model you no longer have to worry about servers and sufficient computer equipment, operating systems and software maintenance, database licenses and the entire administration.

Opening the corporate network for the provision of a public IP to use Time Management mobile on smartphones and tablets, or down times due to server maintenance are a thing of the past with SaaS.

Because of the rising effort and demands due to data protection, we provide you with the opportunity to secure your data. The ISGUS Cloud guarantees security for your data in our own data centre under German and European law (EU-GDPR).

By outsourcing with ZEUS® SaaS, you receive a clear and predictable cost structure during the whole life cycle. Administration of the company's existing in-house IT, procurement, software support and support for hardware etc. can be dropped completely. With that you create more resources and you can focus on other important tasks.

The launch into digital Time Management can start independently from operating and financial availability of internal resources. In addition, we provide you with on-site training. The ISGUS Cloud is available at 99,5 % and guarantees continuous access to your data. After our consultation you are free to decide which solution is the best for you. It is up to you, if you want to host your solution in the ISGUS Cloud, or you choose an „on premise“ installation within your own IT environment.

In the near future our own data centre will be DIN 27001 certified. Benefit from our expert knowledge and our very modern technological solution. ZEUS® SaaS is becoming more and more popular, convincing more and more new customers this is the way forward. Trust and high accessibility ensure a positive customer experience.

ISGUS CLOUD
AVAILABILITY 99,5 %
DATA PROTECTION & SECURITY
ZEUS® SOFTWARE AS A SERVICE

ZEUS[®] X MOBILE



**ISGUS APP FOR IOS,
ANDROID
AND MICROSOFT**

» © iStock - Halfpoint

Do you want to record working or project times with your mobile device? Do you want to know who is missing in your department today or approve requests from your employees even when you are not in the office? Then the ZEUS[®] X mobile App by ISGUS is your perfect choice.

With ZEUS[®] X mobile, the App for iOS, Android and Windows Mobile the working times, project- and total process times are being tracked where and whenever they emerge, namely mobile at the designated place of work. Attendance information and Staff Planning are available via mobile and amending requests can be created and approved, irrespective of where you are.

Wherever classic Time & Attendance is impossible to implement, labour intensive or too expensive, ZEUS[®] X mobile is the ideal solution for Smart Phones and Tablet-PC. If it is a requirement, the user can have geographical data / GPS tracking in addition.

Mobile devices are not only the latest standard-medium for this interaction, they are also standard when it comes to user experience. The modern, digital human being expects fast and easy interaction, also in working life.

ISGUS provides an individual and web-based solution called ZEUS[®] mobile, which is a beneficial opportunity for your company. With your smartphone or tablet you can make Workflow requests, time and project bookings from anywhere. You have the opportunity to receive information relative to your Staff Planning from all over the world and if necessary, enabling you to respond

immediately. In addition, you will receive push-messages of predefined events and conditions. You are actively provided with specific information. Regarding the “New Work” approach this is an indispensable step that you as an employer can offer to your employees. It is an enormous benefit for those in a Home-Office environment, e.g. sales consultants or also those with flexible working times. Every employee can retrieve and receive information from anywhere. Therefore, everybody is up-to-date in their own area, irrespective of the location.

Time & Attendance, plus options for location-independent and mobile collaboration are now the “drivers” and foundations for a company to lead their organisation into “New Work”. ZEUS[®] X mobile, the solution for Smart Phones and Tablet-PC opens up endless opportunities for mobile working time arrangements, project tracking from home offices or in the field, team work including digital shift swapping and implementation of any “New Work” concept.

**MOBILE
ONLINE
DIGITAL
MULTIFUNCTIONAL**



DENTSPLY SIRONA



„We especially appreciate the flexibility of the ISGUS solution, which also offers the potential to extend the system at any time. Different functions can be fulfilled with one single transponder.“

Viola Schneider
Site Management
Location and facility operations
Sirona Dental Systems GmbH

**Access Control
in Bensheim**

690 Electronic locking cylinders
67 Access readers

IDEAL INTERACTION BETWEEN ZEUS[®], SAP UND SECURITY MANAGEMENT

With the fusion of Dentsply International and Sirona Dental Systems in 2016, Dentsply Sirona turned to the world's biggest producer of dental solutions for dentists and dental technicians. With around 15,000 employees, subsidiaries in over 40 countries all over the world and a sales presence in more than 120 countries, Dentsply Sirona has a comprehensive range of end-to-end product solutions for dental and oral health. The location in Bensheim/Germany with 2,000 employees, is one of their biggest production and development locations.

Time calculation and payroll accounting are managed via SAP. For SAP users like Sirona, ZEUS[®] HR provides the optimal Time Recording solution. In conjunction with the ISGUS terminals, the software provides a perfect communication platform for the bidirectional exchange of all relevant time data between SAP and the ISGUS system.

Fast, contact-free and easy the employees can book their arrival and leaving times, plus they receive up-to-date information about their Time Management accounts, bookings, balances or their remaining leave.



ZEUS[®] HR automatically delivers the tracked personal incidents to SAP, where the data will be processed and is available for current analysis.

From the positive experience with Time & Attendance came the desire or need to extend the system with ZEUS[®] Staff Planning and Employee-Self-Service. An efficient system to assist in planning their employees in the production department should not only consider flexible shift rules, but also planning rules according to the company agreement and comply with statutory protection acts. Additionally, the planner receives planned holidays from his employees, enabling him to arrange his orders and resources accordingly.

On the security side, frequent moves within the location requested a more flexible solution, in contrast to the conventional locking system. The modular ZEUS[®] structure made it possible to extend the solution by an electronic locking system. Having the support for all systems from one provider is a big plus. Special safety requirements due to sensitive areas demand individual authorisations for different groups of employees, because the Sirona Park includes different buildings with restricted rights of access, multiple entrances with sentry duty and gatehouses.

Simultaneously there are central contact points such as reception or the staff restaurant. Via ISGUS Access Control Managers individual access rights can be monitored, enabling the need for just one transponder. This simplifies the process a lot.

**SAP
ZEUS[®] HR
STAFF PLANNING
ACCESS CONTROL**



NEW AWARDS



PERFORMANCE - COMMITMENT - RECOGNITION

We proudly say thank you for these great awards. We would like to thank all customers and employees for their trust in us and our solutions. The many positive reviews are our motivation to continue along the path we have chosen.

Trusted Solutions 2019

At the end of 2018, the market research institute Statista asked users of software solutions in companies as well as selected IT and software experts. 3,100 users of enterprise software solutions were recruited by Statista and received an e-mail invitation to the survey.

To be awarded a „Trusted Solution“, a provider must achieve at least 80 out of a possible 100 points in the overall rating. The score included the following evaluation criteria: trust, performance commitment, reliability, safety, continued development, recommendation, expert evaluation and awareness.

The ISGUS company group achieved 95.8 points in the category of „Access Control Systems“. We are thus among the top 10 providers in this area. In addition, ISGUS also impressed with mobile Time Recording, the ISGUS Cloud and the intuitive operating concept of the web-based ZEUS® Workforce Management.

In the April edition of the magazine COMPUTERBILD the results of the analysis are reported in detail. We are proud to have so many satisfied customers with our web-based ZEUS® software solution. It confirms our work, our way of thinking and doing business.

Social Commitment 2019

Performance - Commitment - Recognition: These are the keywords for the SME Award for Social Responsibility in Baden-Württemberg. The ISGUS company group again received the „Social Commitment“ award in 2019 and was thus honored for the voluntary, social commitment of the family-owned company.

ISGUS has been supporting the Vesper Church in Schwenningen for many years as well as the Pro Kids Foundation, both supporting socially disadvantaged people from the area. As part of the newly introduced ISGUS Social Days, facilities of this kind have not only received financial support but also active support from the trainees on site since this year.

**SECURITY
AWARENESS
RELIABILITY
COMMITMENT**



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NEW PARTNERSHIP IN PUERTO RICO

Pitney Bowes of Puerto Rico which was formerly Tischer & Company has officially signed on as a new ISGUS Solutions Partner. Pitney Bowes through the Tischer acquisition has a long storied history in the Time & Attendance industry, by signing up to be the first Cincinnati Time Distributor in the Caribbean in the 1950's.

With uninterrupted success in providing employee time management solutions, Pitney Bowes has in excess of 1,000.00 clients in Puerto Rico and the U.S. Virgin Islands. With over 30 full time employees Pitney Bowes Puerto Rico also sells the number 1 mailing solutions and has built an outstanding reputation for service that keeps their customer retention rates well above 90%.

When asked why they chose to switch and promote ISGUS and the TimeAttendanceManager / ZEUS® solution on a full time basis, General Manager Richard Calimano cited that he was extremely excited about the sheer breadth of the solution that could not only handle their smaller clients, but as well as large government entities and the many large mutli-national organisations that call Puerto Rico because of their favorable corporate tax laws.

Jenniza Paunetto the Sales Manager of Pitney Bowes P.R. is equally impressed and excited about the opportunity to upgrade their vast customer base to the TAM / ZEUS® solution. In particular Jenniza liked the dashboard driven user interface that allows employees and supervisors to perform their Time Management functions from a single page, which in turn will allow for the support technicians to train new users in a very

efficient manner. The modularity of the software and the ISGUS fingerprint terminal was also a big plus, and makes Jenniza extremely confident about the success they will have in the very near future.



Happy about the new partnership (f.l.t.r.): Norberto Fuentes, Jose Cruz, Jenniza Paunetto, Yazmin Betancourt, Diego Cruz, Richard Calimano, Edgardo Rivera and Robert Maxwell (ISGUS America LLC.)

ISGUS - AS INTERNATIONAL AS ITS CUSTOMERS AND ITS SOLUTIONS

ISGUS with its close net of distribution partners, its entirely customer orientated and excellent service and training concepts, is your strong and reliable partner now and in the future.

Benefit from our longstanding experience resulting from over 14,000 installations worldwide.



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