

ISGUS News

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Always ahead in time

ISGUS



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Preface

Dear Reader,

again we are getting in touch with you with the latest news from the ISGUS company group. In our previous editions, focus was given to software, and we introduced to you new and interesting features in the ZEUS® modules for Time Management, WebServices and Staff Scheduling.

Despite the breathtaking developments on the software side, the ISGUS hardware must not to be forgotten. That's why we are dedicating one of the articles in this issue to our IT terminal range and its predecessors.

Also the ISGUS hardware has been continuously further developed and new technologies have been integrated. Most of our customers are not even aware of this, as their terminals are properly working and maintenance is guaranteed by the ISGUS service centres. And compatibility issues with new software releases are unknown to ISGUS customers anyway. Despite of this, there are interesting hardware aspects about which we would like to inform you today.

Still under the impression of the world's largest IT exhibition CeBIT which once again brought the global IT industry and the T & A players together, we wish to share with you the very positive response our hard- and software products received at the show being considered the "measure of all things".

We sincerely invite you to join one of the coming ISGUS events in Germany and abroad or to get in touch with our sales centres in order to get informed and convinced of our solutions!

Yours sincerely,


Sylvia Martin-Knoch
Export Manager



Sylvia Martin-Knoch
Export Manager

1984

ISGUS Hardware – Still compatible after more than 20 years

ISGUS Terminals have yet to find their peer in the context of customer investment protection. Even 20 years after their first launch they are still compatible with the latest software releases.

From the very first ZEUS® MS-DOS software version released in 1984, ISGUS has always offered complete solutions including terminals and access control readers. From this first ZEUS® version up to the current ZEUS® 3rd generation our customers may still use their existing terminals of the series 1800, 3000/4000, 2300 and 8400 without major limitations.

When ISGUS released the new designed IT terminal generation (IT stands for ISGUS Terminals), they were designed to be backwards compatible with the existing terminals so that both terminal versions could be combined within one system.

It was also possible to extend the systems by the various ZEUS® modules available, for example access control. There were no difficulties as to incompatibility with the actual software such as communication protocols or spare parts replacements.

Instead of the usual hard wired connections terminals are now connected directly to the network via an IP address and their performance and features have also been enhanced.

Nowadays 99% of ISGUS terminals are ordered with ISGUS proximity or multi functional technologies such as HITAG, Mifare, Desfire or Legic readers with

transponders available in credit card or key tag format. These have replaced the previous infrared and magnetic readers.

Use of state-of-the art technology and protection of investment for our customers are inherently connected. This has been the case in the past and also will be in the future!



ISGUS customers may at any time exchange or update their terminals and all ISGUS partners will be pleased to offer their support in this matter.

2008

- All actual proximity reading technologies: ISGUS prox, HITAG, Legic, Mifare, Mifare Desfire, EM 4050
- Biometric reading technology
- Compatibility with digital lock systems from ISGUS Security Ltd.
- Modern design
- IT820 or ACM make terminal controller unnecessary
- Up-to date communication with host via integrated Ethernet interface, WLAN and Analog or ISDN modem





Relies on ZEUS®

The sports lifestyle company PUMA has entrusted its personnel management and security to ISGUS.

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Founded in 1948 by Rudolf Dassler in Herzogenaurach /Bavaria, PUMA is one of the leading multi-category sports lifestyle brands in the world. The company is engaged in the development and marketing of a broad range of sport and lifestyle articles including Footwear, Apparel and Accessories. Their aim is to provide consumers with innovative products that successfully fuse the creative influences from the world of sports, lifestyle and fashion.

In order to meet with the informational and communicational challenges posed by the 21st century, PUMA has developed a virtual corporate structure. The virtual structure is supported by a matrix organization with a vertical (functional) and horizontal (geographic) focus. Through its matrix organization, PUMA achieves further geo-

graphical focus through its subsidiaries, as those in Germany, USA, Hong Kong, Austria and Australia. This structure places PUMA in a dynamic position to capture regional differences and local variances, enabling the company to fine-tune and incorporate them into its global brand initiatives.

The electronic data processing centre is located at the German headquarters in Herzogenaurach and is protected by ZEUS® Access providing entry to essential staff only.

In addition to Access Control, ZEUS® has also become an essential part of the employees Time Management throughout the headquarters and all subsidiaries.

In total 2000 employees are utilising the Time Management system including

employees of the PUMA Concept Stores and Outlet Centres across Germany.

Due to the differing business hours and variable public holidays across German federal states and the immense variety of daily patterns in such a large organization, the core requirements for software solutions are immense flexibility along with high performance.

The system in Herzogenaurach includes the module ZEUS® WebWorkflow, the paperless workflow management solution. Employees are able to log on or off the system either through their browser or on the 27 terminals via their personal badges incorporating Legic reader technology.

Oliver Burkhardt from the PUMA IT department and who was in charge of the

system implementation is delighted that employees can now get their actual balance information at any time.

ZEUS® has been integrated into the existing Paisy payroll system and the office database through which absence requests and flextime requests are processed.

The employee time accounts from ZEUS® are transferred to the Paisy software via an interface driven by a scheduler. Store managers have the opportunity to review absence plans of their employees,

this provides detailed information to support effective workforce planning.

"ZEUS® has exceeded our expectations" concludes Oliver Burkhardt.

A global enterprise such as PUMA needs flexible data systems able to accommodate changing requirements. The multilingual features of ZEUS® were another key element in ensuring ease of use for all employees because of the international nature of the PUMA organization.

In Germany there are 18 ISGUS Distribution and Service Centres providing immediate service and support to the headquarters in Herzogenaurach and to the regional stores.

Detlev Hauer, branch manager of the ISGUS Sales Centre in Herzogenaurach in Northern Bavaria and Oliver Burkhardt are both very satisfied with the successful cooperation between the two companies.

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The entrance area of the PUMA main building in Herzogenaurach.



The French - German Success Story



Since 1924 Deho Systems is the official ISGUS representative in France and is successfully growing the ISGUS brand in France.

Since its foundation in May 1924 selling conventional time clocks, the products distributed by DEHO SYSTEMS have constantly adapted to state-of-the-art technologies over the years, making them one of the leading suppliers of Time Management solutions in the French marketplace. In excess of 20,000 customers now benefit from their reputation and experience of providing high quality Time Management solutions and services from their regional offices throughout France.

From its beginnings Deho Systems has been the exclusive ISGUS dealer in France, selling all generations of ISGUS Time Recorders along with the first electronic ISGUS products like STAR 100, STAR 50 and the Time-on-line system developed in the 1970's. In 1985, Deho Systems became a pioneer selling ZEUS® PC/P, which at that time was the only PC based Time Management system available on the world market.

Today, France is one of the key markets for ISGUS, and like ISGUS, Deho Systems is now a service and solution provider not only for Time Management but also for associated integrated applications such as Access Control, Staff Scheduling and Plant Data Collection.

In order to meet today's and future challenges, Deho Systems have recently restructured their sales team and moved into new larger office premises. For 2008, a clearly defined sales strate-



Two days of intensive product training on ZEUS® PDC was given to the Deho Systems sales team in their new premises in Paris/Rungis.

gy focuses on access control and shop floor data collection alongside the core T&A business. This strategy will deliver service and maintenance of their existing customer base and also create business opportunities in new market segments.

To target the huge market potential of manufacturing companies, engineering offices and service organisations requiring a Time & Attendance solution alongside a need to record and evaluate the time their staff spend on projects, orders and individual operations in

production processes, Deho Systems and ISGUS have recently launched ZEUS® PDC to the French market, thus opening a new chapter of the long running French - German success story.

To emphasise their focus on this new business field and find new customers and potential business partners in the manufacturing industry, Deho Systems recently participated at the Industrie 2008 trade fair in Paris, being the main exhibition in France for production technologies and related sectors.

During the five exhibition days, great interest was shown to the Deho Systems product suite and primarily ZEUS® PDC, stressing the large potential for production automation and monitoring in the French marketplace.



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The Deho Systems sales team at the sales training for ZEUS® PDC in France (left to right) Daniel Morvan, Pawel Zatorski, Thierry Marie, Frédérique Rovillon, Sylvette Loeffel, David Marce, Eric Nadjar, Heinz Schubnell (ISGUS), Eric Millot, Jean-Michel Devienne, Michel Denoulet.



Biscuits & Bath New York City has gone to the Dogs

Biscuits & Bath, a Doggy Day Care Service Provider in New York City, are not a typical ZEUS® user. Founded in 1990 with the belief that dogs deserved the best care possible, they have grown to six locations in New York City, with 250 employees. In February 2006, Biscuits & Bath implemented ZEUS® to cover their needs for Time & Attendance and Staff Planning, thus ensuring the right staffing levels available at any time to handle, walk and groom their four-legged clientele.

If you were asked, would you like to spend the week laying around on a padded carpet, taking leisurely walks with your best friends, getting a haircut and pedicure and being fed without having to lift a finger, would you say yes? If you happen to be a Doggy New Yorker, this could be the exact description of your daily life.

Biscuits & Bath Doggy Day Care offers exactly this kind of high end living, for dogs throughout New York City, and the owners of these dogs are happy to have these services and their business is thriving.

Biscuits & Bath was established by two students, their respective paths were founded through college by walking dogs for people in their local Upper East Side neighborhood.

Whilst performing these services, they recognized the large number of people in New York with dogs and decided to investigate in

some market research. They discovered that of the 15 million people living in New York City at least one in five owned a dog. So, with a marketplace of over 3 million dogs in New York City, they decided to establish Biscuits & Bath Doggy Day Care.

Because of their strong conviction to service, Biscuits & Bath need to continually maintain the correct levels of skilled and expert staff (dog handlers, groomers, walkers and vets) required to the ratio of dogs in their care for any given day. That's why they

decided to investigate employee scheduling software solutions. During their search eight different providers presented their product offerings.

Ultimately, the ZEUS® T & A and Staff Planning Module from ISGUS proved to be the innovative solution Biscuits & Bath were looking for to keep their canine friends well cared for.

Subsequently, ZEUS® has proved to be a very useful tool and the lead decision maker Evan Winegard, who is the Chief Financial Officer, had this to say about ZEUS®:

"With over 200 employees, ZEUS® allows us to effectively manage our staff, ensuring employees are paid appropriately. No longer do we have to figure out breaks or calculate hours - ZEUS® does all this for us. We also love the payroll interface as all our employees' hours are transferred directly into our payroll, eliminating the need for any direct entry. With many different access levels, reports, and features, ZEUS® saves us countless administrative hours. We are very happy we've chosen ZEUS® for our Time and Attendance needs."

ISGUS America LLC Strong Foundation built in the US



Robert Maxwell,
President of
ISGUS America

In April 2008, ISGUS America LLC is celebrating their three year anniversary in the US market and the organization has been a great success story.

Market awareness of ISGUS and their entire line of products are growing very quickly, and an excellent reputation for sales and for support of these products have been universally recognized by end users and distributors alike.

Furthermore, the fine tuning of the entire ZEUS® Time Management suite to meet the varied demands of the US market requirements has been steadily increasing and has managed in every new sales opportunity to meet and exceed customer specifications.

To gain a better perspective of the challenges and successes that ISGUS America has gained in the US market, we asked from their President Mr. Robert Maxwell:

"The past three years of bringing the ISGUS and ZEUS® product suite into the US has been a very trying but ultimately gratifying experience. When looking back at the past three years it is easy to see it in three separate segments in terms of the years we have been waving the ISGUS Flag in the US.

The first year was all about establishing a core competency in selling, configuring

and supporting the product line and in particular ZEUS®. The lack of knowledge of ZEUS® on our side of the Atlantic and the difficulty of ISGUS Germany to learn an entirely new market's demands were very complex, but with a true team spirit and desire to help each other and our customers, we were able to maintain and make them happy references to this day.

The second year was a year that gave us a full taste of what it means to be a small but growing business with limited resources. It appears that, when you have a fair number of existing clients, finding the time and resources to acquire and take care of new ones is quite a hill to climb. Knowing that we could lean and rely on the ISGUS Germany team at any time helped a lot to go through those challenges.

In the third year in the US, we increased our staff and core knowledge to a great extent and sales people were able to focus much more on sales and building relationships, and support people had the time and capabilities to focus on new modules and support of existing customers.

Now looking forward to our fourth year, I am more confident and excited than ever about a very bright future for ISGUS in America. We now have an extremely strong foundation of existing customers, business partnerships and a very knowledgeable core group of employees.

We will now start to focus our attention on larger clients that have specific needs for the very sophisticated ZEUS® modules on top of the T&A core product. It is my strong opinion that we will now start to realize the main goal of the business plan we built three years ago, which is to become one of the premier providers of Time Management solution in the US."



The ISGUS America team in their 3rd anniversary year (from left to right): Robert Maxwell, Doug Krentz, Craig Smith, Angie Kincaid, Ian McBride, Tino Rios

ISGUS Presence in the Gulf Countries with Axon Business LLC

Axon Business Systems LLC has been founded in 1963 as a company belonging to the Mostafa Bin Abdullatif Group, one of Dubai's oldest family businesses. As a trading company for office equipment and physical security, representing top brands like Chubb Safes, Legamaster, IDEAL, GBC and Modulex, Axon became the ISGUS distributor for the United Arab Emirates in 1995 and started with the sales of the ISGUS Perfect 2000 series Time Recorders. Although there is a shrinking market for the ISGUS Perfect range today, there are still thousands in operation, even currently at the world's highest construction site for the "Burj Dubai", which is supposed to be finished in 2009, and will then be considered as the tallest building in the world.



The Burj Dubai (Dubai Tower) construction site workers are using ISGUS Perfect Time Recorders for their presence recording.



The Axon Golf Tournament 2008 sponsored by ISGUS security. (From left to right) Haiyan Majurkech (CEO Dubai Properties), Christian Fischer (CEO ISGUS Security), Ijaz Anwer (CEO Axon Business)

In 2005, Axon started selling the ZEUS® software suite and built a dedicated team of experts in computerized Time Management, Access Control and Shop Floor Data Collection, to cover the growing demands in the booming megacities of Dubai, Abu Dhabi and the neighbouring gulf countries.

An impressive list of ZEUS® customers could be established since, amongst which are the National Bank of Fujairah, RAK Bank and EM - Credit, who are UAE's only independent provider of business information services and credit reporting solutions serving the banking industry and other lending institutions.

In the marketing sector, Axon is organizing events like in house trade shows or golf tournaments, sponsored by Axon and their main suppliers. This year, ISGUS security partnered as the main sponsor and over 100 participants of the tournament, apart from enjoying their game, could benefit from receiving detailed information about the ISGUS solutions first hand. Of course the badges for the participants of the tournament have been designed and printed by using ZEUS® Picture.

Axon Business Systems LLC at the Gitex IT show



Atiq ur Rahman, the Axon Sales Manager for ISGUS products, booking on the new IT 800 FP Terminal.

In 2007, Axon exhibited the ISGUS product range at numerous exhibitions in Dubai, like the Intersec for the security industry, the Gitex being the largest IT show in the area and the BIG5, which is the largest trade fair for the construction industry in the Arabian Gulf and the annual meeting place for contractors, consultants, architects, engineers and buyers throughout the GCC countries.

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ISGUS at CeBIT 2008

This year a new CeBIT format was launched, drawing an enthusiastic response from visitors and exhibitors alike. Despite the shorter run of the new show, i.e. six days versus the previous seven, attendance was up three percent over the previous year, totalling 495,000 visitors and 5,845 exhibitors from 77 countries.

According to Deutsche Messe AG "The new format has generated a fresh sense of optimism and a premonition of great things ahead in the global IT industry. CeBIT 2008 has created a return to the days of euphoria over new technologies and solutions".

At the ISGUS stand this year special emphasis was placed on the ZEUS® application features and benefits. For some time now ISGUS has offered individually tailored solutions for the healthcare sector, designed to replace the tedious and time consuming manual staff scheduling process. Following this, the next step

is to open up new market sectors such as public authorities, police authorities and industrial plants. Staff planning and efficient use of personnel resources has become a "must have" solution across many market segments. "A well proven established solution for the health sector has now been extended to other business sectors" says Klaus Wössner, Sales & Marketing Manager for domestic sales. ZEUS® users are empowered by the use of web technology, providing ease of use, efficient Time Management and effective forward planning by utilising the web client and/or web terminals.

A multitude of functions are available facilitating operational sequences and processes which normally would be laborious and expensive.

"We are experiencing great interest in our solutions" emphasises Klaus Wössner. "The last financial year has been a good one, the gross turnover for the German market has increased by eight percent and our export markets grew substantially.

In total, for 2007 the ISGUS Corporate Group with our 18 Sales & Service centres in Germany and our subsidiaries in Austria, Canada, the UK and the US, achieved a gross turnover in excess of 30 million Euros and there are good prospects for the future".

For 2008 the ISGUS management team is very optimistic about the market divergence strategy as there is a high demand for market driven solutions in Germany and abroad. In addition, existing customers will benefit from the modularity of ISGUS solutions which enable them to extend their ZEUS® systems to manage Shop Floor Data Collection, Staff Scheduling and WebServices.



Fairs 2008



Hannover Messe
Hannover, April, 21 - 25



Expo Security
Bukarest, April, 21 - 24



Canadian Payroll
Association Show
Quebec, June, 10 - 13



Gitex
Dubai, September, 8 - 12



Security 2008
Essen, October, 7 - 10



SYSTEMS 2008
Munich, October, 21 - 24



Exponor
Porto, November, 12 - 15



Big 5
Dubai, November, 23 - 27

ISGUS - as international as its customers and its solutions



The power of innovation of the ISGUS group with its close net of strong distribution partners as well as an entirely customer orientated and excellent training and service program, based on the experience resulting from over 14,000 installations worldwide, characterize ISGUS as being one of the strongest and most reliable partners for time management.

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