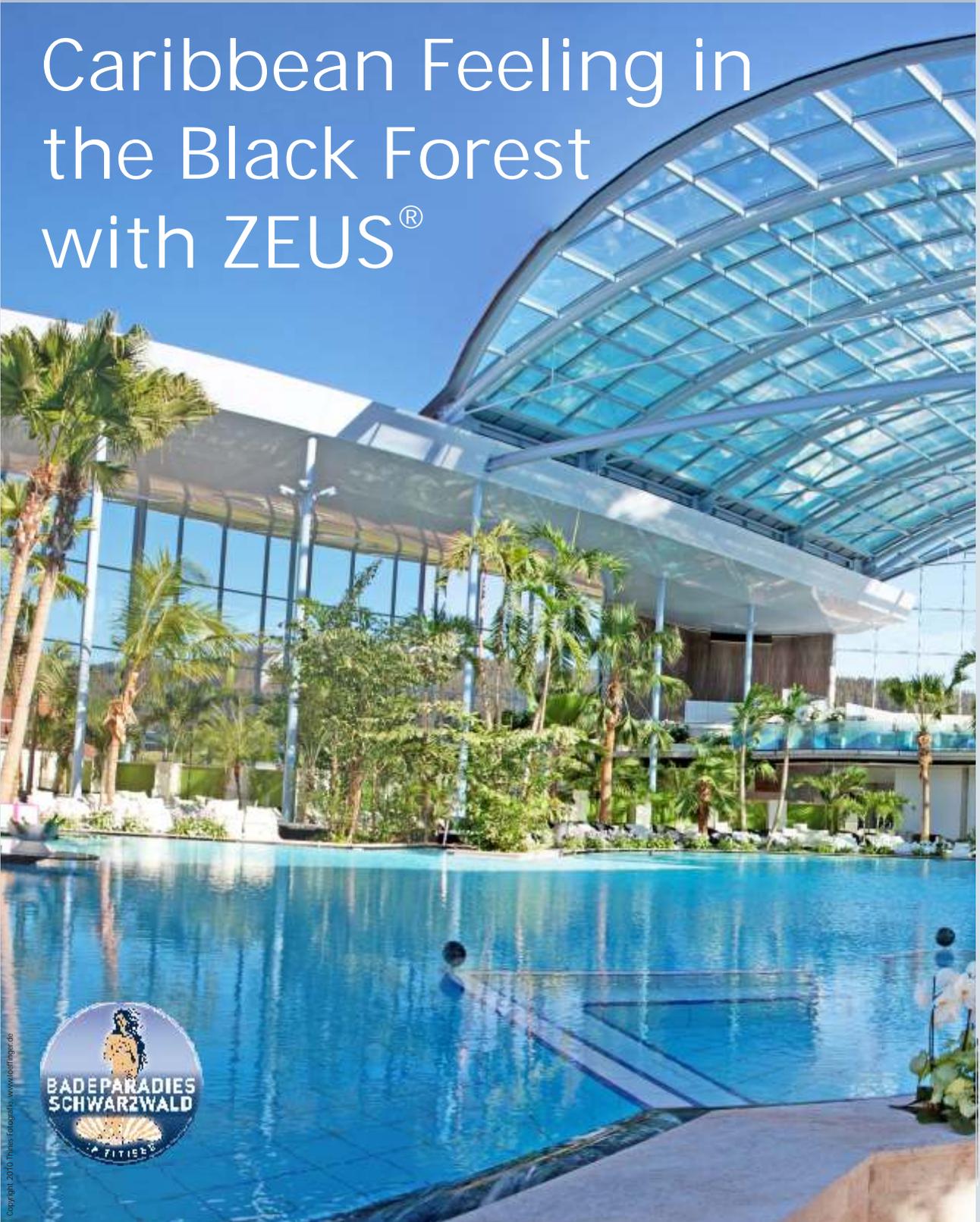


ISGUS News

No. 21 - July 2011

Caribbean Feeling in the Black Forest with ZEUS[®]



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Preface

Dear Reader,

We are always more than happy to answer people, when they ask "what's happening at ISGUS these days?"

Well, in our domestic marketplace we are very proud to have been chosen by the State of Mecklenburg-Vorpommern, one of 16 German Federal States and located in the North East of Germany, to supply all of the State Authorities with ZEUS®. Subsequently ZEUS® has been introduced to five Ministries so far, including the Ministry of Internal Affairs, located in the beautiful city of Schwerin, the state capital of Mecklenburg-Vorpommern.

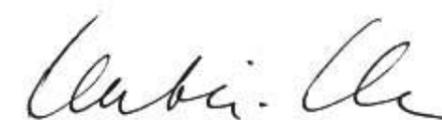
Simultaneously, ISGUS was selected by the German Federal Ministry of Economics and Technology (BMWi) to supply their new Time Management solution, and currently their sites in Berlin and Bonn are working with our browser based IT8001 Terminals and the latest ZEUS® software generation.

From the very early days of Time Recording, ISGUS has always had a strong presence within the public sector. In today's marketplace however, because of its many modules and outstanding features, ZEUS® has become the "first choice" for many large public organisations globally. Most recently an example is the National Center of Documentation & Research in Abu Dhabi, this unique and prestigious UAE governmental institution has now been added to our list of satisfied ZEUS® users. Please read more about this exciting project on the following pages.

As well as in the public sector, ISGUS successfully operates within a complex variety of industries e.g. manufacturing, service, retail or financial service sectors. With the boom and expansion of the leisure industry over the past few years, we have seen theme parks, cinemas and the hospitality sector added more and more to our extensive client list. Our most recent addition to this is the newly opened "Galaxy Waterpark" facility set in a stunning location within the Black Forest, well worth a visit for those holidaying in our region.

Enjoy reading!

Yours sincerely,



Sylvia Martin-Knoch
Export Manager





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The ISGUS Sales and Support Agency IVS Trossingen Supplies Time Management and a Staff Scheduling Solution for the New Black Forest Water Park "Galaxy" in Titisee-Neustadt :

Optimum Service Thanks to Transparent Staff Planning

Entertainment, relaxation and total recreation guaranteed, all under one roof: This is now a reality and available at the new, stunningly beautiful, all season waterpark "Galaxy". This Black Forest spa and water paradise offers quality leisure time, including fun and fitness activities, complimented by the relaxing "wellbeing oasis", for those seeking peace and tranquillity, set within a separate facility. Thanks to the efficiency and organisational abilities of the ISGUS Staff Planning solution, optimum staff service around the clock is also guaranteed!

The amazing high tech water slides provide the extra adrenaline kick necessary for all thrill seekers and those with an abundance of energy, whilst the palm oasis, in the tropical sauna environment and the pool bar area, conjure up the "magic" and relaxing atmosphere of the Caribbean. One of the biggest challenges faced at the waterpark, was to seamlessly integrate the architecture into the beautiful Black Forest scenery. Consequently the construction is primarily built of glass and wood, the transparency of the glass allows the forest to become part of the allusion. This becomes even more apparent when the roof of the incredible, huge glass dome opens in the summer, allowing the wonderful, fresh Black Forest air inside the facility.



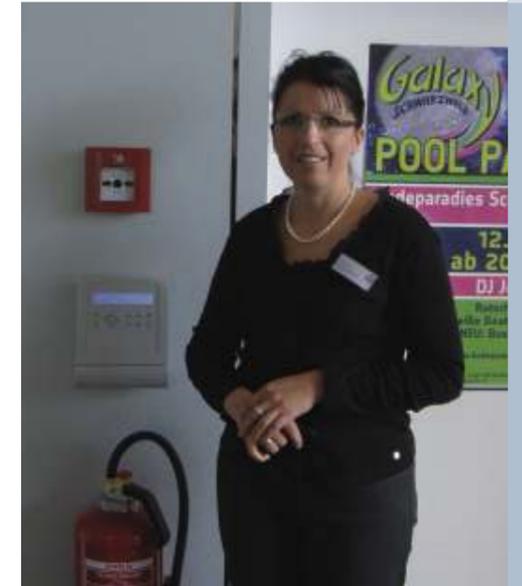
The huge glass dome in the snow-covered landscape: A fascinating panorama also by night. (Copyright 2010 Thines Fotografie, www.loeffinger.de)

A dual track policy is critical for the Water Park to operate successfully. "We need to deliver the most appropriate levels of entertainment suitable to all generations, each with their own individual needs and requirements, from lively, energetic children, adventurous young people, families and the more mature generation looking for relaxation, all are very diverse."

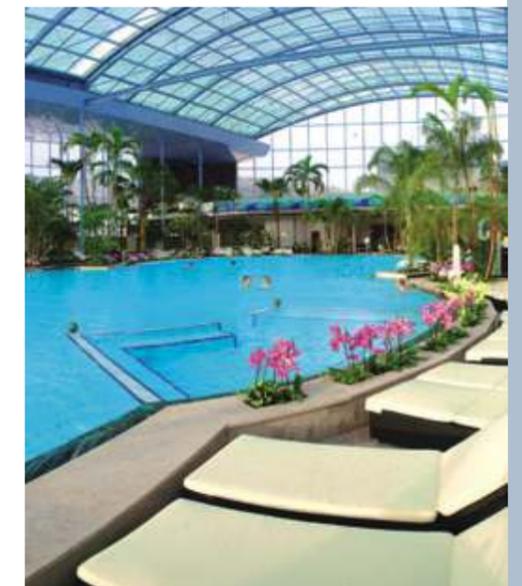
In their efforts to get away from today's hectic pace of life, many people choose to spend the entire day in the "wellbeing oasis". "It is essential that we preserve an area of quiet and calm in this environment for them. We must however, still provide maximum enjoyment for our other visitors - this is why the aqua paradise is in a separate facility and why we intentionally separated the fun park from the wellbeing oasis, to accommodate our visitors and to fulfil their expectations and experience at Galaxy", emphasised Jochen Brugger, the Managing Director.

The efficient consultancy service provided, in conjunction with integrated T&A and Staff Planning solution offered by IVS Trossingen were impressive, but ultimately the deciding factor in favour of the ISGUS solution was the complete interaction of both modules in one system. One of the fundamentals of efficient staff planning is the high level of flexibility required and delivered. "Shift patterns in manufacturing companies are totally different to those in the leisure industry", Personnel Manager Christine Janke-Ketterer highlighted. "Because of the constant changes and demands in staffing levels, we have to respond quickly and effectively in order to maintain the high levels of service expected of us by our customers". The integrated ISGUS solution ensures maximum synergy between Time & Attendance and Staff Planning. It provides accurate calculation of hours worked, optimum planning of shifts, absences and consequently enables effective, efficient management and streamlined processes. Christine Janke-Ketterer is particularly enthusiastic in her praise for the absence diary, within the Time Management module because "it's very concise and current".

The system provides transparent and effective data management in four main areas of the Galaxy water park: reception, service/supervision/sauna area, administration and technical areas.



"The ISGUS solution provides exactly what we need", Christine Janke-Ketterer (Personnel Manager).



The ideal place to relax and to power up. (Copyright 2010 Thines Fotografie, www.loeffinger.de)



ZEUS® - A Perfect Fit for the NCDR in Abu Dhabi



German Technology supports the National Center for Documentation & Research (NCDR) safe-guarding the Heritage of the United Arab Emirates (UAE)

In 1968 this phenomenal institution was founded and known as Center for Documentation & Research (CDR). In 2008 they were renamed as National Center for Documentation & Research (NCDR). The NCDR is the National Archive of the UAE and is part of the UAE Ministry of Presidential Affairs. A pioneering facility created for documentation storage and without a doubt an incredible research institute, housing some of the UAE's greatest written treasures. They carry a great responsibility in their task to discover, recover and secure this precious mine of information. Ultimately they are preserving their nation's heritage for future generations, a huge responsibility. The NCDR notably is one of the oldest archivist repositories within the Arabian peninsula. It is home to thousands of records, some copies internationally acquired, all relevant to the United Arab Emirates (UAE) and Arabian Gulf region. Many of these records are remarkable in that they date back to the 16th Century!

The NCDR researches, locates, collects, and translates documents, preserving primary and secondary source materials that engender a deeper understanding and appreciation of the history of the UAE and the Gulf. Apart from preserving and archiving the historical material, the NCDR is responsible for storing important national governmental records and most importantly, is the leading research centre for publications pertinent to the Federation of the UAE.

NCDR Facilities

The NCDR's state-of-the-art facilities include a bespoke auditorium capable of seating 700 people; a vast library (a literary scholar's dream come true); rare archived material from around the world; a 3-D theatre which transports visitors on a unique voyage of discovery through the time tunnels of UAE history and into today's modern world; an in-house printing facility; as well as exhibition halls that feature stunning cutting-edge displays of the UAE's remarkable development and history.

The Project

In 2009 a decision was made with regard to the security of the facility and critically the protection of this priceless UAE national heritage collection. It was agreed to gradually implement security systems to prevent "unsolicited visitors" from accessing non-public areas including, in the archives themselves, thousands of valuable, irreplaceable historical documents. At the same time it was decided to replace the existing Time and Attendance system based on iris scanning terminals, which had not been received and accepted very well by the NCDR staff and not as reliable as was expected.

A basic requirement for their Time Management was a solution that would integrate with the NCDR Workflow system for absence and leave management, an in house system developed by the NCDR. Evaluating the potential of a new system, in comparison to the problems and shortfalls of their old system, was another primary focus. The new solution also needed to use biometric employee identification but minus the hassle experienced with the iris scanning technology.



The successful project team in the prestigious entrance hall of the NCDR building (f.l.t.r.): Bader Khouri (NCDR IT Manager), Fadi A Khoury (NCDR Project Manager), Mohammad Hassan (NCDR Support Technician), Rafiq Ali (Axon Project Manager) and Ronald Godinez Yap (Axon System Consultant).

The grand opening of the "Galaxy" waterpark took place in 2010. In the future, prognostic personnel planning, now based on proven statistics and experience e.g. number of visitors on particular days, summer holidays, public holidays or weekends, will help in identifying the best possible staffing scenarios, utilising the ISGUS system both efficiently and profitably - giving a first class return on investment.

A cashless "day out" at the water park thanks to transponders!

The capacity of the "Galaxy" is for 2000 visitors at any one time making it a very busy environment to be in, but once having entered the waterpark, visitors need not to carry any cash at all! They can use all the facilities and services on offer within the various areas via an electronic transponder. "It is particularly important for our employees that transponders can be used within the catering/restaurant facility, critical for speed and efficiency", explains Jochen Brugger, Business Manager.

Loadstone aquatic paradise

On peak days, 4.000 to 4.500 visitors are registered during the day. The efficiency and speed of the transponder procedure at the checkout produces an account immediately for the visitor/s showing amenities and services used, preventing queues, even throughout very hectic peak periods.



The Galaxy guarantees fun and excitement for everybody.
(Copyright 2010 Thines Fotografie, www.loeffinger.de)

| | |
|-----------------------|---|
| Currently in use | Recording medium |
| Software | Hitag1 Key fobs |
| ZEUS® Time Management | Transponders for employees and visitors |
| ZEUS® Staff Planning | |
| ZEUS® WebTerminal | |
| Hardware | Payroll export for DATEV LODAS |
| IT 7001-Hitag1 | |





The spectacular NCDR building in Abu Dhabi.

At the INTERSEC exhibition in Dubai in January 2010 the NCDR project management team lead by Rajesh A Shetty, Network Support Supervisor, and Fadi A Khoury, User Support Supervisor at the NCDR, met first with Axon Business Systems LLC, who had previously supplied the NCDR with their electronic mobile shelving system for the national archives. Following on from this, Axon as the ISGUS distributor in the UAE, became a consultant and potential vendor for both the NCDR requirements, implementation of an Access Control System and replacement of their current Time Management solution.

Following a public tender issued in May 2010, Axon was selected as one of two possible suppliers for the solution and invited to deliver proof of concept in the form of a ZEUS® test installation. The pilot installation involved access control for the NCDR's IT department along with one IT8001 test terminal for the employees in that department.

The flexibility of the ZEUS® import and export features, meant that the NCDR's key requirement, the integration of their internal workflow software could be partially implemented during the trial period, made a significant difference over and above the other test system. Due to the first class consultancy and service delivered by Axon during the proof of concept phase, the overall system performance of ZEUS® along with the IT8001 fingerprint terminals proven ease of use, the project was awarded to Axon in August 2010.

Subsequently, the implementation of the hardware commenced in October 2010, with a target to complete the roll out within the next 3 to 4 months. A significant challenge for Axon was the installation of the hardware and the wiring. It was stipulated, that the prestigious interior of the NCDR building was in no way whatsoever to be cosmetically damaged through any cabling or installation work. Adapting installation to compliment the unusual architectural design of the building in the shape of a snake shell, and the complex texture of the walls, was a tremendous piece of ingenuity, causing headaches at times.

The wiring was carried out by a subcontractor and supervised by Axon. Ronald Godinez Yap from Axon spearheaded the technical installation and managed the system implementation and configuration tasks, at times making the NCDR his second home. Sarvanan Muthu Kumar, Programmer at NCDR, and the developer of the NCDR Web Workflow, adapted the NCDR Web Workflow to complete the integration with ZEUS® in record time.

The Benefits

"Our main benefits from the ZEUS® system are the instant reporting functions based on the real-time operation of ZEUS® which makes our life a lot easier" states Fadi A Khoury, "and of course we appreciate the seamless integration with our own Workflow system, as it was out of the question to drop or replace it, as we use it not only for Absence Management". With the current integration, absence days requested and approved in the NCDR Workflow are automatically imported into ZEUS® and shown in the ZEUS® personnel diaries, including updating relevant absence accounts.

| Section A - Employee Details | | | |
|----------------------------------|-----------------------------|------------------|----------------------|
| Employee No. | Grade | Job Title | Employee Name |
| Marketing and media | Support services | Graphic Designer | |
| Annual Leave | Vacation type | 16/Aug/2009 | 16/Aug/2009 |
| Section B - Vacation Details | | | Start Date |
| 30 | No of Days Allowed Per Year | Wednesday | 2011 |
| 1 | No of Days | Wednesday | 2011 |
| 21.3 | Leave Balance After | 21.3 | Leave Balance Before |
| 0 | No of Absences | 1 | No of Working Days |
| 0 | No of Absences | 0 | No of Working Days |
| Advance Salary | | Normal Payment | |
| (Substitute) during annual leave | | | Employee Name |
| Job Title | | | Submit |

The NCDR Workflow with Arabic/English User Interface

On the recording side, NCDR is very happy with the performance and identification speed of the IT8001 Fingerprint terminals. From Axon's point of view, the biggest advantage of the ZEUS® system for the NCDR are the almost unlimited configuration possibilities e.g. for shift programming, as the NCDR staff's working patterns are very flexible, adapting to current projects within the organization.

"We are very proud to have the NCDR as a UAE governmental institution on our customer list, and extremely pleased with the excellent cooperation in particular with Fadi A Khoury, Rajesh A Shetty, Sarvanan Muthu Kumar and their colleagues", states Rafiq Ali, Divisional Manager from Axon Business Systems LLC, who led the project from Axon's side.

"We are extremely happy that the NCDR allowed us to install ZEUS® in their prestigious facilities, where you can really sense the UAE heritage" says Sylvia Martin-Knoch, the Export Manager from ISGUS GmbH, "and we are glad to have Axon as our partner in the UAE, who indeed delivered state-of-the art expertise within each phase of the project".

"Our relationship with NCDR is extremely important to us and we could only rely on and trust ISGUS for a solution to meet the NCDR's complex demands", states Ijaz Anwer, the Managing Director of Axon Business LLC.

- | | |
|--|------------------------|
| Currently in use | |
| Software | Hardware |
| ZEUS® Time Management | 62 IT 400-Prx |
| ZEUS® Access Control | 2 IT 400-FP |
| ZEUS® WebTerminal, WebClient | 3 IT 8001-FP |
| | 4 ISGUS security locks |
| Recording medium | |
| ISGUS Proximity cards for Access Control | |
| Fingerprint for Time & Attendance | |





Efficient Staff Planning in Retail based on Flexible T&A

Six „FRESSNAPF“ markets in Cologne now benefit from combined Time Management and Staff Scheduling solution from ISGUS.

[In some countries, Europe's number one pet retailer is registered and known under the name of MAXI ZOO].

In the animal kingdom punctuality does not matter, in fact it is irrelevant. Animals have a natural biological rhythm, so whether they start hunting for breakfast, lunch or supper five minutes earlier or five minutes later is of no great importance to them. The business entrepreneur however, sets high value on punctuality primarily for economical/financial reasons. This is why Time Management solutions such as ZEUS® from ISGUS, provide the answers to all operational issues i.e. extended hours, staffing levels, security etc. With a variety of modules such as Staff Planning, Access Control or Plant Data Collection, in today's busy retail environment efficiency, staff management and cost control is essential.

A Classical success story

Michael Pilz is franchise partner for six chain stores in Cologne. Supported by his loyal and reliable team of staff, he retails small pets and a wide range of animal food stuffs and accessories, in fact everything that any much loved and spoiled dog, cat, rodent, bird, amphibian and fish might need and any enthusiastic pet owner may desire for all their pet's needs.

The Fressnapf story is a classical success story. The first pet store was opened in 1990 in Erkelenz, in the North of Germany and successfully paved the way for the Fressnapf Tiernahrungs GmbH, and today is one of the largest pet shop supply chains. Their success is based on the clear concept of its founder and owner Torsten Toeller: a great variety of products, all displayed within a large area, huge discount prices and expert advice at all times.

Franchisees benefit hugely from this strategy, e.g. well equipped stores, an excellent variety of products, and with own brands included. Of course, it is because of their concept, excellent marketing strategy and organization that makes this such a success story and attributed to the parent company.



8

Michael Pilz (l.), Store Manager of the Fressnapf Köln GmbH, recommends ZEUS® to his franchise colleagues. Thomas Pelz, Sales Manager of Pelz Zeit- und Datenerfassungs OHG, is of course very happy about this.

An efficient organisation is one of the key factors. „Optimum staff scheduling has always been an important issue for me“ said Michael Pilz. „Before, when we used a standard spreadsheet program, it never fulfilled our requirements and was so time consuming.“

Time saving

A year ago Michael met Thomas Pelz, Sales Manager of the ISGUS Sales and Support Agency Pelz Zeit- und Datenerfassungs OHG in Cologne. Michael Pilz was very enthusiastic about the ZEUS® solution “one of the most flexible and efficient Time Management systems in the marketplace and presented to us”. Consequently, the ISGUS solution, complimented by the IT7001 booking terminals, was installed in all six chain stores.

Generally, most customers place their major focus on Time Management, but on this particular occasion it was one of the modules integrated into this sophisticated solution that made ISGUS the



Time recording on the ISGUS terminal in the FRESSNAPF store in Cologne



Vanessa Bruletti is working with the program daily: „The system is very simple and particularly easy to use“

favoured supplier. „Since using the Staff Planning solution, the time involved in administrating staffing levels has diminished considerably“, states Vanessa Bruletti from the Personnel Department.

Who has got the certificate of competence?

Pet industry insiders may understand why Staff Scheduling is such an important issue in this sector. During the long trading hours ranging from 9h00 a.m. to 20h00 p.m. and on Saturdays until 18h00 p.m., it is important to ensure an adequate number of employees with the corresponding level of skills are on site. In accordance with the Animal Welfare Act and the Medicines Act, distributors of live animals and selling over-the-counter animal medicines must have the necessary certificate of competence.

All this information is stored within ZEUS®. The system automatically creates a weekly base plan including early and late shifts, stores absences and the individual employee skills. Of course, public holidays, skills training and weekly days off are also taken into consideration when calculated. „Previously the planning procedure was very time consuming if an employee fell ill“, remembers Michael Pilz. “We had to check numerous files and documents to find the appropriate people with the essential skills”. It is now a completely different scenario - all of this information is available via a simple mouse click!

All personnel data complete at the end of the month

„It was just a small step to also integrate the T&A module“, explains Thomas Pelz. „As a matter of fact, they are both part of an integrated solution, using the same personnel data. Full time and part time employees as well as the auxiliary staff book their working times on the terminals. The information is transferred to the Human Resources department and then to the payroll program DATEV for further processing. At the end of the month, all data is prepared for payroll accounting.“

„We have finally got the optimum solution for our organisation“, said Michael Pilz and he is convinced that ZEUS® is the perfect system for the entire Fressnapf Group.

| | |
|-----------------------------|--------------------------------|
| Currently in use at 6 sites | Recording medium |
| Software | ISGUS-Prx key fobs |
| ZEUS® Time Management | |
| ZEUS® Staff Planning | |
| Hardware | Payroll export for DATEV LODAS |
| IT 7001-Prx | |

9



bauwerk

THE SWISS PARQUET MANUFACTURER

ZEUS® Time Management and PDC at Bauwerk Parkett AG, Switzerland:

High Quality Parquet Production Delivering State-of-the-art Quality

Historically, 75 years ago mosaic-bonded parquet was invented and considered innovative. Today however, Bauwerk Parkett AG is THE brand providing the "plus" in comfort living. Precision and durability are top priority for them in meeting their customer's high expectations. The modern lines of the two layer parquet set a new standard in design, variety and functional quality worldwide. This is also applicable to the in-house data management system, as long-standing business associates, Bauwerk Parkett AG and IVS Zeit + Sicherheit, the ISGUS experts for Time Management. It is evident: The parquet experts from Switzerland stay on the "safe side" with a "winning partnership".

To meet unique customer requirements, a parquet supplier must provide an extensive range of wood types, colours, and a selection of patterns. Bauwerk have benefited enormously from the high demand for this ongoing trend in parquet flooring. Their ambitious process improvement policy has successfully promoted and maintained their position as one of the leading parquet suppliers, with proven stable and profitable growth throughout Europe. With a strong staff base of 550 employees, Bauwerk supplies several million square metres of parquet, a surface that

would cover the highway between the head offices in St. Margrethen in the East of Switzerland and Milano in Italy. This success story is not only based on the outstanding quality awareness and achievement of the company, but also on the long-standing relationship and cooperation with IVS Zeit+Sicherheit, the experts for Time Management and Security issues.

Familiarity with ZEUS® for almost 20 years

The first ISGUS Time Management solution implemented in 1993 by IVS Zeit + Sicherheit was DOS based. Now the third ZEUS® generation - completed by the PDC module - is running on a virtual server, located in Switzerland. The Austrian production site is connected via Citrix and is fully operational, the "roll out" itself was successfully completed because of the excellent project planning involved and the first class staff training delivered.

„In order to meet the current trend for large area flooring, we have made considerable investments in new technology during the last few years. The actual level of business development implemented is evident because of the core strategic alignment planning“ states Günther Nöckl from the Informatics and Organisation department of the Bauwerk Group.



The headquarters in St. Margrethen. The impressive wood store gives an impression of the immense production site.



The parquet production process is mainly automated. For the Bauwerk Group high quality is imperative. Each parquet element is subject to a precise final control.



Parquet provides indoor comfort. (Picture: classical oak parquet)

Production Data Collection creates a solid database

In order to ensure a smooth production process, particularly in manufacturing companies, the focus is on optimum utilisation of production capacity, machines and resources.

To meet this requirement, a large quantity of terminals for T&A and PDC were installed at the main site in St. Margrethen (Switzerland) and in Salzburg (Austria). Employees from both sites have the ability to record production data directly into the terminals or retroactively via time allocation on the PC.

The corresponding operations, cost centres and unit cost are associated with each machine, providing a solid database for controlling and producing product cost analysis.

„We now have a high compression level of our data“, reviews Günther Nöckl the successful integration of the PDC module and the payroll interface to LOGA. Details such as processes, order history and lead times can be verified at any time. „Our dynamic efficiency has been improved upon considerably because of the perfect synchronization between the PDC module and the ERP system“.

Time Management: The basis for optimising medium-sized production.

„Our customers are always reinforcing the fact that implementation of a combined T&A and PDC solution considerably enhances planning and control of their production processes. Of course, proven statements like this give us the motivation to meet any future challenges with confidence“, comments Jannis Tsirpos, the IVS Key Account Manager in Switzerland. It seems that the Bauwerk Group and IVS Zeit + Sicherheit are following the well-tried and tested motto „Never change a winning team“.

Currently in use
Software
ZEUS® Time Management
ZEUS® Plant Data Collection

Payroll export
for LOGA

Hardware
IT 8001-Legic

ERP-Communication
customer development



Exhibition Review 2011

CeBIT

March 01st to 05th, 2011
ISGUS at the CeBIT Exhibition in Hanover

Also this year numerous visitors came to see the ISGUS booth in Hanover to get up to date information on the innovative products within the range of Time & Attendance, Access Control, Staff Planning and Production Data Collection.

Stefan Mappus, at that time Prime Minister of the Federal State Baden-Württemberg, also visited the ISGUS booth. During his interview with Stefan Beetz (CEO) and Klaus Wössner (National Sales Manager), he got detailed information on how the complete solutions including hard- and software, can optimally be integrated into the various business sectors. Stefan Mappus showed particular interest in the Time Management fingerprint terminal IT 8001, which makes the use of badges obsolete. He was also impressed by the comprehensive fields of application of the ISGUS solutions, especially those existing in several governmental departments, regional councils and police authorities in Baden-Württemberg.

At the end of the exhibition the high expectations of the ISGUS team present at CeBIT 2011, to increase the no. of visitors and of potential prospects, were entirely fulfilled.



Prime Minister of Baden-Württemberg Stefan Mappus visiting the ISGUS booth

The ISGUS booth at CeBIT exhibition in Hanover



January 16th to 18th, 2011
Axon Business Systems LLC at the Intersec Exhibition in Dubai



intersec



April 13th and 14th, 2011
ISGUS at the Personal Exhibition in Munich



PERSONAL 2011 Süd
12. Fachmesse für Personalmanagement



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, characterise ISGUS as being one of the strongest and most reliable partners for Time Management.

ISGUS GmbH

Oberdorfstraße 18-22
D-78054 Villingen-
Schwenningen

Phone +49 77 20 /3 93-0
Fax +49 77 20 /3 93-184

info@isgus.de
www.isgus.de

