

## SUCCESSFUL IN 26 COUNTRIES. SINCE 2003.

Hoos IT-Solutions optimize IT systems  
and increase sales figures.



# HOOS IT-SOLUTIONS ON AN EQUAL FOOTING

With customers, partners, market, and competitors.



In our **IT • SALES • TRAINING** business area, we have been increasing the sales and support performance of our customers all over Germany and in 25 other EMEA countries since 2003 with our tailor-made training solutions.

In our on-site training courses, our trainers motivate and inspire sales and support staff for the products and services offered by our customers.

Here, we combine our expertise in the **IT • CONSULTING • SERVICES** sector as well as the long-term experience of our multilingual trainers.



The optimization of IT systems and processes results in the know-how required to develop the perfect, successful training, workshops and courses for our customers.

## **Our mission:**

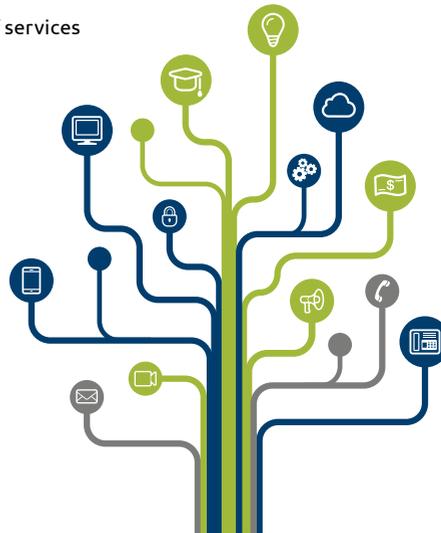
- *IT-sales-training courses that work.*
- *IT-consulting and services that inspire.*



I invite you  
to take a look at our range of services



  
Immanuel Hoos  
Owner of Hoos IT-Solutions



**Want to optimize your work processes and your IT infrastructure?**



**Have you got staff in the IT sales and support sector who need training on your products and services?**

**▶ THEN WE SHOULD TALK!**

For over 15 years, Hoos IT-Solutions has been supporting its customers as an IT consulting and training company providing tailor-made solutions.

Our mode of operation is based on trust, pragmatism, openness, and appreciation. The ultimate goal of our actions is customer satisfaction.

Our strengths are quickly understanding and realizing our clients' individual wishes, as well as translating these needs in line with requirements and transforming them into user-friendly solutions.

- Founded in 2003
- Headquarters in Frankfurt am Main

## **Our advantages:**

- ✓ *High process quality*
- ✓ *Tailor-made solutions*
- ✓ *Longstanding experience*
- ✓ *Transparent fee structure*
- ✓ *Free initial consultation*
- ✓ *National and international*

## **Our target groups:**

1. Companies from the sectors of IT, software, ISPs and telecommunications with training requirements for their sales and service personnel, as well as their service partners, dealers etc.
2. Companies in the (information) technology sector with products requiring explanation and training.
3. Medium-sized companies that would like to optimize their processes and IT infrastructure.

# CONSULTING AND IT-SERVICES THAT INSPIRE.

Hoos IT-Solutions create cost-effective and user-friendly IT working environments.



Our core competencies in the business field of **IT • CONSULTING • SERVICES** are in the improvement of IT systems and the optimization of associated IT processes.

In our **consulting**, we concentrate initially on analyzing the existing workflow and the IT infrastructure. We then design individual, customer-specific system solutions based on the results of this analysis.

Our range of **services** stretches from the introduction of new IT and ICT systems and the expansion of existing ones, through to support services and the design and implementation of IT security and cloud solutions.

This is rounded off by the implementation, administration, and supervising of technical corporate communications.

telecommunications training  
 IT Consulting Services  
 user requirements IT-processes  
 core competence service orientation  
 IT Sales Training future-oriented tests effective  
 maintenance  
 exchange  
 user stable  
 cloud IT systems strategy  
 communication international management device IT systems online  
 process efficient  
 emergency optimization reporting strategy  
 independence customer satisfaction  
 home

### APPLICATION EXAMPLE 1:

**Task:** 120 staff who travel on worldwide business trips need to be able to work together in projects without restrictions.

**Implementation:** Migration of the IT infrastructure to the cloud (incl. strategy, concept, implementation and training).

### APPLICATION EXAMPLE 2:

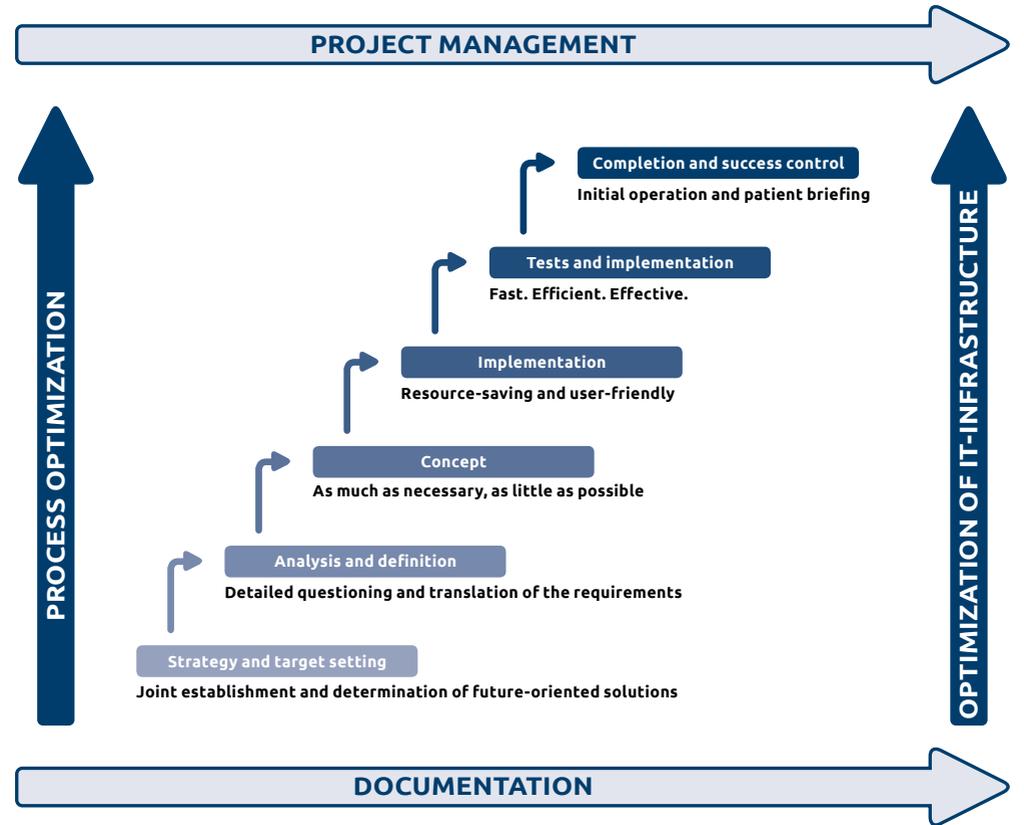
**Task:** Optimization of IT and workflow processes as well as data management for a medium-sized company.

**Implementation:** Representation of all processes as well as the document management system in MS SharePoint (incl. strategy, concept, implementation, and training).

### APPLICATION EXAMPLE 3:

**Task:** Staff need a unified communication system so that they can be contacted by customers and colleagues wherever they are (office, home office or on the road).

**Implementation:** Introduction of a central communication platform (incl. strategy, concept, implementation and training).



Upon successful completion of the project, we will, of course, remain at your disposal. We offer "on-demand" support on an hourly basis, as well as fixed maintenance contracts.

Furthermore, we also offer the option of tailor-made training and coaching solutions in our **IT • SALES • TRAINING** business area, depending on the project type and the requirements.



# IT-SALES-TRAINING COURSES THAT WORK.

Hoos IT-Solutions inspire salespeople with their tailor-made training concepts.

salesforce transfer of learning  
video case studies  
role plays  
practical user  
performance  
sustainability training courses  
trainer individual coaching

service personnel discussion guideline  
IT Sales Training support  
multilingual product features application-oriented  
workshops IT Consulting Services  
discussion guideline training videos  
promotional campaigns  
participants

group coaching  
enthusiasm



In our **IT • SALES • TRAINING** business area, we increase the sales and support performance of our customers with our tailor-made training solutions.

In our on-site training courses, our trainers motivate and inspire sales and support staff for the products and services offered by our customers.

Here, we combine our expertise in the **IT • CONSULTING • SERVICES** sector with the long-term experience of our multilingual trainers.

Our aim is to develop the perfect, successful training, workshops and courses for our customers on the basis of their specified targets.

### APPLICATION EXAMPLE 1:

**Task:** A provider needs to increase sales after the unsuccessful introduction of a new product in shops and call centers (2,000 employees in 55 locations).

**Implementation/results:** Sales were significantly increased thanks to training courses, events and POS optimization (+600%).

### APPLICATION EXAMPLE 2:

**Task:** Marketing support in the international product launch of new software.

**Implementation/results:** Implementation of an international roadshow including a presentation and explanation of the product features as well as sales psychology for resellers.

### APPLICATION EXAMPLE 3:

**Task:** ISP requires a consulting and sales strategy as well as a concept for the sustainable marketing of a third-party product.

**Implementation/results:** After creating the strategy and concept, the successful launch was kicked off and supported with 18 months of consulting and supervision.

Modules	Product training	Sales training	Coaching / transfer of learning
Needs assessment	✓	✓	✓
Joint definition of the training objectives	✓	✓	✓
Trainer gains knowledge of the product specifics	✓	✓	✓
Concept for training measures	✓	✓	✓
Implementation of training measures:			
▶ Making the content accessible to participants	✓	✓	✓
▶ Awakening the participants' enthusiasm for the product	✓	✓	✓
▶ Understandable communication of the product features	✓	✓	✓
▶ Creation/promotion of a consciousness of service orientation	✓	✓	✓
▶ Implementation-oriented communication of sales techniques	✓	✓	✓
▶ Motivating practical examples	✓	✓	✓
▶ Dos and don'ts in sales	✓	✓	✓
▶ Elimination of typical fears among participants	✓	✓	✓
▶ Learning review	✓	✓	✓
Joint development of personalized discussion guidelines			optional
Assessment of potential after the training			optional
Sustainably safeguarding the transfer of learning:			
• Additional learning review(s) after several weeks			✓
• Role plays			✓
• Individual coaching in the workplace			optional
• Group coaching			✓
Evaluation and reporting	✓	✓	✓

In our **IT • SALES • TRAINING** business area, we offer a series of additional services beyond these training and coaching services. These range from supporting promotional activities with our own promotional staff to producing product education and training videos. We will also be happy to provide support at your trade fairs and other corporate events with our own IT experts.



Find out more at [www.ihoos.de](http://www.ihoos.de).  
We look forward to your visit!



**WE WILL BOOST YOUR SUCCESS.  
STARTING NOW.**



## **Hoos IT-Solutions**

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