

# BinHexS

## Company Profile

your tailor-made solution to all things IT





*Imagine a company where everything  
runs like clockwork...*

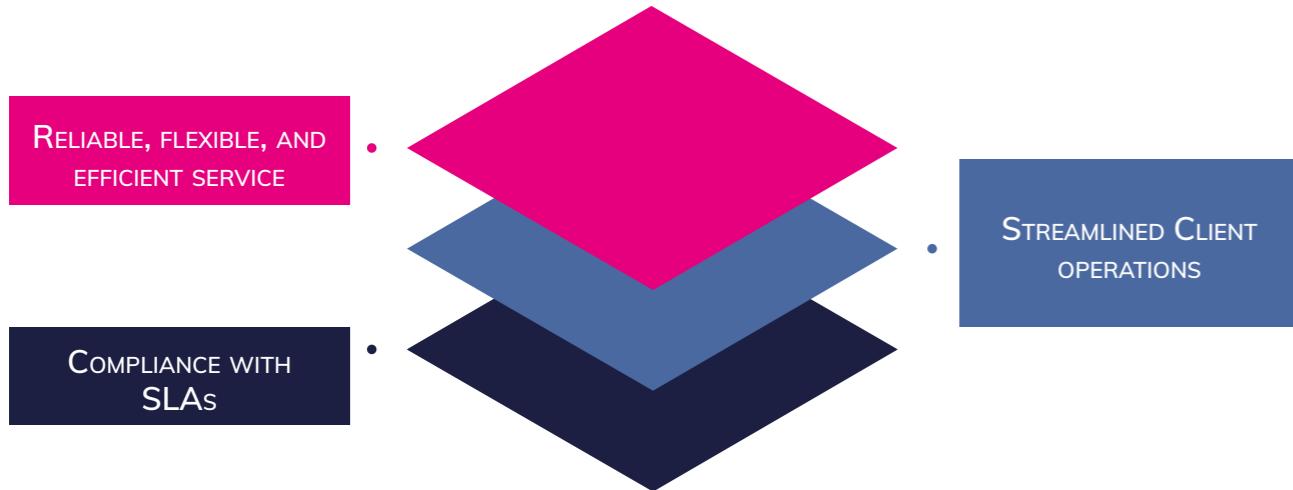
## Index

ABOUT US	04
MISSION	06
VISION	07
BINHEXS – YOUR FAVOURITE TECHNOLOGY PARTNER	09
WHY BINHEXS?	20
GROWTH	20
NETWORK	21
SKILLS	22
EXPERTISE & PARTNERSHIP	22
SOCIAL AWARENESS	24
TRUSTING BINHEXS IS WORTH YOUR WHILE	26

# ABOUT US

Imagine a company where everything runs like clockwork, based on four fundamental principles:

- Client satisfaction
- Achieving goals
- Teamwork
- Innovation



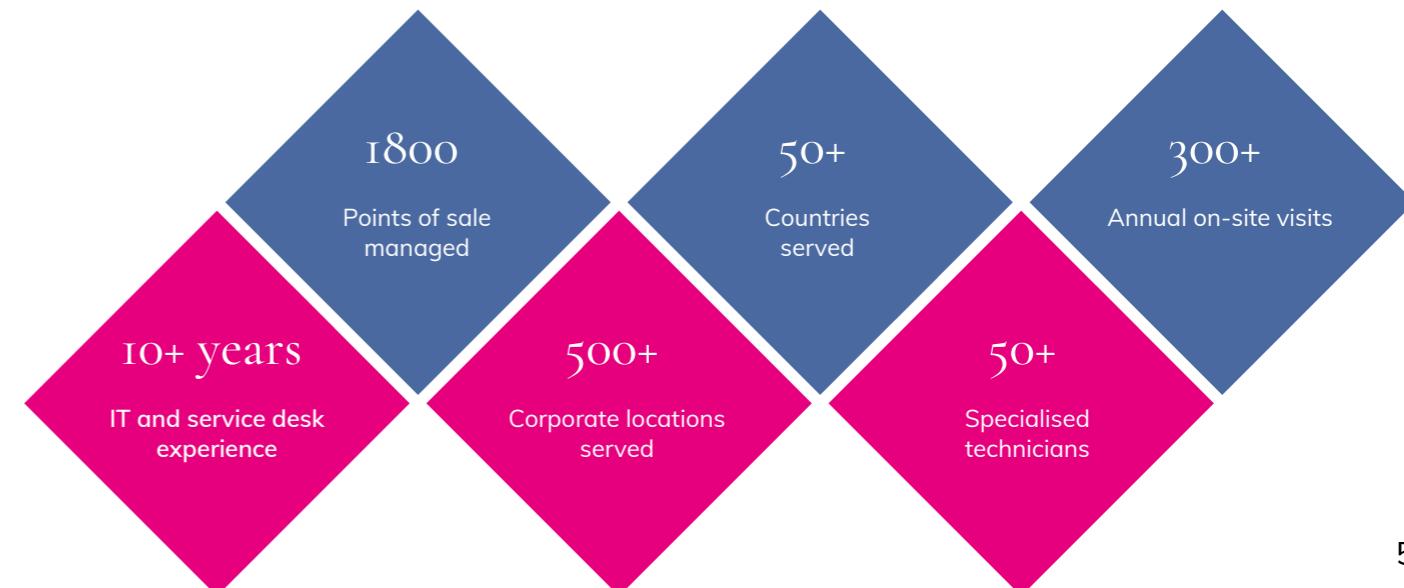
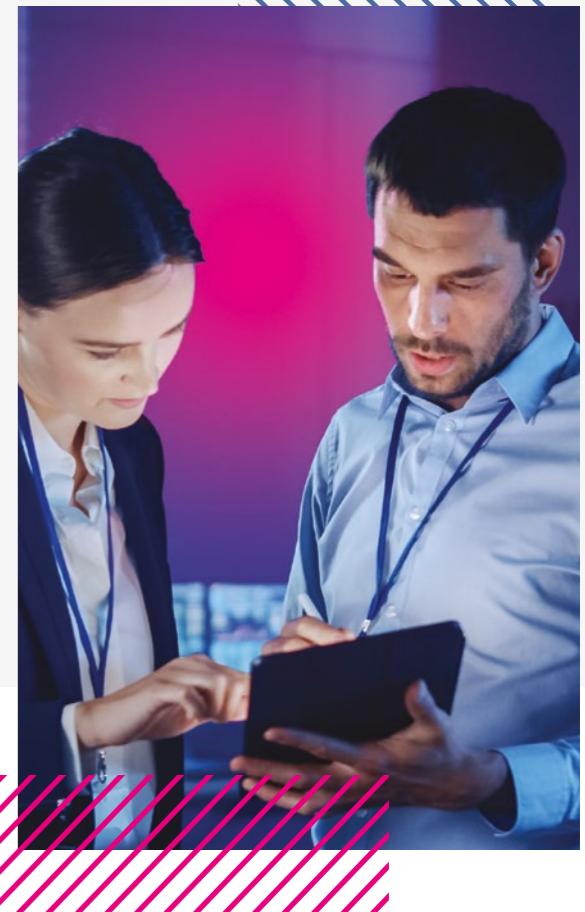
Since 2006, BinHexS has provided high-level IT services that focus on these principles in order to create detailed solutions that meet the needs of each of its Clients.

There's no one-size-fits-all solution. Instead, each of its projects is completely tailor-made, shaped by its Clients' specific needs. In an era of standardisation, BinHexS stands out for its bespoke solutions.

The company's technical team has strong project management skills and can work with any level of IT infrastructure (including hardware, operating systems, applications, networks and storage).

BinHexS was launched as an IT services company. Its founding partners wanted to use their operations expertise from previous careers in this sector by creating a new company with a group of strong professionals who shared their philosophy and enthusiasm. BinHexS aims to provide its Clients with the highest level of service possible, by offering practical solutions.

The result is a rapidly expanding company with a staff of more than 90 employees, able to provide 24/7 services to Clients who operate internationally, and meeting most IT infrastructure-related needs for companies of any size.





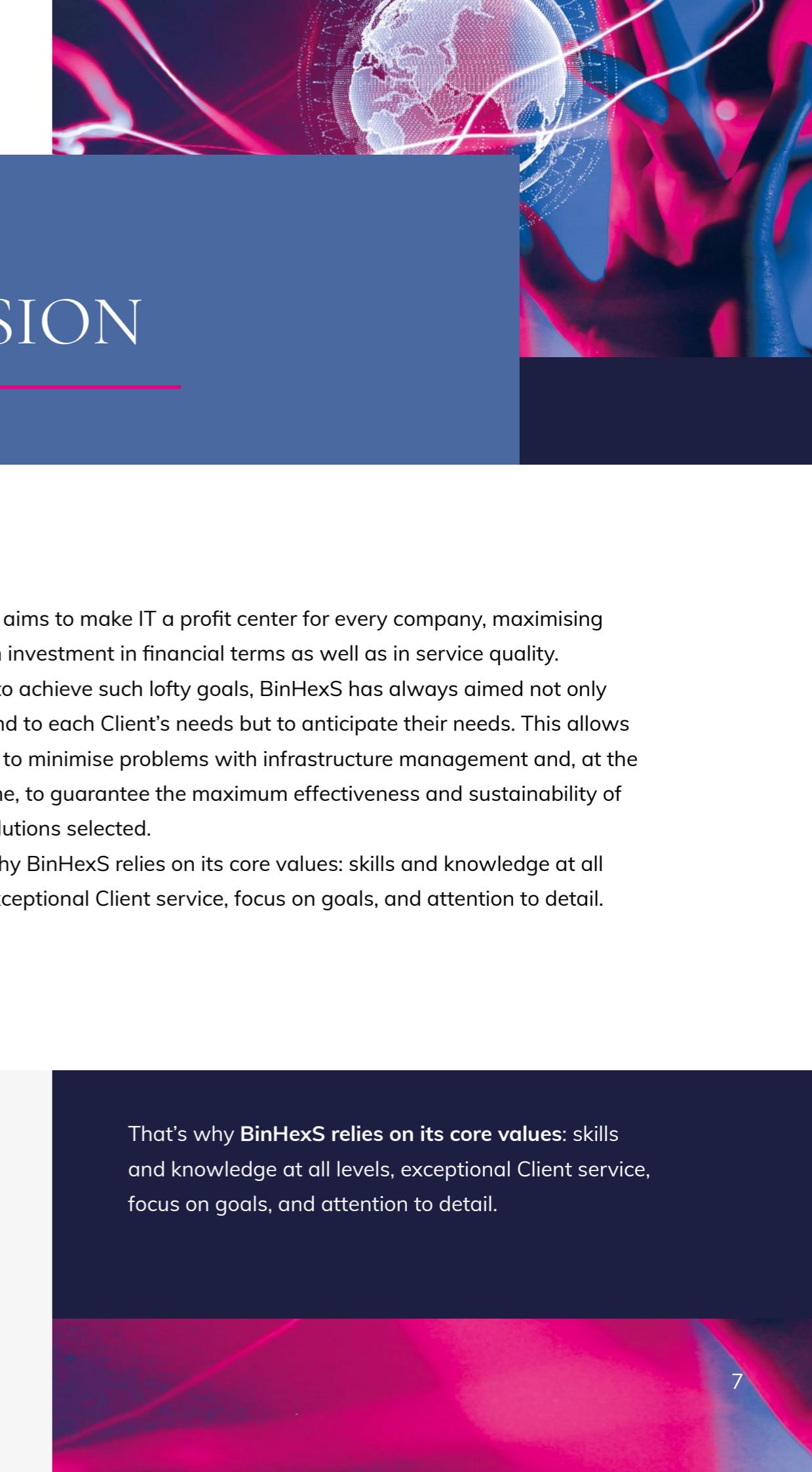
## MISSION

---

Created as a fresh alternative to the traditional IT services provider, BinHexS has become a leading technical partner in optimising IT processes and implementing innovative and functional solutions.

It is a rapidly expanding company that has seen its business grow over the years—not only in terms of services offered, but also in terms of referrals and number of Clients.

Its growth has gone hand-in-hand with the development of its IT infrastructure, which has evolved over time to better meet the needs of its Clients.



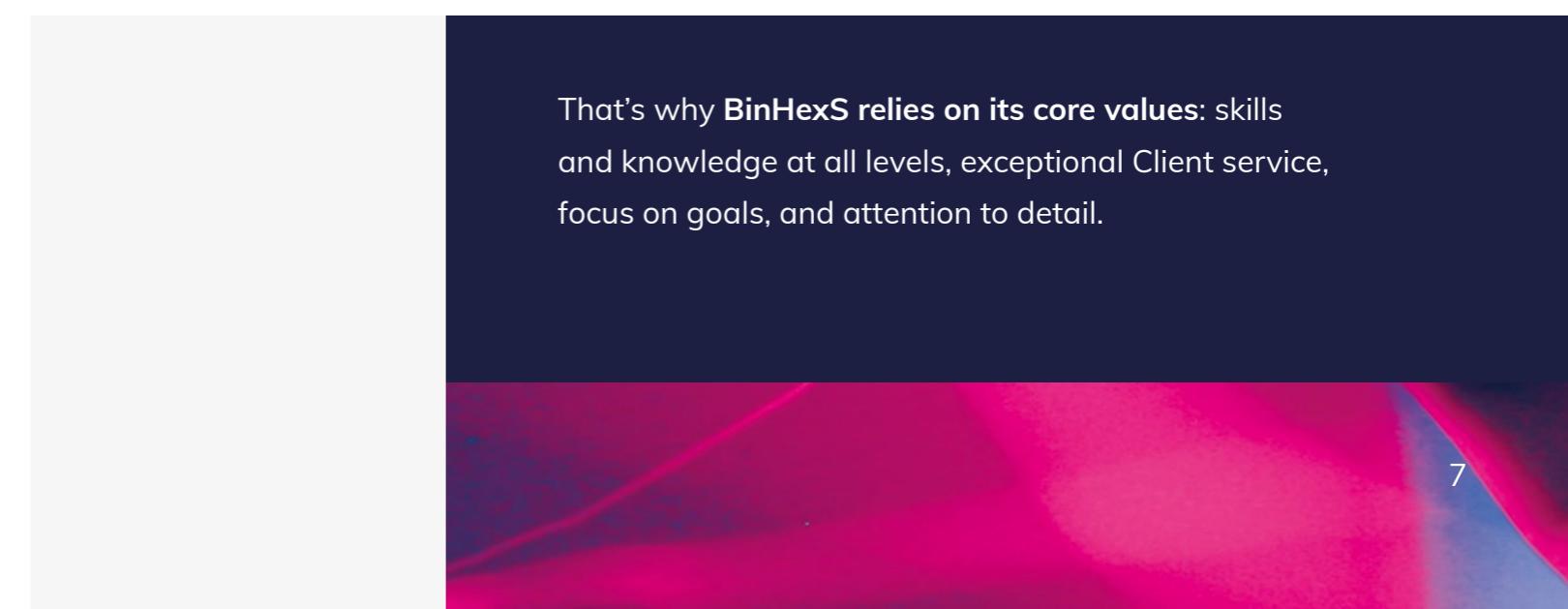
## VISION

---

BinHexS aims to make IT a profit center for every company, maximising return on investment in financial terms as well as in service quality.

In order to achieve such lofty goals, BinHexS has always aimed not only to respond to each Client's needs but to anticipate their needs. This allows BinHexS to minimise problems with infrastructure management and, at the same time, to guarantee the maximum effectiveness and sustainability of the IT solutions selected.

That's why BinHexS relies on its core values: skills and knowledge at all levels, exceptional Client service, focus on goals, and attention to detail.



That's why **BinHexS relies on its core values:** skills and knowledge at all levels, exceptional Client service, focus on goals, and attention to detail.



*The future has never been this close*

# BinHexS

Your favourite technology partner



Central to BinHexS is a personalised approach which focuses on understanding each Client's specific needs, and then anticipating future concerns. This basic strategy—along with the skills of the technical team and the breadth of services offered—allows BinHexS to provide the most appropriate solution for any request its Clients have, making it the ideal technological partner for every company.

# SERVICE DESK

## The core business of BinHexS

A dedicated team that provides 24/7 1st and 2nd level support for any hardware or software problem.

Based in Milan with local partners in EMEA, China, Hong Kong, Korea, Taiwan, Singapore, Australia and the USA, BinHexS offers support in several languages all over the world, providing the best assistance and service to its corporate and retail Clients.



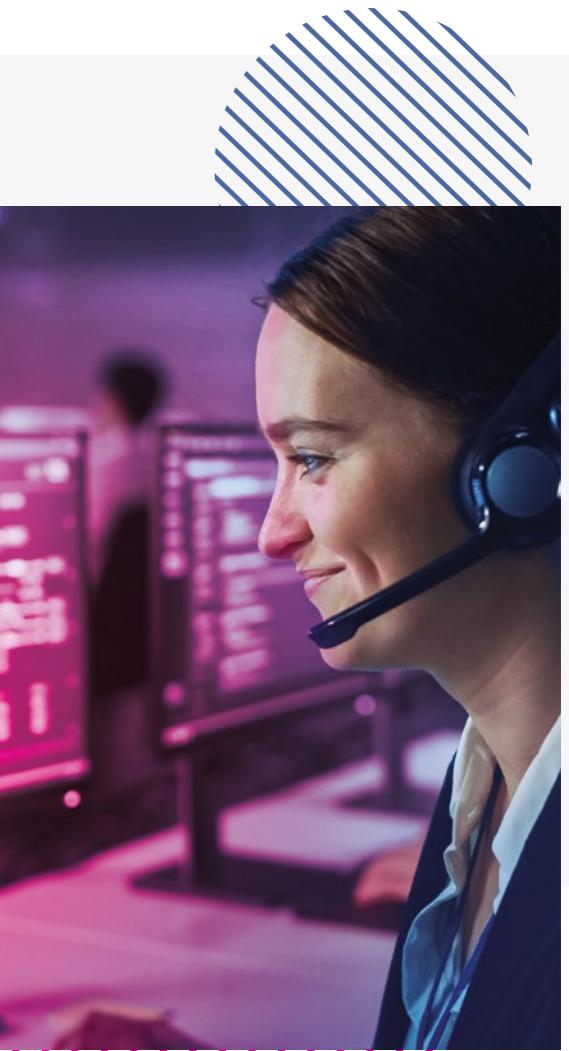
## OPERATIONAL STRUCTURE

SERVICE DESK	STAGING	MAINTENANCE	MONITORING	SUPPORT ON-SITE
24/7 SPOC multilingual ITIL compliant	Multibrand hardware and software configuration and testing, disposal, storage	Routine and extraordinary maintenance of all equipment	Preventive monitoring of the entire IT setup	Specialised on-site support with personalised Service Levels

## Corporate Service Desk

Support to ensure that enterprise Clients' IT systems stay up and running.

The goal is to promptly address any hardware or software issues that may affect users' work, so as to ensure they can use the tools they need, and also to guarantee compliance with workplace safety/security guidelines. The service is provided remotely from the BinHexS headquarters through point-to-point connections or a VPN, so that the team can access and modify workstations, in addition to providing assistance by phone.



## Retail Service Desk

A support service designed for chain stores: minimising inefficiency in order to maximise sales.

In addition to computer workstations, BinHexS also supports other devices and systems in the retail world: cash management programmes, devices used when paying with credit cards and ATM cards (POS devices), and applications used to check stock and manage orders. It is provided remotely by highly specialised technicians. In addition to providing remote support, they can travel to for on-site work anywhere in the world, whether for store openings, closings or relocations, or as part of the roll-out of a new application or a staff training.

# VALUE SYSTEM SERVICES



BinHexS can manage all phases of an IT project—from design to implementation—on all infrastructures. In order to meet its Clients' needs, BinHexS offers a wide range of services:

## Data Center Management

This service is intended for organisations that need support with regard to the design and management of the infrastructure hosted at their data centre and in the cloud. It is provided both on-site, at the Client's headquarters, and remotely. Our team of highly specialised system engineers aim to support and complement the Client's technical staff in terms of skills and services offered as well as service time, guaranteeing coverage 24 hours a day, 365 days a year.

**WHY** - to optimise the Client's entire IT setup by reducing its complexity, trimming management costs, and improving performance and security.

**How** - in the design phase, technicians from BinHexS analyse the existing IT setup and the Client's needs, selecting the ideal technology to redesign the data centre with future-proofing in mind. They also aid in implementation of the selected solutions, outlining the necessary changes and planning for integration and migration.

### RESULTS

- Streamlined IT infrastructure
- Flexibility and scalability
- Better use of resources
- Consolidation of systems and infrastructure
- Greater efficiency in management and maintenance

## Network Management

This service is aimed at companies in charge of managing complex networks. A qualified team will perform services that may include configuration, maintenance, and monitoring of local network and perimeter security devices; performance analysis; and constant uptime monitoring, as well as assistance with addressing any faults in geographical network communication lines.

## Hosting & Housing

Hosting & Housing services are aimed at companies that need IT services provided through a non-proprietary technological infrastructure, or that will place their own devices within the supplier's data centre.

The goal of these services is to streamline or completely eliminate internal management of the IT infrastructure, entrusting it to a team of system engineers with specific skills who are able to offer support and monitoring 24/7.

The BinHexS data centres have been built using the most advanced technology, in compliance with strict security standards. Remote access is guaranteed through a highly reliable broadband connection, both Internet and MPLS.

# Cloud computing

## Private Cloud

This service is for organisations that need to outsource their IT infrastructure while still managing all or part of it, by using software that simplifies allocation and issuance of resources, implementation of new services, and operations automation. These solutions can be easily integrated with infrastructure on the Client's premises that uses the same technology. Thanks to this integration, the Client can easily run the service either from internal servers or externally on the cloud, depending on their specific needs.

**WHY** - to reduce the complexity and burdens associated with managing company data centres by significantly decreasing fixed costs (energy, refrigeration, occupied spaces) and maintenance costs (technological upgrades, training) while increasing reliability, safety, security, and operating performance.

**How** - through a pay-per-use policy applied to a wide range of flexible, affordable, and customisable solutions, each tailored to the Client's actual needs and readily available.

### RESULTS

- Reduced costs and greater flexibility
- Computational resources available on-demand
- Resource optimisation
- Reduction of fixed costs associated with corporate data centres
- High availability and access to data at any time
- Professional IT support



# Security

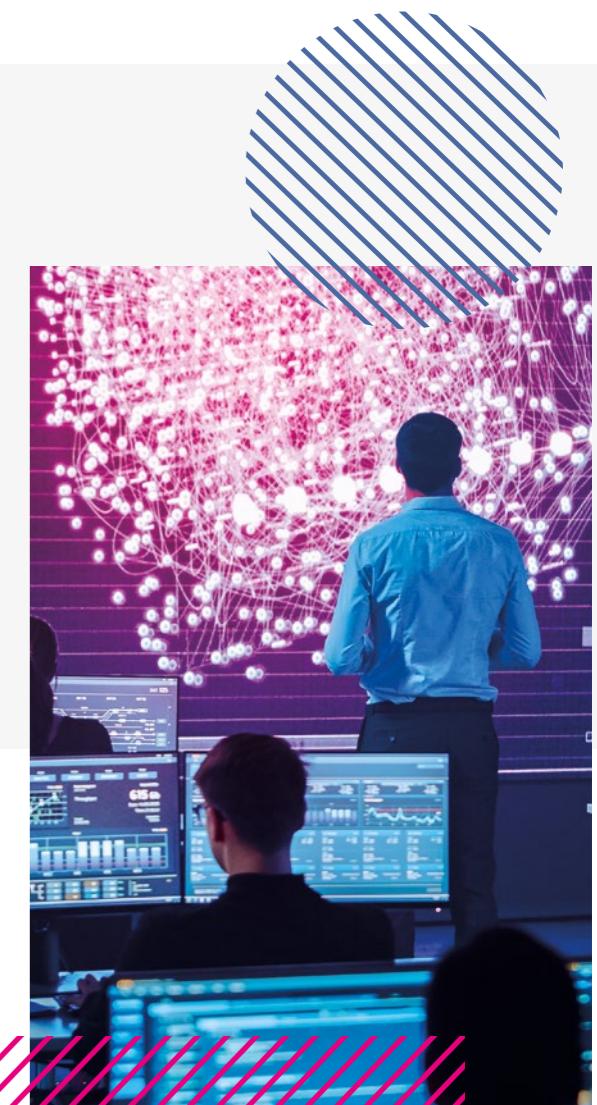
The Security Management service is aimed at organisations that want to outsource management of their IT security. This service includes tasks such as: protecting the network from external attacks by installing and configuring appropriate perimeter security devices; protecting data availability and security through use of adequate antivirus and antimalware tools; and applying corporate security policies to manage access to the network for various categories of devices.

**WHY** - to protect corporate information and prevent cyber attacks, detect intrusion attempts, activate necessary countermeasures, and consolidate defence tools.

**How** - by creating and managing systems that protect the integrity and confidentiality of corporate data and communications; setting up appropriate rules of conduct for users; monitoring the effectiveness of measures adopted; and ensuring compliance with relevant regulations.

### RESULTS

- Upholding integrity and confidentiality of both data and applications
- Cyclical analysis and management of both assets and risks
- Intrusion monitoring and prevention
- Increase user awareness of ideal behaviours
- Reduction of costs and operational risks
- Compliance with regulations



# Disaster Recovery & Business Continuity

As part of its consulting activities, BinHexS designs and implements Disaster Recovery solutions for its Clients. To do this, the company uses the best technology available at the various levels of the technology stack (backup via storage, backup via hypervisor, application backup) in order to obtain the best performance in terms of RPO and RTO, while keeping implementation and maintenance costs of the solution under control.

**WHY** - to minimise risks arising from IT infrastructure issues due to accidents or disasters.

**How** - through a disaster recovery plan that minimises these risks and guarantees recovery times for data and applications based on their criticality.

## RESULTS

- Infrastructure resilience
- Calculation of maximum unavailability period for infrastructure
- Rational and effective management in emergencies, with reduced business risk
- Maximum continuity of business processes
- Redundancy costs balanced against risk

# STAGING & LOGISTICS

BinHexS provides its Clients with 360° management of their IT assets.

BinHexS deals with machine staging and with every phase of logistics, from order preparation to tracking and asset management.

With a well-equipped warehouse that is compliant with the latest safety regulations, BinHexS can ship all over the world safely and swiftly, thanks also to the help of industry-leading international couriers.

The centralised deployment structure allows the company to quickly obtain large quantities of machines ready for use or shipping, and it maintains total control of the entire process.

BinHexS also has a testing and refurbishment workshop for IT equipment, in order to ensure a second life for every device.



# HW/SW PROCUREMENT

The most appropriate hardware or software solutions at the best value.

By virtue of its partnerships with leading brands in the sector, BinHexS can offer its Clients hardware and software solutions with advantageous terms. Not only is BinHexS a supplier, but critically, its specialised consultants analyse the Client's needs, using their market knowledge to identify the best solution in terms of costs/benefits.



## SPECIAL PROJECTS

BinHexS supports its Clients in developing and strengthening their sales network, working as a partner for roll outs, new openings and refits for businesses in Italy and around the world. BinHexS participates in all phases, from scoping the project to delivery, from training for associates to supervision of the go-live.

Abroad, the company leverages the skills and professionalism of its local partners, who provide synergistic support in all phases of the project.

*We design with every fibre of our being*

# WHY BINHEXS?

# OUR NETWORK

## OUR GROWTH

BinHexS aims to provide the highest possible level of service through practical solutions tailored to its Clients.

The success of the BinHexS approach is made clear by the company's remarkable growth rates, both in financial and production terms:



+42%

Revenue growth rate  
(2020 compared to 2016)



+43%

Average revenue growth rate vs. BHS of the top 5 Clients



+40%

Workforce growth rate



+37%

Growth rate of support requests handled  
(2020 compared to 2016)



+20%

Average YOY EBITDA  
(last 3 years)



90+

Workforce



137.000+

Support requests  
handled  
(2020)

Whether from the Milan office or through collaboration with a solid network of local partners in China, Hong Kong, Taiwan, Korea, Japan, Singapore, Australia and the United States, BinHexS can provide a quick and effective response to the ever-changing needs of its demanding international Clientele.

## EMEA

BinHexS headquarters are located in Mazzo di Rho.

From there, the company provides multilingual support service, even on site, to the entire sales network and EMEA corporate offices of its Clients:

— 24 hours a day

— 365 days a year



## APAC & NAM

Thanks to synergies and deals with selected partners in Asia and the USA, BinHexS is able to provide multilingual support service in APAC and NAM, ensuring management uniformity and continuity, and maintaining control of its processes through consistent and centralised governance:



— 24 hours a day

— 365 days a year

# SKILLS

## Network Security



## Disaster Recovery & Business Continuity



## Datacenter Management



Microsoft ORACLE®

## Cloud Computing



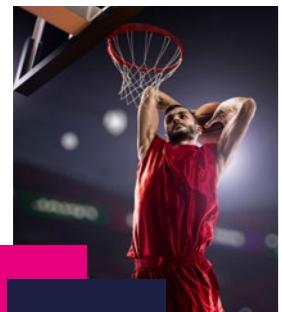
## EXPERTISE & PARTNERSHIP

A vast network of partnerships, in addition to skills and certifications, ensures exceptional results.



*A practical partner for practical solutions*

# SOCIAL AWARENESS



## Olimpia Milano

Since 2009, BinHexS has been an Official Supplier of the Olimpia Milano - EA7 Armani basketball team. All the IT hardware (servers, PCs, notebooks, printers, high-tech MFPs) used at the Olimpia Basket headquarters and the arena is provided and managed directly by the company.



## DDS-7MP Triathlon Team

BinHexS also sponsors the DDS-7MP Triathlon Team, created at the beginning of 2021 by a merger between the DDS Triathlon Team, a historic team with a storied pedigree, and the 7MP Squad, a centre of excellence focused on training and high performance for elite triathlon and endurance athletes.



## Mediolanum Forum Acqua Team

BinHexS is a sponsor of the Acqua Team, the competitive swimming team at the Mediolanum Forum. Born in 2012, it is a project which aims not only to create a competitive sports team, but above all to increase awareness among young athletes of the values of a pedagogical and social approach to sport.

The Acqua Team today includes about 100 athletes, ranging from very young ones to those competing in the “master” category.



## Velate Rugby

Continuing in the area of youth athletics, BinHexS supports the Vinatea Rugby 1981 Sports Association, active in the town of Usmate-Velate. Rugby has noble and positive values which Vinatea Rugby works hard to share with young people.



## Bambini delle Fate

BinHexS supports the association “I Bambini delle Fate,” which carries out over 50 charity projects throughout Italy aimed at children and young people with problems and disabilities, trying to give them hope for a better future.

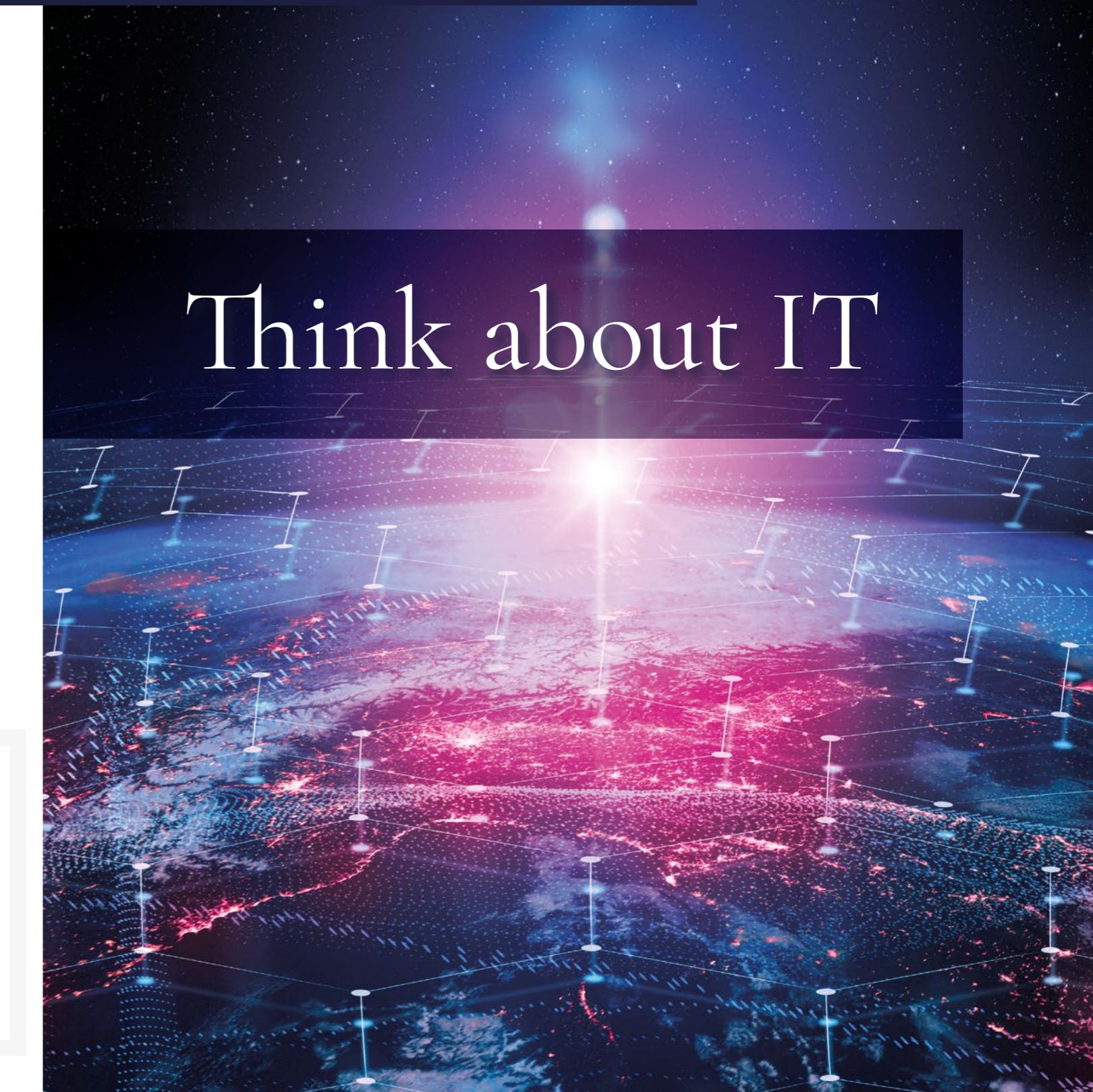
# TRUSTING BINHEXS IS WORTH YOUR WHILE



BinHexS has the skills needed to accompany Clients on a path of development and growth  
Clients identify savings and optimise their own internal costs  
Clients remain focused on their core business  
BinHexS ensures continuity of service through the resources under its direct control.

## Some of our strong points

- Attention to our Clients' needs
- Emphasis on teamwork
- Continued development of professional skills
- 24/7 Client care
- Efficiency based on strong organisation



## Think about IT

# BinHexS S.r.l.

For support or general questions  
write to:  
[info@binhexs.it](mailto:info@binhexs.it)

Commercial questions:  
[sales@binhexs.it](mailto:sales@binhexs.it)

Marketing:  
[marketing@binhexs.it](mailto:marketing@binhexs.it)

Data Protection Officer:  
[dpo@binhexs.it](mailto:dpo@binhexs.it)

Work with us:  
[cv@binhexs.it](mailto:cv@binhexs.it)

