

Information and Communication Technology Research and Development



Reliable support for innovators building tomorrow's digital world

Research and development departments working on creating various innovative products, services and applications to be used in the broad information and communication technology (ICT) sector rely on independent assessment, consulting, training and certification to ensure a secure, flexible and capable digital environment. We provide you with the solid solutions you need to reliably protect personal data and confidential information as well as keep yourself up-to-date and competitive in global markets.

Cyber Security Solutions – protecting intellectual property

Organizations handling high-value data utilize robust strategies and systems to protect research and development work, intellectual property, trade secrets and other classified information from cyber theft by attacker both inside and outside the company. DEKRA provides a number of services specifically designed to help you safely lock your data with effective systems for protecting your creative, production, streaming, cloud computing and business environments from cyber risks.

Cyber Security Pre-Assessment

DEKRA offers cyber security pre-testing services for manufacturers interested in evaluating their products to identify critical security issues in the design at an early stage to prevent major delays in product delivery.

Data Protection Consulting

DEKRA experts keep you informed and help you stay legally compliant and up-to-date when it comes to handling data. If you prefer more context-specific assistance, we can provide the individualized support of a data protection officer to carry out services on site and in close cooperation with your team.

Information Security Management System

We can help you protect sensitive data and secure your IT systems, components and processes to meet today's cyber security challenges. Our ISO 27001 certification will put you in a position to comply with the current legal requirements and meet the needs of your customers. In addition to technical measures, ISO 27001 certification recognizes the importance of documentation associated with high-level information security management. ISO 27017 and ISO 27018, both based on ISO 27001, have been specially adapted to the specific requirements of cloud service providers. ISO 27017 is primarily concerned with the relationship between providers and their customers. As part of the ISO 27017 audit, our experts help you identify key security elements that improve the quality and reliability of your cloud services. ISO 27018 specifi-

cally addresses the requirements of data protection law. The focus here is mainly on the processing of personal data within the cloud.

Information Security Management System Consulting and Training

Our comprehensive cyber security strategies include consulting services. Taking a flexible, holistic approach, our experts address your individual needs and circumstances to help you implement an information security management system that protects your sensitive data, IT systems, components and processes against today's cyber security challenges. Our training courses make sure your personnel are up-to-date with ISO 27001 and 19011 requirements so they can assess and manage security risks to your critical data and confidential information.

Information Security Risk Assessment and Management

No company today is immune to cyber security risks and potential attacks. Our consultants carry out systematic network security analyses, determine the existing level of cyber security and develop a plan to improve it.

Information Security Training

To inspire trust in existing customers and attract potential new customers, ensuring information security – including the IT systems, components and processes involved – is essential. Information security auditor training courses give you the knowledge and skills you need to assess your organization's information security management systems in accordance with ISO 27001.

Flexibility Solutions – getting innovation to market fast

In efforts to minimize the time-to-market of new products, innovators and their business partners must achieve maximum developmental flexibility while still fulfilling stringent quality and safety requirements. Accredited DEKRA experts provide inspection, testing and certification according to established international standards and regulatory bodies to ensure the latest and best products reach consumers in conjunction with rapid market demand.

Business-Related Trainings

Experienced and qualified personnel are the backbone of every successful business. We offer companies top to bottom support focused on management training, employee development and career planning. From secretarial, bookkeeping, sales, marketing, customer service and procurement staff to process and project managers, IHK-certified technical business administrators and AEVO-qualified trainers, DEKRA business-related programs provide skills and credentials aimed at strengthening your entire team.

Global Market Access

DEKRA helps customers navigate national and international rules and regulations, and to obtain the local certification and approval marks needed to export products to markets around the world.

IT and Software-Related Training

A mix of design, planning, implementation and troubleshooting, strong IT skills are critical in any modern workplace. Fluency in popular software packages and network configuration ensures IT personnel and systems meet your business needs and performance expectations. DEKRA provides comprehensive IT and software trainings and certifications for telecommunications and network specialists navigating ITIL Foundation practices as well as SAP, Microsoft and IPv6 operating systems. Our IT experts also conduct professional software tester training according to International Software Testing Qualification Board (ISTQB) standards.

Risk Management System Training

Every business faces a wide variety of different risks. The design, implementation and optimization of a robust risk management system can help to identify threats and assess possible effects on the company. We conduct comprehensive risk management systems training in tested evaluation methods and analysis techniques ranging from scenario-based approaches to creativity and simulation strategies. DEKRA provides you with the expertise you need to balance opportunity and risk for secure planning and increased productivity.

Second-Party Audits for Information Security Management Processes

Our comprehensive audits allow you the opportunity to evaluate and verify your IT and cyber security processes. Our services include initial audits and continuous monitoring, as well as helping you understand the complex international national, and local regulatory requirements.

Health, Safety and Environment (HSE) Management System

We help to ensure your ability to protect employee health and safety as well as the environment. ISO 50001 certification improves energy efficiency with the introduction of an effective energy management system, while ISO 14001 certifies your environmental management system to demonstrate sustainable operation.

Process Safety Solutions

Our ultimate goal is mitigating or eliminating hazards and potential damages arising from industrial processes. Our customers rely on us to prevent fire, explosion and loss of containment events. We help our customers understand the risks existing in their business operations through laboratory testing and analysis and develop pragmatic solutions and recommendations for reducing the risk.

Product Certification

DEKRA provides a wide range of marks and certification schemes and acts as a notified body (NB) and certification body (CB) to assess whether the customers' products meet the required standards.

Product Pre-Testing Services

DEKRA offers pre-testing services in the areas of connectivity, electromagnetic compatibility and radiofrequency (EMC & RF) and product safety testing for manufacturers interested in evaluating their products to identify issues in the design at an early stage to prevent major delays in product delivery.

Quality Management System

Reliable quality management based on ISO 9001 ensures high-quality processes, products and services. A central feature is its risk-based approach, which identifies opportunities and risks, derives appropriate measures, and evaluates their effectiveness. This ensures that the quality management system and the accompanying processes in your organization achieve the desired results.

Quality Management System Training

We conduct both accredited and non-accredited ISO 14001 and 50001 trainings which can be tailored to your particular needs and circumstance. Recognized around the world, our certifications for a wide range of credentials help you maintain a competent workforce able to perform at all levels within your quality management system.

Skilled Personnel Solutions – ensuring a proficient workforce

Recruiting qualified applicants, hiring the best candidates, retaining highly skilled personnel and training a productive workforce are key to your success in the complicated and competitive field of ICT research and development. DEKRA offers comprehensive support services to help you find, recruit and retain top-notch talent.

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Sustainability Audits and Verification

Sustainability has become increasingly important to consumers and institutional purchasers when evaluating electronic products. Providing access to recognized experts and promoting compliant products to potential buyers, the Electronic Product Environmental Assessment Tool (EPEAT) Registry is the definitive resource and comprehensive rating system for green electronics. EPEAT sustainability standards cover the entire product life cycle, including specifications for design, manufacture, energy consumption and recycling. DEKRA is one of the first Conformity Assurance Bodies (CABs) approved for all standards and countries, with dedicated EPEAT auditors conducting third-party audits that build trust and foster transparency. We offer customized solutions for manufacturers of all sizes and maturities to provide a competitive edge based on unique environmental and social commitments.

Examination of Experts for the ICT Industry

Recognized around the world, our personnel certifications for a wide range of credentials help you maintain competent personnel able to inspire trust and ensure stakeholders they have chosen the right partner for their ICT research and development needs. We provide you with the opportunity to verify ICT related skills of qualified staff and give employees a chance to document their professional expertise to strengthen the reputation of your overall workforce.

Health, Safety and Environment (HSE) Strategy and Management

Maintaining strong HSE management is the most efficient way to ensure the well-being of your staff and thus your business. Our HSE strategy consultants help companies design a roadmap for a comprehensive HSE policy that leads to improved outcomes for safety and beyond through reduced hazard exposures, accident-free work, a healthy workspace and protection for personnel. In addition to addressing compliance issues, our experts assist you in reducing your environmental impact, creating a supportive culture and promoting performance improvements.

Health, Safety and Environment (HSE) Management System Training

Participants learn how to set up energy and environment as well as health and safety management systems. Training and certification, both accredited and non-accredited, are available for ISO 14001 and ISO 50001 and can be customized for your requirements.

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Recruiting

DEKRA provides comprehensive recruitment services supporting you from the initial job advertisement to the final interview.

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Social Responsibility Management System Training

Companies rely on qualified personnel to assess and maintain compliant Social Responsibility Management Systems needed to run a successful business in diverse cultural and environmental settings. DEKRA industry experts conduct ISO 26000 training courses designed to ensure employees, managers and auditors are operating according to relevant international requirements and standards.

Soft Skills Training

The capacity to work effectively within a diverse and dynamic workplace needs strong teamwork as well as clear and motivational communication. DEKRA provides comprehensive training of soft skills from self-management and public speaking to team steering and leadership training as well as conflict and diversity management to ensure optimal performance throughout your corporate structure.

Workplace Health Solutions

Creating a work environment that supports good health, safe habits and the all-around well-being of your ICT team is smart company policy, and in some cases may be mandated by law. Our specialists carry out medical examinations to monitor and document the health of your staff and independently evaluate whether employees fulfill safety-related criteria. These and other services, including education on health-related topics, can be customized according to your individual needs. DEKRA occupational health and medical advisory services help you build a robust framework which will help you maintain a healthy workforce. We assess physical, ergonomic and psychological risks and provide practical solutions for an effective corporate health management strategy to ensure high performance and a profitable business.

Due to impartiality and independence requirements of regulatory authorities, services may have to be performed by different, mutually independently operating DEKRA units.



On the safe side.