

Strategic management services

Sustainability

Life-cycle planning/ engineering; Environmental mgmt. system; Energy mgmt.; Environmental protection activities

Quality management

Quality mgmt. strategy; Defining standards & guidelines; Process-; Structure/Potential-; Result quality mgmt.

Risk management

Risk mgmt. policy; Contingency planning for extraordinary incidents; Error mgmt.

Corporate identity

Corporate identity strategy

Resources / Sourcing management

Strategic resource mgmt.; Pricing/Negotiation strategy; Innovation support

Asset/Portfolio strategy

Business model development -; Financing-; Investment -; Portfolio -; Multi-portfolio mgmt. - & programm mgmt. -; Cooperation -; Research & development strategy
ICT management
ICT mgmt. strategy

Management support services

Finance & Controlling

External accounting/ Financial accounting; Internal accounting/Controlling, Reporting

Human Resource Management

Personnel administration; - planning; - controlling; Recruiting/Dismissal; HRM; Employee assessment/surveys; Personnel training & development

Legal counsel & contracts

Legal advice; Patents and copyrights; Insurance; Contracts mgmt.; Representation before courts & authorities

Marketing & Communication

Marketing & Communication serv.

Secretarial services

Secretarial services; Translations; Reprographics; Travel serv.

ICT services

ICT workplace services

Elektronic workplace-; Telephony/(smart) device serv.

Medical business process application services (HIS)

Patient dossier mgmt. & documentation appl. serv.; Diagnostic appl. serv.; Patient related resource planning appl. serv.; Med./therapeutic/nursing decision support appl. serv.

Non-medical management & support application services

Strat. mgmt. decision support appl. serv.; ERP appl. serv.

Non-medical support services

Logistics

Procurement

Internal ordering; Operational-; Tactical procurement

Storage

Inspection of incoming goods; Warehouse mgmt.; Order-picking

Transport services & distribution

External/Internal people transport serv.; Transport serv. & distribution of goods; Post room and internal distribution; Relocations; Fleet mgmt.

Disposal & Recycling

Tactical resource management

Infrastructure

Operation & preventative maintenance

Immovable non-/medical property, plant and equipment; Non-/Medical movables; Outdoors; Helpdesk & Janitor services; Occupier fit-out & adaptations

Space management & provision

Space (accommodation) provision & mgmt.; Property administration; Provision of workplaces

Supply and disposal of energy & water

Hygiene, Safety & Security

Cleaning & Disinfection

Routine -; Intermediate -; Basic -; Special cleaning

Preparation of medical products

Sterilization serv.

Ensuring of health & safety

Ensuring workplace safety & health protection

Security

Securing people; Fire -; Object -; Information protection

Hotel services

Catering

Patient & resident -; Staff -; Guest catering; Vending serv.; External & Event Catering

Provision of textiles

Laundry serv. & Repair of textiles; Patients' & residents' -; Operating's -; Special laundry; Work clothing & Special laundry; Laundry serv. for third parties

Accommodation management & operation of properties

Staff/Guest accomodations; Patient/Guest hotel; On-call rooms accomodation mgmt.

Various hotel services

Reception & contact center serv.; Cloakroom operation & mgmt.; Event mgmt.; In-house operation of kiosks & shops; Childcare; Non-medical patient support; Non-medical library & archives