

- 1st/2nd/3rd Level Support 2
- Live Chat/Phone Assistance 3
- Ticketing 4
- Mobile Device Management 5
- Client Management 6
- Application Management 7
- Report 8
- Knowledge Base 9
- Asset Management 10
- Workshop 11
- Project Management 12
- Quality Assurance 13
- IT Consulting & Support 14
- Microsoft Consulting & Support 15
- SAP Consulting & Support 16
- Pre-Sales 17
- Business Support 18
- Key-Account-Management 19
- Homepage Services 20
- Home Office Services 21
- Car Office Services 22
- Multilingual Communication 360° Services & Support 23

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Editorial



Dear Reader

In the general situation, digitalisation is more in demand than ever, which is why I have built my business model 100% on it. Digitalisation is not only about transforming analogue things to digital, but also about an IT infrastructure with lots of cloud technologies like Microsoft Azure, SAP Cloud, Amazon Web Services, etc. that enable these digital services.

The Slogan Tarchouna Digital Workplace Services was named after my last name and several years of expertise in digitalisation, including cloud technologies. It reflects my portfolio 360° Allround Service Desk Services & Support. Tarchouna Digital Workplace Services also includes transformation in Mobile Device Management, Client Management, Project Management and much more.

I am pleased about this important element, with which my slogan Tarchouna Digital Workplace Services does justice to the task as efficient and innovative business informatics specialists of a modern, digital transformation your organisation, company etc..

I hope you enjoy reading this brochure and I am already looking forward to any cooperation.

Yosri Tarchouna,
 Freelancer

Brochure guide

The brochure contains links to my website. If you have the brochure in printed form in front of you, the brochure is also available in QR codes, which you can easily scan with your smartphone.



Link reference



Link to scan with QR code



<https://tarchouna-digital-workplace-services.de>

I am a Business Informatics Specialist (B.Sc.) and bring professional experience from multinational IT and SAP consultancies (Gold Partner). Among other things, I worked as an IT Infrastructure Consultant at Avanade, a global joint venture subsidiary of Microsoft and Accenture.



Nationality: **Languages:** Native language Fluent
Place: If you are required to be present, I will be happy to assist you in the vicinity of Cologne and Düsseldorf (NRW) within a radius of 50 km.
Digital Workplace: Outside a 50 km radius of Cologne and Düsseldorf, I am also available to you at my digital workplace via home office.

I also worked as a System Engineer for Microsoft Solutions at the IT System House Bechtle, where I was able to expand my knowledge of cloud-based Microsoft architectures (Azure, Intune, O365). I also have experience in Agile Project Management, IT Service Management according to ITIL and Project Management according to PRINCE2.

- 32 Projects
- >1000 Customer support
- >200 Documentations
- 100% Service

Expertise in

- Project Management
- Quality assurance
- IT Consulting and Support
- SAP Consulting and Support
- Microsoft Consulting and Support

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Mr Tarchouna has comprehensive and versatile specialist knowledge, which he always applied confidently and skilfully to his work [...]. He performed all tasks completely independently, very carefully and thoughtfully. He always acted in a calm, considered and goal-oriented manner and with a high degree of precision. (Dr. O.K CEO Bechtle Freiburg)

Mr Tarchouna already has sound expertise in his field of activity, which he uses effectively and in a targeted manner. He has an overview of difficult tasks and finds appropriate solutions. (U.L Commercial Manager ENGIE Deutschland GmbH)

He quickly familiarised himself with his areas of responsibility and relevant topics and showed a high level of commitment, resilience and initiative. (G.C Linkit Consulting | management consultancy)

[...] He was very much appreciated by everyone because of his friendly and balanced personality. He was always helpful, courteous and put personal interests aside when necessary. (J.B CEO WDR mediagroup digital GmbH)

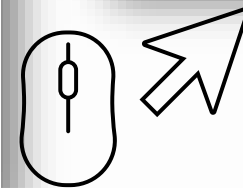
He has always achieved and even exceeded the agreed targets, even under difficult circumstances. (F.M Chemistry Master Clariant Produkte Deutschland GmbH)

Mr Tachouna reacted responsibly, goal-oriented and conscientiously in all situations. (D.F HR Avanade Deutschland GmbH)

He had good ideas, tackled all tasks energetically and acted independently. (B.H CEO ComSol AG)

Previous companies

This is a selection of companies that have benefited from my work and expertise so far:



1st|2nd|3rd|Level Support

Support Services using Tarchouna Digital Workplace Services

01 Level Support

1st level support is the first to take customer requests and record it in a ticket with an assigned ticket number, about which the customer also receives a notification. This is then processed.

If you need someone only in 1st level support, then you are welcome to hire me.

To the assignment

02 Level Support

If the ticket is more complex according to the first assessment, then this is classified as 2nd level support, as it is a more complex matter, such as server and network problems. 2nd level support is centrally located to solve as many problems as possible remotely.

If you only need someone in 2nd level support, then feel free to hire me.

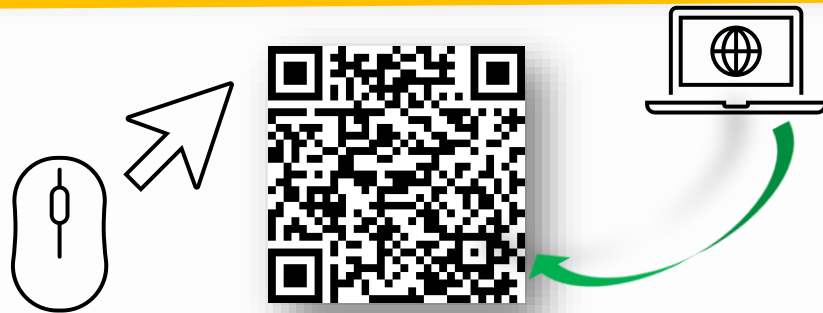
To the assignment

03 Level Support

The 3rd level support is mostly busy behind the scenes keeping the networks running. Here, a largely great understanding of programming is necessary. As a rule, 3rd level support solves problems that affect several users, such as server-side problems or faulty global settings. These are also compatible in projects with complex networks and have a longer turnaround time than in 2nd level support.

If you only need someone in 3rd level support, then you are welcome to hire me.

To the assignment



More than support?

Discover more support possibilities and manage complex requirements or longer-term projects with the help of classic project methods such as ITIL, Prince2 and agile project management with Scrum.

Client Management
Support| Workshop|Presales
MORE INFO

Mobile Device Management
Support| Workshop|Presales
MORE INFO

IT project management with Prince2
Workshop|Presales| Projectmanagement
MORE INFO

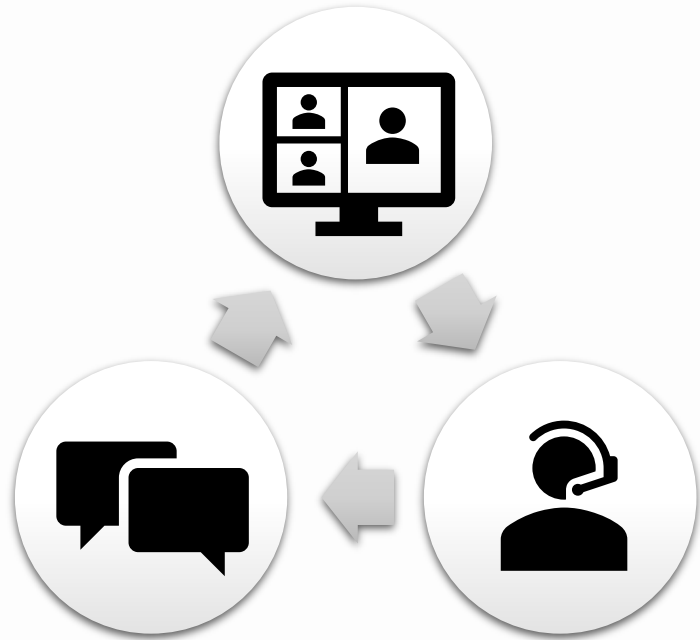
IT Service Management with ITIL
Workshop|Presales| Projectmanagement
MORE INFO

Agile project management with Scrum
Workshop|Presales| Projectmanagement
MORE INFO



Live Chat/Phone Assistance

Tarchouna Digital Workplace Services Brochure 6/2021

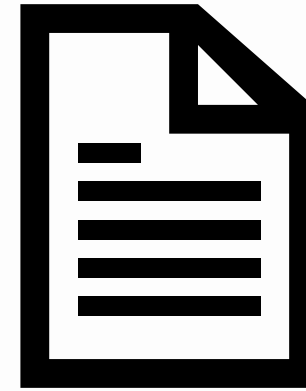


Real-time communication with the user (SAP, Microsoft, IT, iOS Devices and Android Devices) will take place.



Ticketing

Tarchouna Digital Workplace Services Brochure 6/2021



The problems of 1st, 2nd and 3rd Level Support are assigned to the corresponding tickets in order to be able to work more efficiently at the Service Desk according to ITIL frameworks.



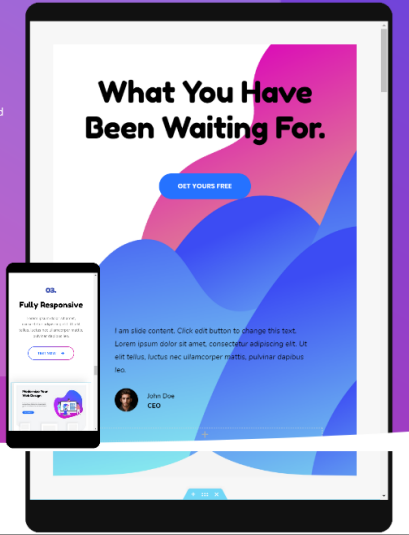
Mobile Device Management

Mobile device management is particularly useful when managing several mobile devices (iOS & Android devices).

This means you have a better overview of the end device inventory in real time and a centralised separation of company data and private data is guaranteed. In addition, Mobile Device Management offers centralised app distribution to all smartphones or tablets such as Android or iOS.

- ✓ BYOD
- ✓ Application distribution iOS & Android
- ✓ Administration iOS & Android
- ✓ Container Solution
- ✓ Security

TO THE ASSIGNMENT →



★ BYOD

Private smartphone can be combined with business purposes under data protection law

★ SECURITY

Virus-free applications and protection against spam



★ CONTAINER SOLUTION

Separation of private and business data

★ SUPPORT

Administration iOS & Android and application distribution iOS & Android



MOBILE DEVICE MANAGEMENT PRESALES



If you are thinking about acquiring a mobile device management system or already have several test versions in use, I can present you with a decision template that will enable your existing IT landscape to be implemented in the productive system.

- ✓ from the analysis of business and technical customer requirements to the independent development of concepts and the presentation of offers
- ✓ Application possibilities and added values
- ✓ Dealing with complex issues, especially with international partners and customers
- ✓ Determining the economic efficiency of the use of mobile device management solutions
- ✓ Creation of technical solution concepts, design specifications and configurations
- ✓ Survey and analysis of customer needs in cooperation with the Sales Department
- ✓ Analysis and processing of tenders and specifications in close coordination with the Sales Department
- ✓ Support Assistance
- ✓ Planning and implementation of presentations, workshops and customer-specific product demonstrations with customers and interested parties (via online web sessions, by telephone)

CONTACT FORM PRESALES →

MOBILE DEVICE MANAGEMENT WORKSHOP



If you already have a test version of a mobile device management system and don't know how to implement it in your existing IT landscape, I can help you and your team find solutions to problems in a workshop. I can also help you with migration issues from previous mobile device management systems to the new one.

- ✓ to solve problems and issues faster and more efficiently together.
- ✓ Working through different issues
- ✓ Encourage the development of new ideas and innovations
- ✓ Work together with the team on the required issues

CONTACT FORM WORKSHOP →

MOBILE DEVICE MANAGEMENT SUPPORT



If you have an existing productive mobile device management system in your company and need additional staff, I can help you on a freelance basis.

In the support scope of Mobile Device Management, my services include e.g. the creation of howtos/solution documentation for end users or support staff from 1st to 3rd level support.

- ✓ Inventory (Hard- und Software)
- ✓ Usering management
- ✓ Application distribution iOS & Android and packaging
- ✓ Administration iOS & Android
- ✓ 1st, 2nd und 3rd Level Support
- ✓ Troubleshooting
- ✓ Health Check
- ✓ Howtos/Solution documentation
- ✓ Container Solution

CONTACT FORM SUPPORT →

Better service, support and overall visibility with Client Management

Client Management

Administration of multiple clients, real-time viewing of client inventory and much more



Software Distribution

100%

Distribute software to several clients/desktop computers using client management tools.



Security

100%

Secure data protection and protection against viruses on multiple clients



Pro Support

100%

With the help of remote maintenance/remote tools 1:1 support and much more.



Asset Management

100%

View client inventories in real time using Cloud. Licence management and much more.



Decision Making

There are tons of client management tools that can be tailored to your needs and those of your employees and enrich your company as a whole. You are welcome to request which ones you need by order.

[TO THE ASSIGNMENT >](#)



Software distribution

Regardless of whether 10, 100 or more than 1000 employees are to be provided with software, there are no problems distributing it as quickly as possible thanks to several Client Management Tools, as this is immensely simplified and enabled remotely with the help of Cloud Technologies.



Security

Cloud Technologies can be a blessing in many ways. Nevertheless, you should also protect your data. There are Cloud Technologies that are data protection compliant according to EU-DSGVO and these data can also be secured through client management for all employees in your workplaces.



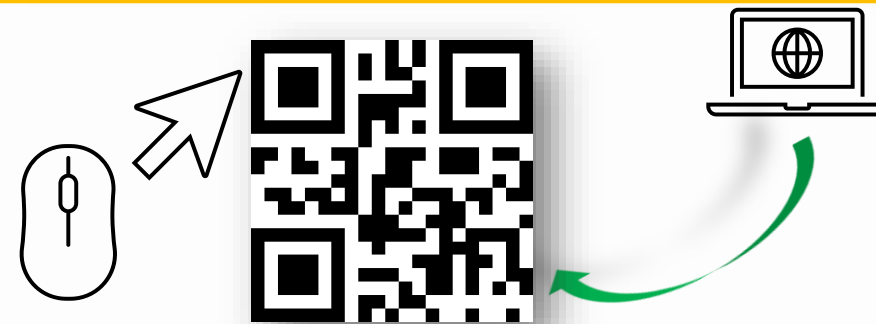
Pro Support

Only a few client management tools have additional functions that allow remote access to the clients of the respective employees, e.g. for support (by remote, by e-mail and by telephone support).



Asset Management

Responsibility for the collection and evaluation of asset data. In particular, competent contact person for the specialist departments in questions of Licence and Asset Management. Above all, monitoring the market and proactively advising on minimising risks and optimising costs.



CLIENT MANAGEMENT PRESALES



If you are thinking about purchasing a Client Management System product or are currently using several trial versions, I can present you with a decision template that will allow your existing IT landscape to be implemented into the productive system.

- from the analysis of business and technical customer requirements to the independent development of concepts and the presentation of offers
- Application possibilities and added values
- Dealing with complex issues, especially with international partners and customers
- Determining the cost-effectiveness of the use of client management solutions
- Creation of technical solution concepts, design specifications and configurations
- Survey and analysis of customer needs in cooperation with the sales department
- Analysis and processing of tenders and specifications in close coordination with the sales department
- Support Assistance
- Planning and implementation of presentations, workshops and customer-specific product demonstrations for customers and interested parties (via online web sessions, by telephone)

[CONTACT FORM PRESALES ↗](#)

CLIENT MANAGEMENT WORKSHOP



If you already have a test version of a client management system and don't know how to use it in your existing IT landscape in the productive system, I can find solutions to problems with the help of a workshop with you and your team. I can also help you with migration issues from previous client management systems to the new one.

- to solve problems and issues faster and more efficiently together.
- Working through different issues
- Encourage the development of new ideas and innovations
- Work together with the team on the required issues

[CONTACT FORM WORKSHOP ↗](#)

CLIENT MANAGEMENT SUPPORT

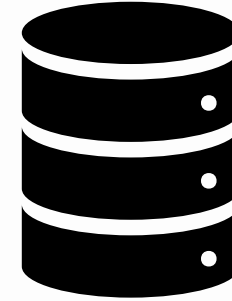


If you have an existing productive client management system in your company and need additional staff, I can help you on a freelance basis.

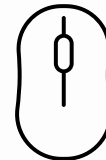
In the support scope of client management, my services include e.g. the creation of howtos/solution documentation for end users or support staff from 1st to 3rd level support:

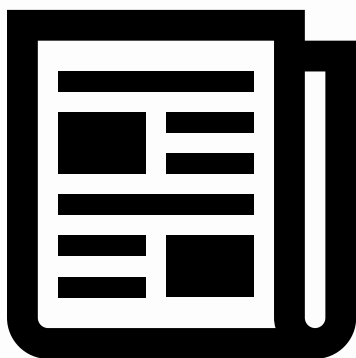
- Inventory (Hard- und Software)
- License management
- Software distribution and packaging
- 1st, 2nd und 3rd Level Support
- Troubleshooting
- Health Check
- Howtos/Solution documentations

[CONTACT FORM SUPPORT ↗](#)

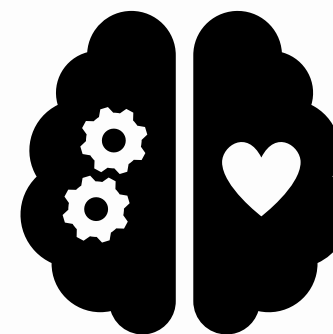
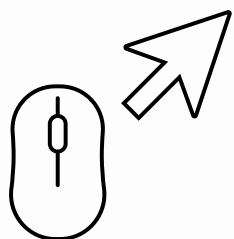


Depending on the requirements, the applications can be managed and administered in the backend, frontend or normal GUI applications.

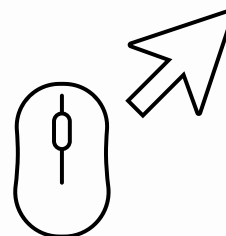


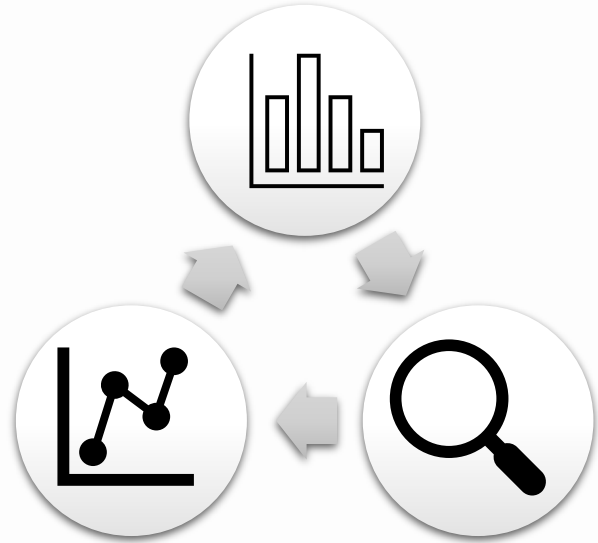


Daily status reports are collected to show the progress of the problem and the steps taken to solve it.

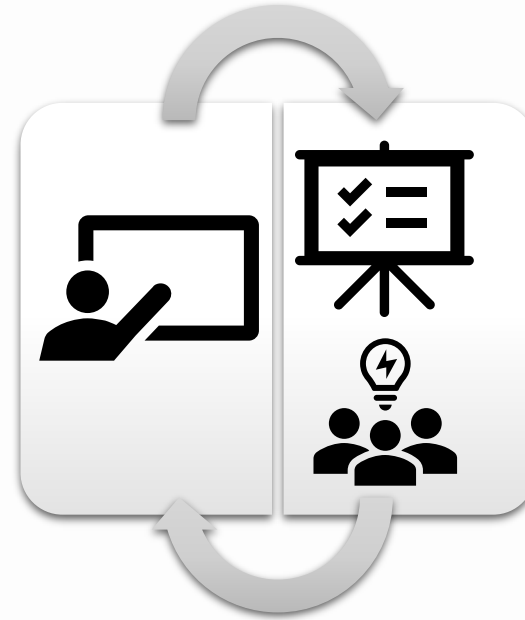


Technical solutions to problems are documented at a professional level. According to the Step-to-Step Instructions or How-tos Design.



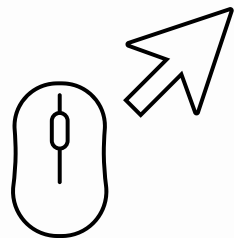
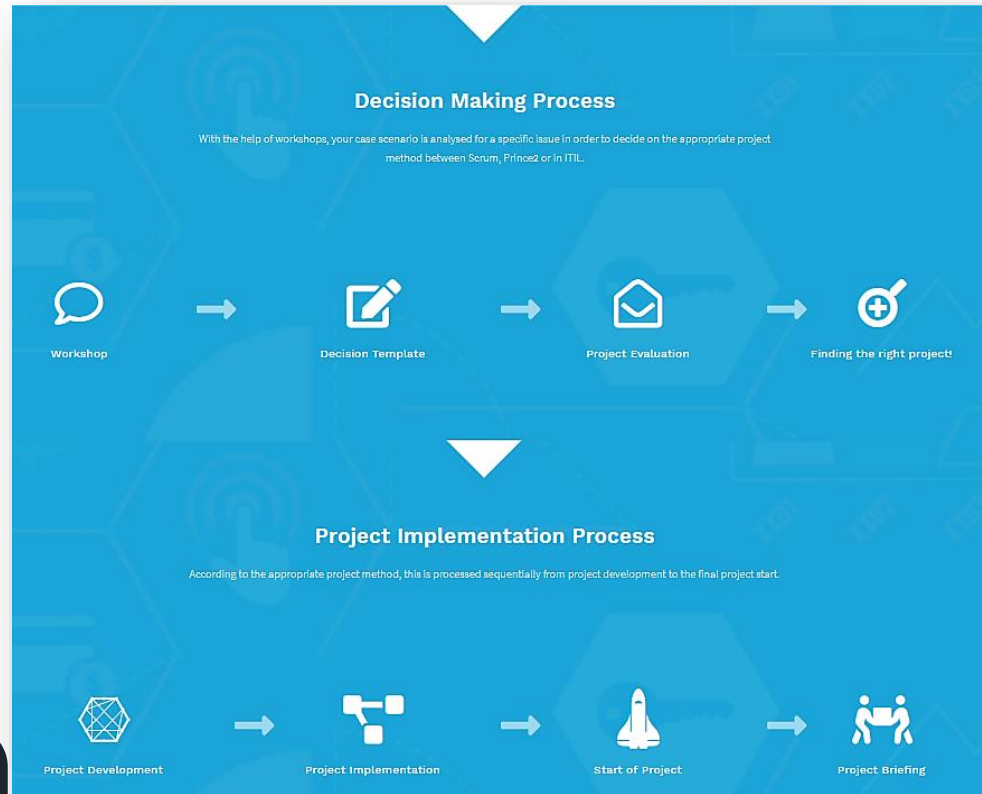



Responsibility for the collection and analysis of asset data. In particular, competent contact for specialist departments on issues relating to Licence and Asset Management. Above all, monitoring the market and providing proactive advice to minimise risks and optimise costs.



In the workshop, the whole scenario is analysed and the associated best practice approaches for upcoming projects are determined.








See certificate

Prince2

As a certified Prince2 IT project manager, I can assist you with the introduction of Prince2 and provide the appropriate tools.



See certificate

Scrum

On other project methods, I am also a certified Scrum Master and can help you introduce agile project methods such as Scrum and provide the associated tools.

Project management with PRINCE2

- Challenges in IT project management
- Tasks and processes in IT project management
- Information and communication processes
- Personnel and resource management processes
- Computer support
- Virtual complexity

MORE INFO

↑

Agile method Scrum

- Scrum philosophy
- The different roles in Scrum and their tasks: Scrum Master, Development Team, Product Owner
- Self-organised teams
- The Scrum Meetings: Daily Scrum, Sprint-Planning, Sprint-Review, Retrospectives
- Scrum-Artifacts: Product-Backlog, Sprint-Backlog, Burndowns
- Planning with Scrum
- Effects on organisations

MORE INFO

ITIL IT & SAP Service Management

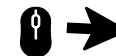
In addition, I am certified in other classic project methods such as ITIL IT Service Manager and can introduce you to the complete concern such as ITIL in relation to IT or SAP. I can also provide you with the appropriate tools for this.



See certificate

IT-Service management with ITIL

- IT-Service management according to ITIL
 - Concepts, roles and functions
- Service management basics according to ITIL
 - Service Strategy
 - Service Design
 - Service Transition
 - Service Operation
- Continual Service Improvement
 - ITIL Qualification Scheme
 - Service Management as a Practice



MORE INFO

IT PROJECT MANAGEMENT WITH PRINCE2

Tarchouna Digital Workplace Services



IMPLEMENTATION PROJECT IT-PROJECTMANAGEMENT WITH PRINCE2

If you have already made a decision or Prince2 is already integrated in your company, but you don't know how to implement it or what tools you need to do so in order to comply with a classic project method like Prince2, you are welcome to send me a non-binding request for an implementation project.

Project Implementation Process

According to the appropriate project method, this is processed sequentially from project development to the final project start.



Project Development



Project Implementation



Start of Project



Project Briefing



[PRINCE2 PROJECT ORDER CONTACT FORM](#)



YOUR JOB OFFER FOR IT PROJECT MANAGER

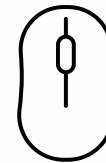
If Prince2 is already integrated in your company and you need additional manpower as a temporary IT Project Manager, as a Freelancer or as a Permanent Employee, please feel free to contact me for a non-binding enquiry via this contact form.

PRINCE2
Foundation

See certificate



[IT PROJECT MANAGER JOB OFFER CONTACT FORM](#)



AGILE PROJECT MANAGEMENT WITH SCRUM

Tarchouna Digital Workplace Services



**IMPLEMENTATION PROJECT
AGILE PROJECT MANAGEMENT WITH SCRUM**

If you have already made a decision or Scrum is already integrated in your company, but you don't know how to introduce it or what tools you need to do so in order to meet an agile project method like Scrum, you are welcome to send me a non-binding request for an introduction project.


Project implementation process

According to the appropriate project method, this is processed sequentially from project development to the final project start.



Project Development Project Implementation Start of Project Project Briefing

  [SCRUM PROJECT ORDER CONTACT FORM](#)





YOUR JOB OFFER AS SCRUM MASTER

If Scrum is already integrated in your company and you need additional manpower as a Scrum Master within the framework of a temporary freelance assignment or an unlimited temporary employment, you are welcome to hire me without obligation using this contact form.



See certificate

  [SCRUM MASTER JOB OFFER CONTACT FORM](#)



IT-SERVICEMANAGEMENT
ITIL
Tarchouna Digital Workplace Services



**IMPLEMENTATION PROJECT
IT/SAP SERVICEMANAGEMENT WITH ITIL**


If you have already made a decision or if ITIL is already integrated in your company but you do not know how to implement it or which tools you need to do so in order to comply with a classic project method like ITIL, you are welcome to send me a non-binding request for an implementation project.

Project Implementation Process

According to the appropriate project method, this is processed sequentially from project development to the final project start.




ITIL PROJECT ORDER CONTACT FORM

YOUR JOB OFFER

If ITIL is already integrated in your company and you need an additional employee on a temporary freelance basis or on a permanent basis, you are welcome to hire me without obligation using this contact form.

You can specify in the contact form which ITIL role I should be responsible for or which one I should represent.



ITIL JOB OFFER CONTACT FORM

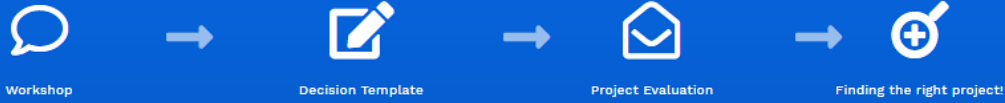


Not sure yet?

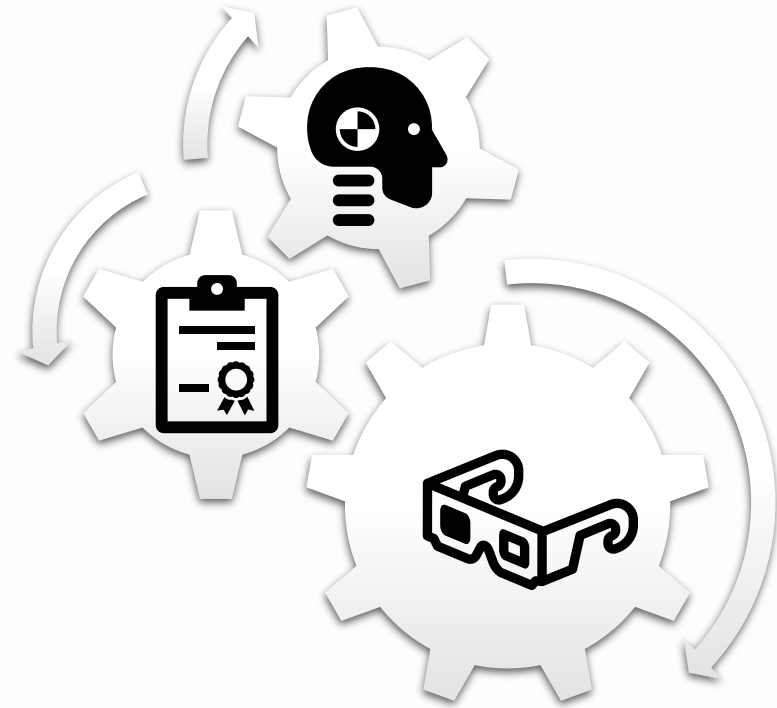
Find a decision template for your suitable project with multiple project methods

Decision making process

Your case scenario is analyzed with the help of workshops to decide the appropriate project method between Scrum, Prince2 or within ITIL.



[TO THE DECISION TEMPLATE WORKSHOP CONTACT FORM](#)



Depending on the quality requirements, these are handled according to the Prince2 methodology.



Fields of Expertise

Business Information Systems

- Project Management
- Information Management
- Controlling and Management
- Finance and Investment
- Marketing
- Economic and Financial Policy
- Globalisation
- General Law (according to BGB)
- Computer Science, Law and Society
- Human-Computer Interaction (HCI)
- Modelling of Application Systems
- Communication Technology and Networks
- Business Application Systems (SAP, Microsoft Dynamics NAV) with a focus on Business and Logistics
- Databases
- Algorithms and programming

Data protection

- Legally compliant design of business processes and IT solutions
- Process analyses and process optimisations in the area of IT compliance
- Training and workshops on data protection and IT security
- Data protection by design
- IT quality management
- Coordination of international IT projects and the stakeholders involved, such as data protection officers, works councils and data protection authorities
- Keeping an eye on German, European and international law
- Analysis of digital processes for any problem areas under data protection law in accordance with the EU-DSGVO

Digitalisation

- Digital Administration (digital solutions for administration)
- Digital Office Management
- Digital Workplace Management
- Enforcement of IT governance and IT security requirements
- Requirements analysis
- Digital Transformation
- Business process mapping and optimisation
- Responsibility for technical and IT conception
- Project management
- Advising international stakeholders on product innovations and best practice approaches
- Identifying potential for improvement
- Designing target processes and IT solutions the Online
- Access Act
- IT security
- rollout plans, runbooks and process planning
- e-commerce business
- Client Management Support
- Mobile Device Management Support
- 1st, 2nd und 3rd Level Support

Operations Management

- Operational coordination of supporting international teams
- Suppliers for a strategic, highly available system platform
- Ensuring high quality and efficient management
- Cross-location contact person for internal departments and customers, among others
- Incident and problem management processes
- monitor, control and optimise the quantitative and qualitative KPIs of the systems
- Improvement of IT services continuously, IT systems, IT tools, IT documentation and IT processes
- Interface to IT operations and networking of the supporting teams
- Overview of service delivery on behalf of clients and work on their further development together with product management, specialist department and IT Development.
- Day-to-day monitoring, control, management and assurance of IT operations, with a focus on IT service management using ITIL and ITSM best practices.
- Ensure compliance with cybersecurity, IT risk and governance requirements by working closely with the Cybersecurity & IT Risk Officer.
- Ensuring the central IT service desk for all IT service processes within the defined service level agreements (SLAs)
- Steering of the IT infrastructure projects
- Improving infrastructure setups in the cloud (MS Azure), IT security and audit, as well as providing competent advice to the specialist department on IT issues
- (automatic) processes for fault handling and recommendations regarding performance improvements are made

Process management

- Process analysis with BPMN 2.0, ARIS and EPK
- Process optimisation
- Design, architecture and implementation of BPM solutions
- Business Process Management
- Modelling and implementation of business processes with workflow management systems and/or BPM suites
- Dealing with Atlassian Confluence

Projectmanagement

- Scrum
- ITIL
- Prince2
- Design Thinking
- V-Modell XT

System Engineering

- Providing solutions with a mix of
- On-Premise-, Hybrid- und SaaS-, PaaS- and IaaS- Models
- Improvement of infrastructure setups in the cloud, IT security and audit, as well as competent advice to the specialist department on IT topics.

Support Engineering

- 1st, 2nd und 3rd Level Support
- System documentation
- How-tos
- Service/Help Desk
- Configuration of the ticketing systems
- Client Management Support
- Mobile Device Management Support
- Microsoft Consulting & Support
- SAP Consulting & Support
- Print Management & Support
- Website Design & Support
- Webdesign Online Shop & Support
- Intranet Design & Support

IT-Architect

- Data modelling
- Software architecture
- Cloud Services
- Requirements Management
- JAVA based IT development
- solid experience in programming with C
- Development experience with XML
- Domain Driven Design (methodical and notations UML BPMN)
- Agile software development and project management (e.g. Kanban, Scrum)
- Development environments using Eclipse, Netbeans, Notepad ++, Bluejeans
- Database management systems such as Oracle, Microsoft SQL Server or DB2
- Java technologies and frameworks (e.g. JPA, JMS, JSF, HTML5, CSS 3) as well as JEE application servers (e.g. Oracle WebLogic Server)

CONTACT FORM →



Fields of Expertise

Intune

Introduction Mobile Device Management with Intune
Introduction Client Device Management with Intune

Windows 10

Windows 10 Client Rollout with M365 E3 Plan

SCCM

Migrate Windows 7 to Windows 10 with SCCM and Intune

Office 365

Office 365 ProPlus Rollout
Office 365 integration into local environments with Microsoft Azure
Migration from Group Wise to Office 365 Exchange

Managing Office 365 Identities and Requirements

Provision Office 365
Plan and implement networking and security in Office 365
Manage cloud identities
Implement and manage identities by using Azure AD Connect
Implement and manage federated identities for single sign-on (SSO)
Monitor and troubleshoot Office 365 availability and usage

Enabling Office 365 Services

Manage clients and end-user devices
Provision SharePoint Online site collections
Configure Exchange Online and Skype for Business Online for end users
Plan for Exchange Online and Skype for Business Online
Configure and secure Office 365 services

Cloud

Azure
Office 365
M365 E3 Plan
E+M+S E3 Plan
Office 365 Education
Microsoft 365 Family

Azure

SAP ON Azure
Migration from VMware to Azure
Citrix on Azure

Datacenter

Windows Server 2019
Windows Server 2016

Trainer

Win10 Training
O365 Training
Workshops
Coaching

Support

Troubleshooting
Knowledge Base
How'tos/Step to Step
Guide
1st Level Support
2nd Level Support
3rd Level Support

Consulting

Workshop
PreSales
Decision support

Projectmanagement

Scrum
ITIL
Prince2
Design Thinking

CONTACT FORM 

Certified Microsoft-Expert

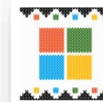
YOSRI TARCHOUNA



[MCSA: Office 365 - Certified](#)
2018
Ausgestellt von: Microsoft



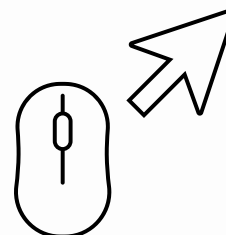
[Microsoft Certified Professional](#)
Ausgestellt von: Microsoft



[Microsoft Certified Solutions Associate](#)
Ausgestellt von: Microsoft



[Certified System Center Configuration Manager SCCM Administering](#)
Ausgestellt von: Bechtle



Fields of Expertise

SAP Fiori

Best Practice für User Experience in S/4 Hana with SAP Fiori
Basics and requirements for activating UI5 – SAP Fiori App
SAP Fiori Implementierung und Administration
Odata Services, Javascript, HTML5/CSS3,
SAP Fiori Library

SAP MM

Determination of demand
Determination of the source of supply
Supplier selection
Order processing
Order monitoring
Order monitoring
Goods receipt
Invoice verification
Payment processing

SAP SD

Sales order processing (incl. the creation of sales orders)
Pre-sales activities (incl. the preparation of enquiries and also of offers)
Shipping (incl. the creation of delivery receipts)
Invoicing (incl. billing and invoicing)
Foreign trade and customs
Credit management

SAP Webdynpro

Development of a transaction in the SAP system that is controlled via the WEB browser. This is made possible through the use of several Web Dynro applications

SAP Solution Manager

Roadmaps for implementation and upgrade projects
Templates for the flow of business processes
Description of the procedure for IT organisation tasks
ITIL Application Lifecycle Management Standard

SAP Cloudplatform

Cloud-Services
SAP Fiori
SAP HANA in hybrid landscapes

SAP S/4 Hana

Implementation
Administration

Consulting

Workshop
PreSales
Decision support

Support

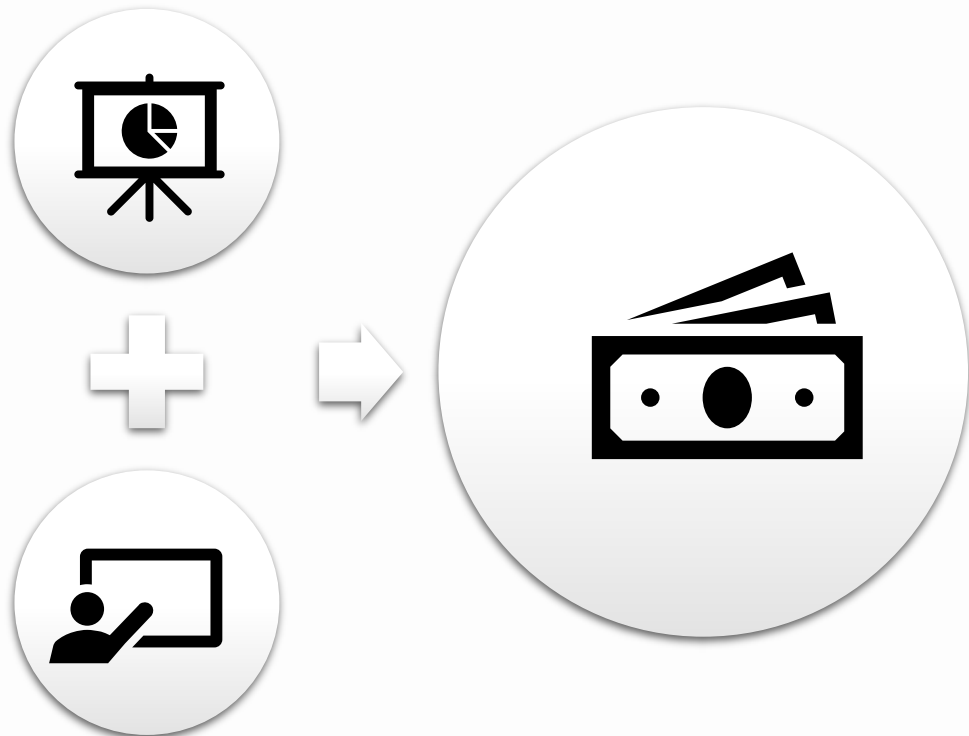
Troubleshooting
Knowledge Base
How'tos/Step to Step Guide
1st Level Support
2nd Level Support
3rd Level Support

Projectmanagement

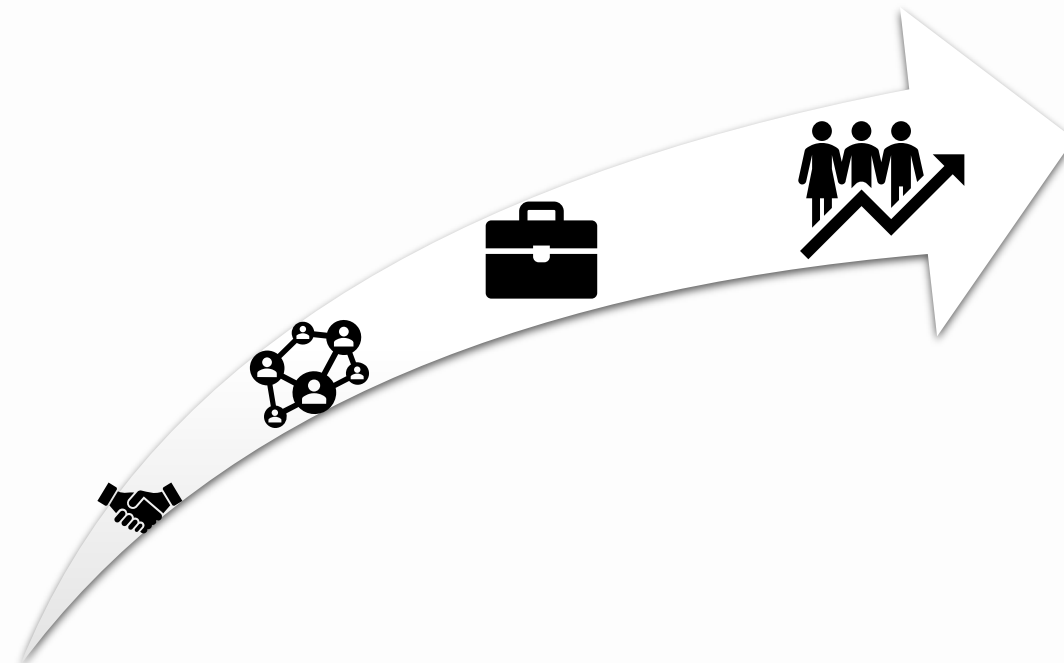
Scrum
ITIL
Prince2
Design Thinking

CONTACT FORM ➔





Presales support refers to the various activities that take place before the sale is closed. These typically include qualifying, proposing and renewing deals.



Business support services include administrative and clerical activities necessary for the operation of many different types of businesses



Key-Account-Management

In all important markets, Key Account Management (abbreviation: KAM) is the systematic care of a company's most important customers and is one of the irreplaceable success factors of a company. This is due on the one hand to the increasing professionalisation and centralisation of purchasing, the increase in purchasing cooperations and the customers' desire for a reduction in the number of suppliers and for a central contact person. On the other hand, due to internally necessary changes: These include above all necessary efficiency gains through the avoidance of duplication of work, especially in cross-selling, as well as better market access.



Key Account Management (KAM) is popular in all companies. At the same time there are two aspects to KAM:



Aspect 1

The first aspect is that of the client to the contractor. This means that as long as the contractor fulfils the client's wishes and requirements, the client feels well taken care of. As a result, the company gains more regular customers in the long run.

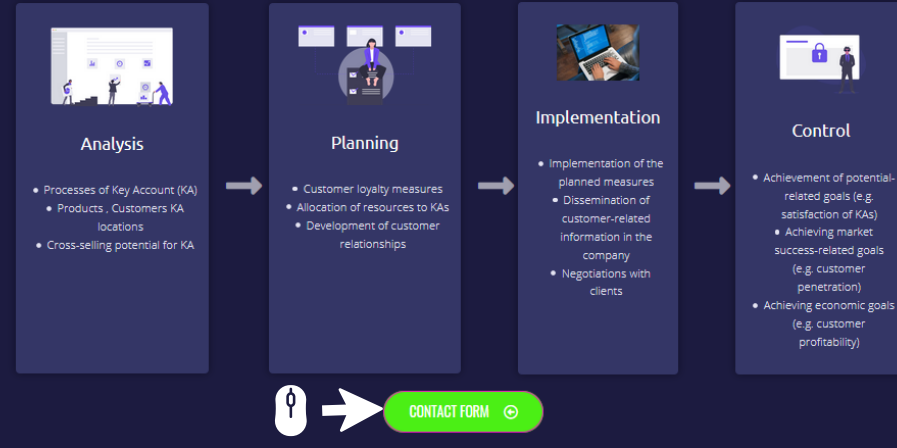


Aspect 2

The second aspect is from contractors to customers. This means that the company handles the specific orders of the clients and that the delivery is on time. The only catch is that companies are only willing to take on such specific orders until it is financially feasible. But this is exactly where problems can arise. For example, if the company acts too greedily, there is a risk of losing the order, or worse, losing the regular customer. To avoid such scenarios (aspect 2), one should carefully establish a best practice for the tasks.

Best practice of the tasks of a KAM

- Key account management has the task of managing the processes:
- of the information flow between all parts of the customer and the company, to shape, organise, move and manage,
 - of service design to initiate, operate and handle,
 - to initiate, realise and control the flow of payments.



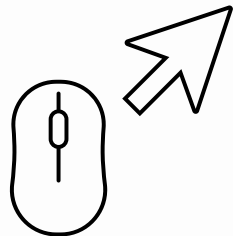
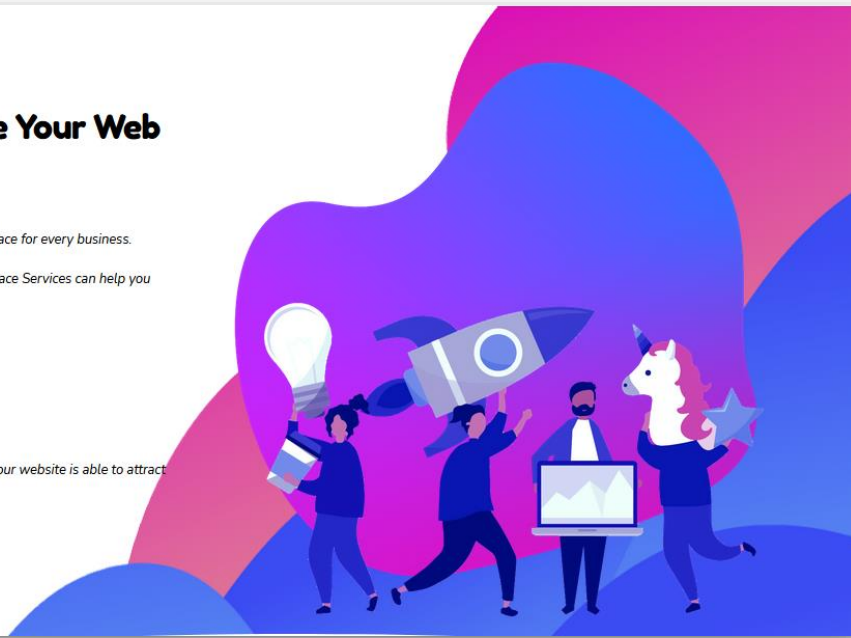
Modernize Your Web Design

A website should be in place for every business.

Tarchouna Digital Workplace Services can help you with :

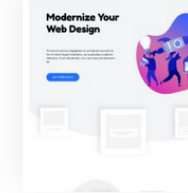
- Design
- IT Business
- Data protection
- Email Communication
- IT Security

and much more, so that your website is able to attract the customers you need.



Website Design & Support

Web design refers to the design of websites that are displayed on the internet. It usually refers to the usability aspects of website development rather than software development. Web design used to focus on designing websites for desktop browsers; however, since the mid-2010s, designing for mobile and tablet browsers has become increasingly important.



- Project management and development of IT projects
- Development and applications of web-based technologies HTML / JavaScript and PHP
- Responsive web design with HTML5, CSS3
- Positive maximisation of usability & user experience
- Adaptation of the design of typography
- Extension and optimisation of existing web projects
- Maintenance and further development of the software systems concerned
- 1st, 2nd und 3rd Level Support
- Regular updates, backups and security monitoring
- Creation of a domain according to customer requirements
- Host set-up
- SSL encryption setup and certificate procurement
- Installations of content management systems such as WordPress, etc.
- Data protection EU-DSGVO compliance

You are a digitalisation company/media agency/internet company and need an additional worker as a web designer & support ? So you are welcome to hire me on a freelance basis.

Webdesign Online Shop & Support

Online shopping is part of e-commerce, which stands for electronic commerce.

Online shopping takes place when a customer makes a purchase through a digital platform. Global coverage is one of the biggest advantages of online shopping. The buyer pays for the goods or services either online with a credit or debit card or on delivery.



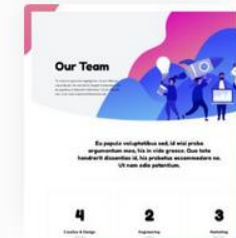
- Job Website Design & Support
- Conception and design of online shops
- Introduction and management of e-commerce projects
- Shipping & Payment methods
- Organisation of the business processes
- Payment processing and ePayment
- Complaints
- Client acquisition
- Shipping & Logistics

You are a digitalisation company/media agency/internet company and need additional manpower as a web designer with a focus on online shop & support? You are welcome to hire me as a freelancer. In this assignment, the checklist of Website Design & Support will also be assumed and worked on.

CONTACT FORM →

Intranet Design & Support

The intranet can be a very useful tool in the knowledge management process. It enables the integration of multimedia communication and can serve as a platform for groupware applications and publications. It should improve collaboration, productivity and socialisation, but also influence organisational culture and serve as a repository for embedded knowledge.



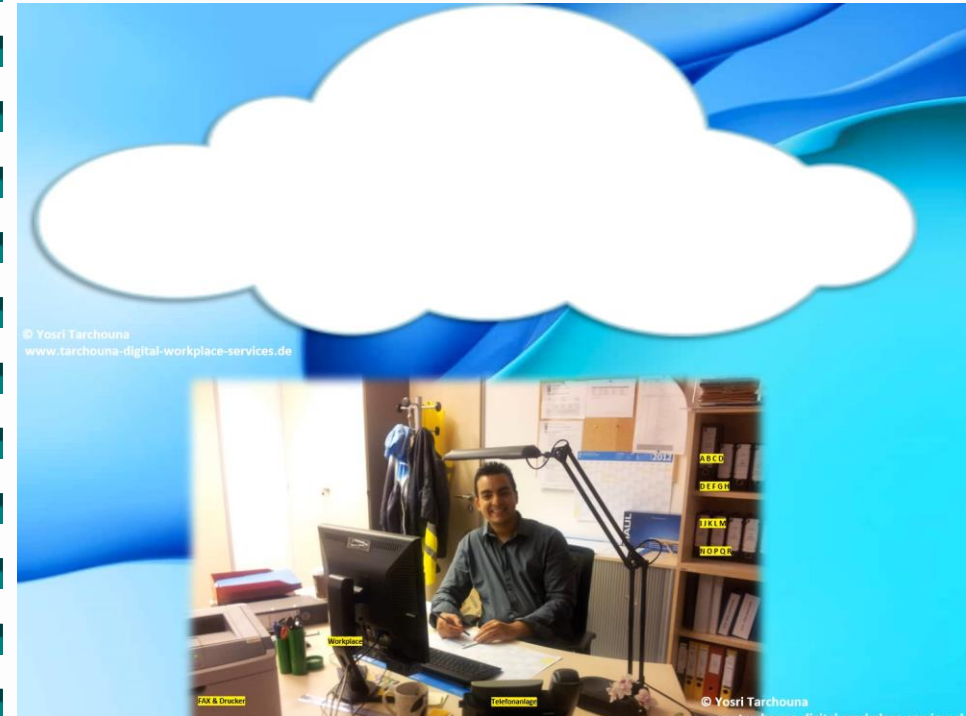
- Knowledge Base
- Innovation management: by incorporating tools that support the capture and management of new ideas
- Dealing with complex issues, especially with international partners and customers
- Reviews: An even quicker, if superficial, way for people to point to good sources of knowledge
- Comments: This is an easy way to allow users to contribute with their insights. This kind of loose, unstructured communication can allow limited tacit knowledge transfer and encourage participation
- 1st, 2nd und 3rd Level Support

Are you from the large industry or medium-sized company sector? and need an additional worker as a web designer with a focus on intranet & support? You are welcome to hire me as a freelancer.

Home office is a style of working that allows professionals to work outside of a traditional office environment. It is based on the concept that work does not have to be done in a specific location to be successful.

Think of it this way: Instead of commuting to an office every day to work from a specific desk, remote workers can complete their projects and exceed their goals wherever they want. People have the flexibility to arrange their days in a way that allows them to live their professional and personal lives to the fullest and coexist peacefully.

There has been a cultural paradigm shift in what society considers an appropriate workplace – and home office has benefited from this newfound freedom.



Some car manufacturers see their cars as technology platforms, and they choose Microsoft as their partner. Let's take an example with Microsoft as Connected Car partner BMW.

With Microsoft Office 365, the BMW becomes a fully mobile workplace – without ever having to interact with a smartphone.

Via the SIM card installed in the BMW, Office 365 works completely independently from the phone, with the navigation display in the BMW becoming the Office information centre.

From here, you can access your emails and contacts, manage your calendars, create, confirm and transfer appointments directly to the navigation system – and make Skype calls with a single click.

Office contacts will be accessible via the navigation screen, from where you can dial them immediately.

E-mails can be read aloud, replies can be dictated and sent. One can view calendars for the day or week and make changes verbally if needed.





Office Management, Multilingual Communication Services & Support, Translation, Project Management, Proofreading Specialized translations for HR, RMA (Return Material Authorization)-Service, Workshop Customer Service: Live Chat Assistance/Phone Assistance, Ticketing, Knowledge Base, Administrative Management, Report, Meeting Minutes



I hereby recommend my sister Neila Tarchouna. She is a multilingual communication expert (Bachelor of Arts) and offers her portfolio Multilingual Communication 360° Services & Support. If you would like to learn more about her profile and portfolio, please feel free to visit her website.

<https://neila-tarchouna.com>

Both portfolios can also be linked (360° Allround Service Desk Services & Support and Multilingual Communication 360° Services & Support). To do this, you can use the contact form on my 360° Allround Service Desk Services website to place a non-binding order.

[Contact form](#) ← 

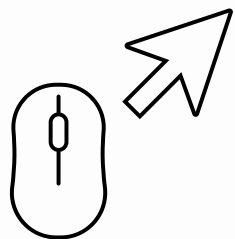


Offer as business partner/Business Development Manager for IT & digitalisation in the German-European market (Industry 4.0)

My goal is to promote digitalisation and my expertise in the D-A-CH region (Germany, Austria, Switzerland). In addition, I am also interested in the digital transformation abroad and would like to help shape it in terms of Industry 4.0.

For companies who would like to make me an offer as an IT Business Partner, I am available by phone, email or via my contact form.

info@tarchouna-digital-workplace-services.de
Mobile: +4917642983097



I am interested in your opinion!

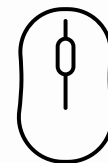
Dear reader

Your needs are my focus. Therefore, write me your opinion about Tarchouna Digital Workplace Services and let me know which topics move you. Send your feedback by e-mail to:

info@tarchouna-digital-workplace-services.de

I look forward to it!

Yours sincerely, Yosri Tarchouna



The image shows the front cover of a spiral-bound notebook. The cover has a teal background with a pattern of light green clouds and triangles. A bright green diagonal band runs from the bottom left towards the top right. The text "THANK YOU" is printed in white, uppercase letters in the center. The silver spiral binding is on the right side.

THANK YOU