

Bitpalast®: the key facts

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1. How long has Bitpalast GmbH been going?

1990: "Creative Ideas Peter Debik" founded (desktop publishing)
 1994: Company name changed to "Debik Medien GmbH"
 2001: Rebranding as "Bitpalast GmbH"

2. What are the milestones in the Bitpalast® story?

2006	Web 2.0 initiative starts new projects
2004	New product line: software development, source code documentation & user manual authoring
2003	Introduction of 19 high-quality standard products in the areas of web design, web hosting and search engine optimization
2002	Global collaborative networking lowers costs and increases performance World-wide purchasing and sales
2001	Introduction of the "Bitpalast" brand Rebranding as "Bitpalast GmbH"
2000	New product line: Business & innovation process modeling for e.g. Deutsche Telekom AG PC <i>Professionell</i> magazine tests Debik Medien Online Shop. Verdict: "The customer is king... excellent"
1999	Technical operator of InComServe Internet & Communication Services
1998	"DMB" brand sold to Blaupunkt / Bosch for "Digital Multimedia Broadcasting"
1997	New product line: web services
1996	Production of first book Introduction of the "DMB" brand American MPC Research CD "Earth from Space" hits top 20
1995	Start of distribution representation for American MPC Research Inc. Multimedia Software Introduction of the "Spacemedia" brand First contracts for corporations such as Siemens, Berliner Volksbank eG
1994	Debik Medien GmbH founded
1993	Publication of more proprietary software (neurocomputing) New product line: hardware
1992	Publication of proprietary software (Sales Inventory Control System) Start of distribution representation for GeoClock Software USA Co-founder of "Express Software, Inc."
1991	New product line: software
1990	Launch of "Creative Ideas Peter Debik" desktop publishing service
1987	Start of computer programming in word processing and graphics

3. What is the nature of Bitpalast®'s business?

Bitpalast® is the global provider of the preferred hosting environment for companies that want to rely on their Internet business processes being managed correctly. As well as providing all standard web services such as website design, Bitpalast® also trades in hardware and software and provides high quality consulting services and technical on-site support.

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4. What is the vision behind Bitpalast®?

Bitpalast® aims to be the leading provider of Internet solutions that ensure above-average success for its customers and partners. The website business and innovation concepts Bitpalast® develops to this end are both easy to understand and extremely powerful. They provide a high degree of value added, utility, reliability and security, and the highest degree of comfort. The Bitpalast® strategy is based on:

- ✓ Global collaborative networking that achieves the highest level of performance and flexibility at the lowest possible costs
- ✓ Acquisition of a broad client base for pioneeringly simple, Internet solutions that are economically viable in the long-term and are a customer's sure guide to success on the Internet, providing a clear advantage to customers, partners and Bitpalast® itself
- ✓ Exclusive, value-enhancing services as added extras to the products
- ✓ Ongoing development
- ✓ Alliances with strong partners

5. What are Bitpalast®'s principles?

- ✓ The utmost goal is the customer's success on the Internet
- ✓ A range of durable products to increase customers' ability to plan securely
- ✓ Provision of outstanding services
- ✓ Round-the-clock deployment of a global IP data network
- ✓ Uniform performance globally and consistently high quality

6. What is Bitpalast®'s customer structure?

Bitpalast® caters almost exclusively for business customers. Our client base includes companies of all sizes. Bitpalast® has customers all over the world.

7. Can Bitpalast® act globally?

Yes. Bitpalast® operates web servers in various countries for international clients. Bitpalast® is one of the few providers that operate websites in data centers around the world and can fall back on a pure IP data network. Bitpalast®'s global NTT/VERIO IP data network only transports data, no speech. This delivers web pages faster and more securely to surfers.

8. What makes Bitpalast® so unique?

- ✓ Worldwide IP data network
- ✓ Guaranteed quality and security
- ✓ Long-standing expertise
- ✓ Customers around the world from different industries
- ✓ Bitpalast® provides almost everything you need for PC, Internet and multimedia: one stop for more than 70,000 products
- ✓ Free technical support for all clients
- ✓ Alliances and premium partnerships for special client requirements and the highest degree of flexibility

9. What areas does Bitpalast® provide solutions for?

- ✓ Virtual private networks
- ✓ Enterprise and complex hosting with worldwide services
- ✓ Web and server operation with comprehensive support
- ✓ Hosting and services for small, medium-sized, and large websites (shared and dedicated hosting)
- ✓ Web design, web consulting, and web promotion

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