

PRESS RELEASE – For immediate release

## **Birgit Fabian, our new FairMate customer advisor**

### **Birgit Fabian strengthens the FairMate team – Our customer support has been intensified**

Cologne, July 11 2017 – The software company dimedis has reinforced its trade fair team by taking on Birgit Fabian as a new customer advisor for the FairMate entrance and visitor management solution. She is reporting directly to the Head of Trade Fair Solutions, Werner Obermann.

At dimedis Birgit Fabian will be responsible for all concerns of our existing customers and will coordinate them within the team.

The graduate philologist and economist has already gained extensive experience in customer support and in the coordination of complaints and orders, including experience as a commercial clerk in purchasing and sales at Thiel & Hoche GmbH. At the international automotive parts supplier Thiel & Hoche Birgit Fabian was responsible for the entire customer support as well as the purchasing and project management over the entire life cycle of the product: new customer acquisition, requests for quotes, selection of suppliers, selection of materials, initial sample inspections, clarification of delivery notes, negotiations with forwarders, order processing, complaints, spare-parts inventory after the end of production. Before that, Birgit Fabian was a sales assistant at Publicount GmbH, where she was also responsible for customer support.

Birgit Fabian had the following to say about her new position at dimedis: "FairMate is one of the leading solutions in the trade-fair sector and customer support is very important here. I am looking

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forward to the new challenge and would like to contribute my experience in order to be there as a contact person for our customers. FairMate is a comprehensive solution that has to take the individual needs of the customers into account. Accompanying this process is very exciting! My particular focus will be on the optimization of the processes, which is something I learned especially due to the very strict requirements with regard to quality standards, process reliability and delivery reliability in the automotive industry.”



*Birgit Fabian has strengthened the FairMate-Team.*

**About dimedis**

dimedis stands for digital media distribution. Founded 1996 in Cologne, the software company is specialized in trade fair- and digital signage solutions. FairMate is a visitor management solution and kompas a digital signage and wayfinding system. The customers are amongst others Messe Düsseldorf, Koelnmesse, Stockholmsmässan, Hamburg Messe und Congress, Messe Stuttgart, Reed Exhibitions Deutschland, Schalke 04, Borussia Dortmund, Bosch, snipes, a chain of supermarkets in France called "Casino" and shopping malls from ECE, SEC, mfi and Abu Dhabi Mall. More than 60 employees currently work for dimedis.

For more information please visit: [www.dimedis.eu](http://www.dimedis.eu) or [blog.dimedis.de](http://blog.dimedis.de)

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**About FairMate**

FairMate is the complete visitor management solution for trade fairs, events and exhibitions of any size. The flexible and powerful system combines tools for entry, ticketing, marketing and administration all in one and covers every aspect of the visitor management process – before, during and after events. FairMate consists of modular and integrable hard- and software solutions that facilitate the relationship between visitors, exhibitors and event organisers. FairMate enables you to plan your visitor marketing well in advance, maintain an overview and respond quickly to any issues that might arise.

FairMate is used successfully in several trade fairs all over the world. Customers like Stockholmsmässan, Reed Exhibitions Germany, Messe Düsseldorf, Hamburg Messe und Congress, Messe Stuttgart, Westfalenhallen Dortmund and Koelnmesse rely on FairMate.

For more information please visit: [www.fairmate.eu](http://www.fairmate.eu)

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**Kontaktperson für Presseanfragen**

Ibrahim Mazari

Leiter PR/Kommunikation

[imazari@dimedis.de](mailto:imazari@dimedis.de)

+49 (0) 221 – 921 260 52

+49 170 – 1895790 (mobil)

dimedis GmbH

Dillenburger Straße 83

51105 Köln

Geschäftsführer: Wilhelm Halling