

Smart Collaboration for Every Mission

Teamwire Company Facts

Foundation

Founded in 2014 in Munich and developed by a European team of 50 experts

Product

One product company with focus on ease of use and innovation for critical communication and collaboration

Security

Data sovereignty, security and data protection are core values of Teamwire since its inception

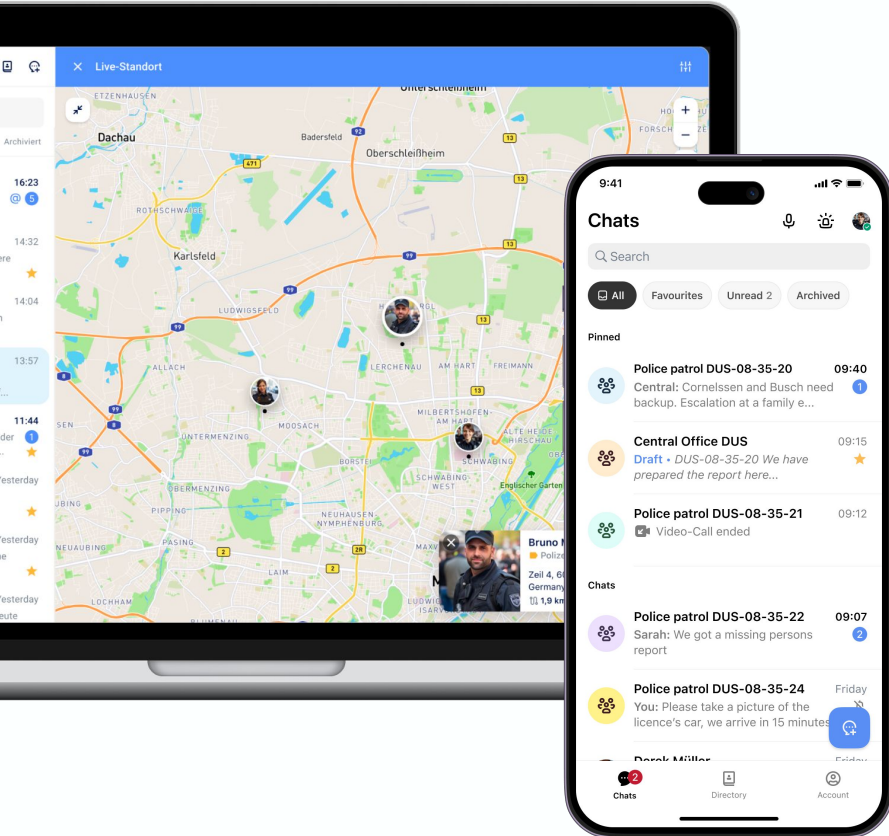
Customers

The target customers are mainly public safety and government and include many high-profile references

Growth

Steady growth of 25-35% in revenue per year, profitable and independent of investors





Smart Collaboration for Public Safety

Strong Contribution to Mission Success

Teamwire originally started in 2014 in Germany as a secure alternative to WhatsApp for government and public authorities.

Nowadays Teamwire has become a specialized app for critical communication and collaboration for public safety.

Especially in police forces the usage is very broad and there are higher success rate of missions (e.g. for tracings or missing people).

Large number of users and reach: Teamwire is used daily by 140.000 police agents – in Germany alone.



Typical Customer Scenarios

Finding a secure alternative to
Whatsapp

Strengthening cyber security

Empowering mobile officers
and teams

Protecting communication

Improving mission
communication with a
specialized app

Getting full digital sovereignty

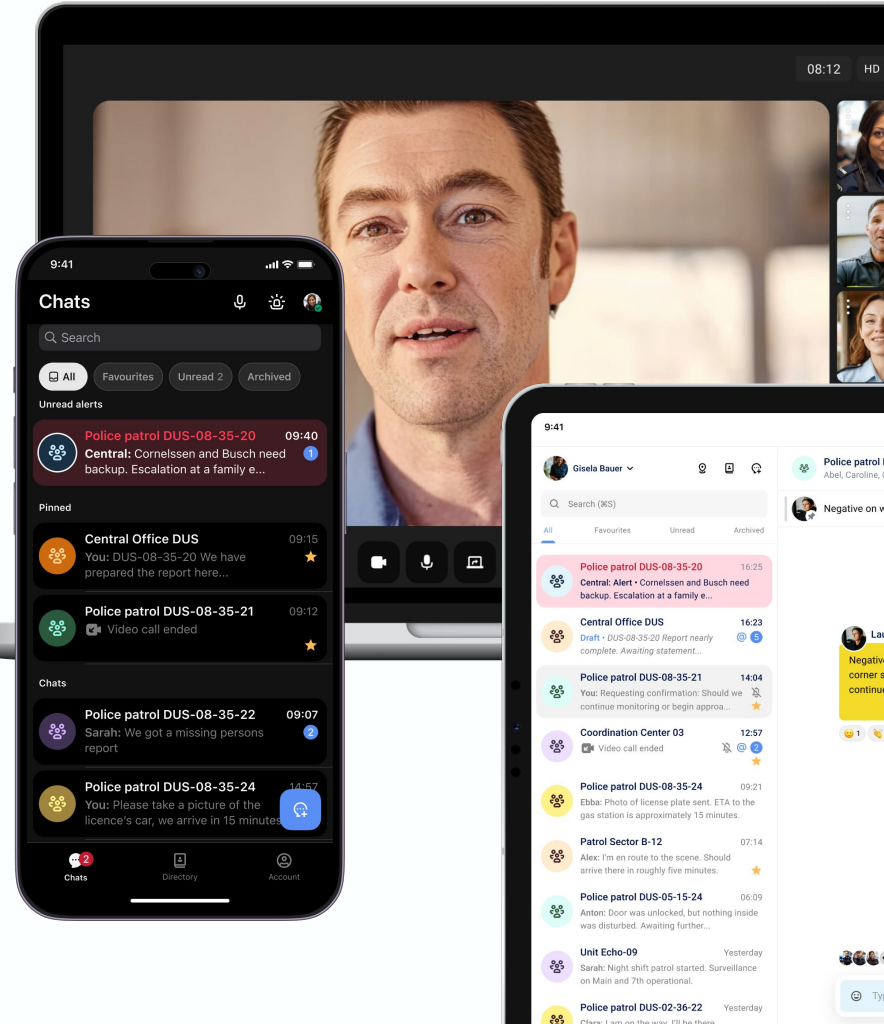
Solving crisis & emergency
communication scenarios

Having a fallback for US cloud
services (MS Teams)

Ensuring data protection and
compliance

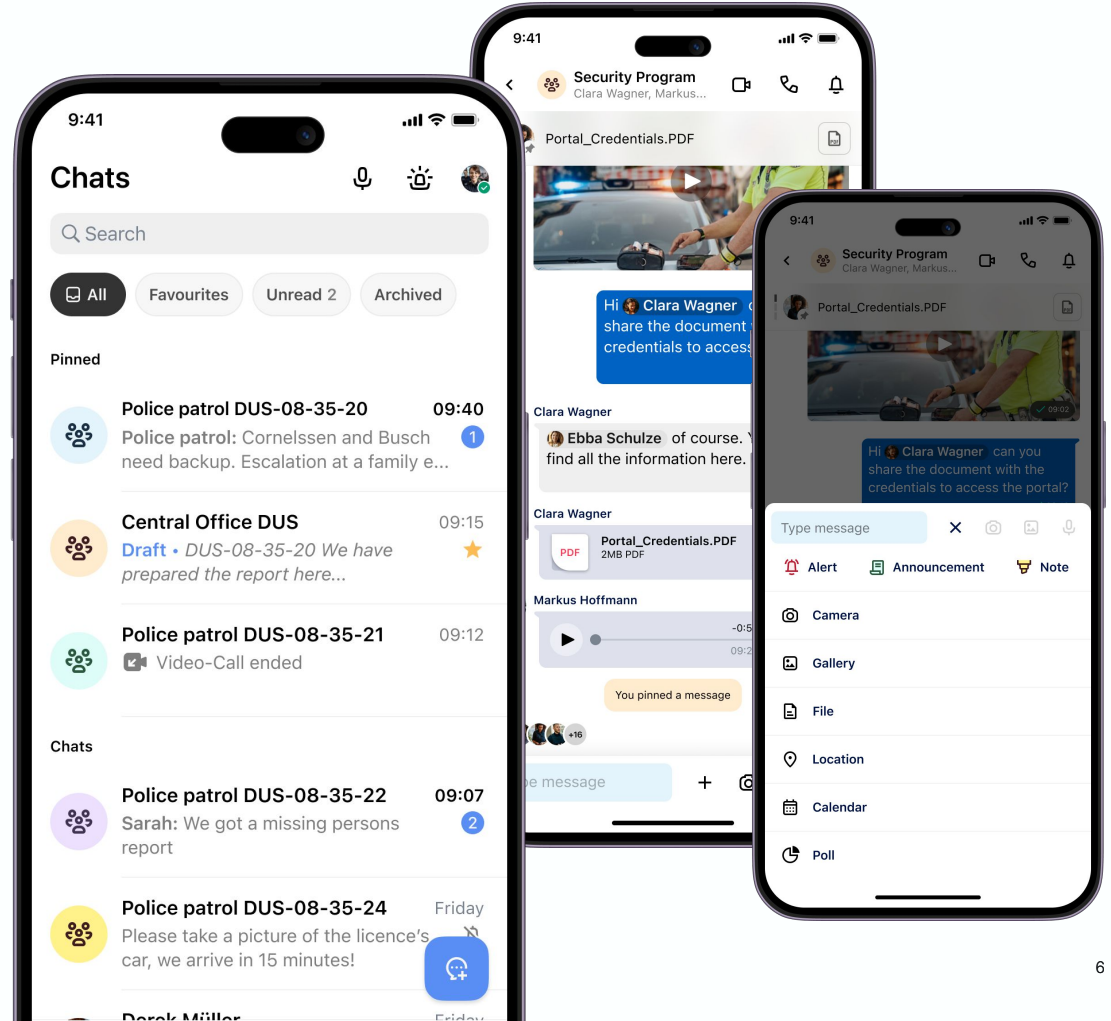
One App Easy. Secure. Powerful.

- ✓ **Intuitive to use**
Very easy and intuitive to use app
- ✓ **Specialized features**
Powerful functions cover all use cases of public safety
- ✓ **Professional administration**
Full control via central administration portal
- ✓ **Reliable and fail-safe**
Highly available, scalable and performant infrastructure
- ✓ **Maximum security**
Highest security, data protection and compliance
- ✓ **Full data sovereignty**
Absolute control of all data and on-premise hosting
- ✓ **Comprehensive support**
Fast personal support & all required services
- ✓ **Available for all devices**
iOS, Android, Windows, Mac, Linux and browser



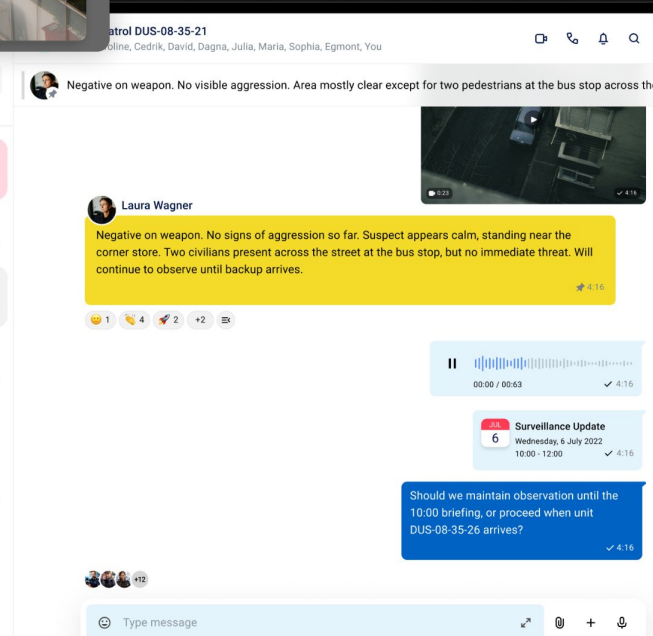
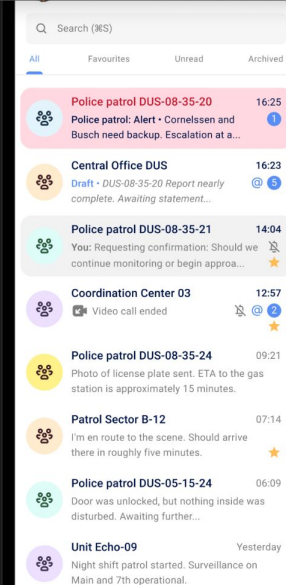
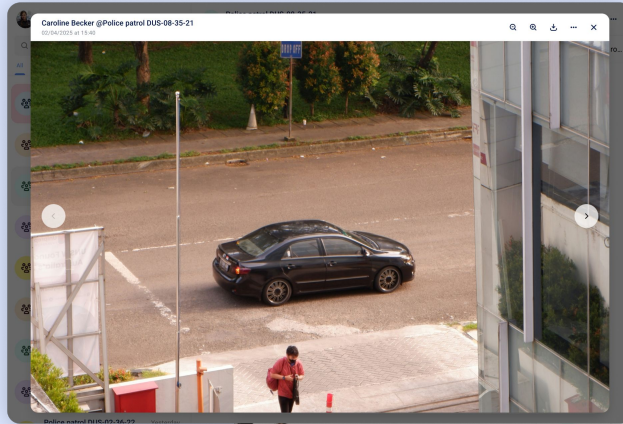
Intuitive like WhatsApp

- Easy to use and similar to Whatsapp
- 1:1 and group chats
- Sharing of digital content (e.g. photos, videos, files, voice messages, calendar dates)
- Read receipts and reports (but visible for everyone in a group chat)
- Replying to and forwarding of messages as well as @mentioning users



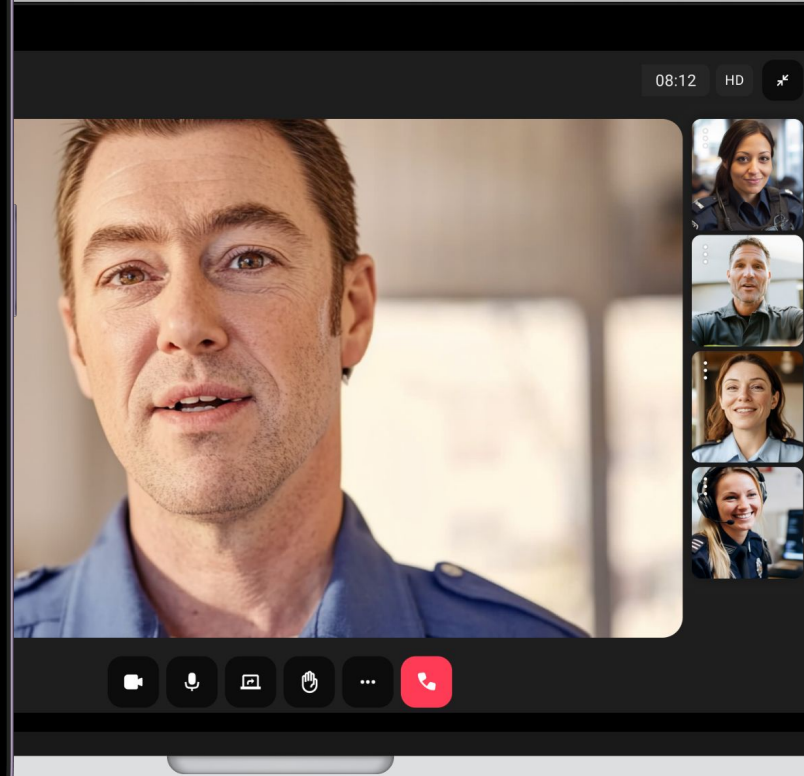
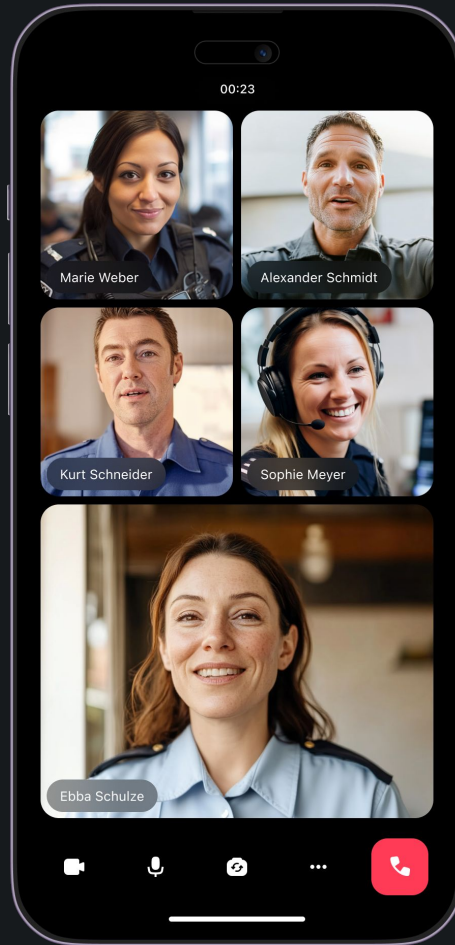
Professional Group Messaging

- Start mission-specific group chats with a few clicks
- Distribution lists for teams, police inspections, departments and regions
- Group chats with up to 2,500 members
- Scalable broadcasts for top-down information exchange
- Professional chat administration



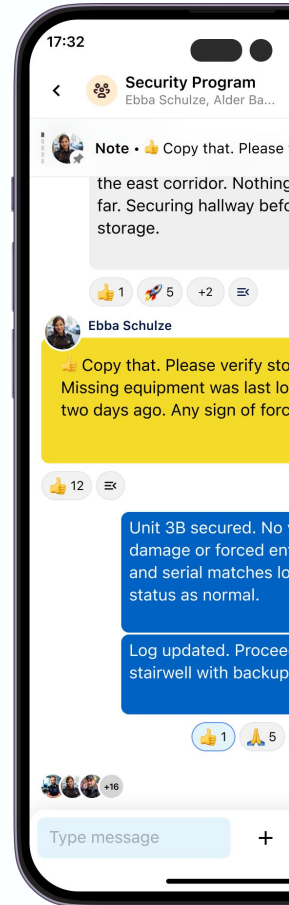
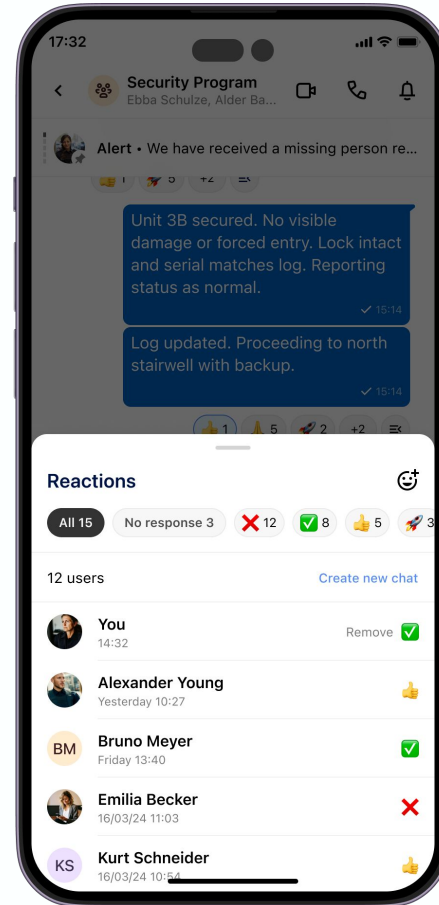
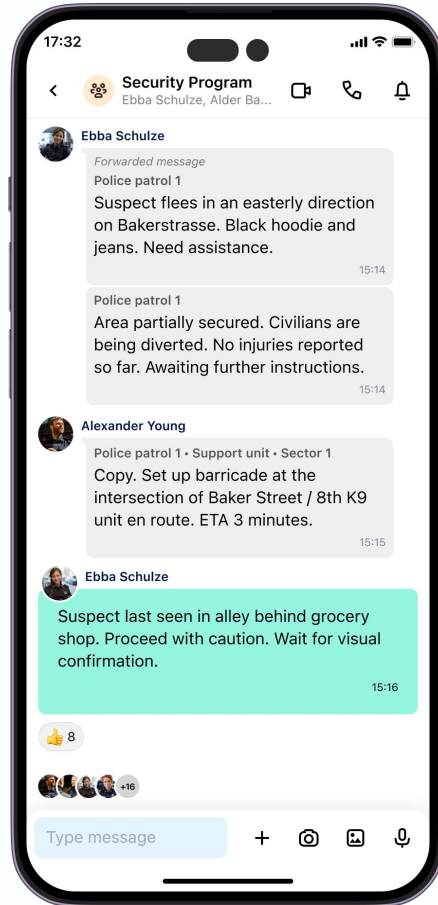
Voice and Video Conferences

- Real-time voice and video calls with up to 30 participants
- Provides live pictures of missions and operating sites



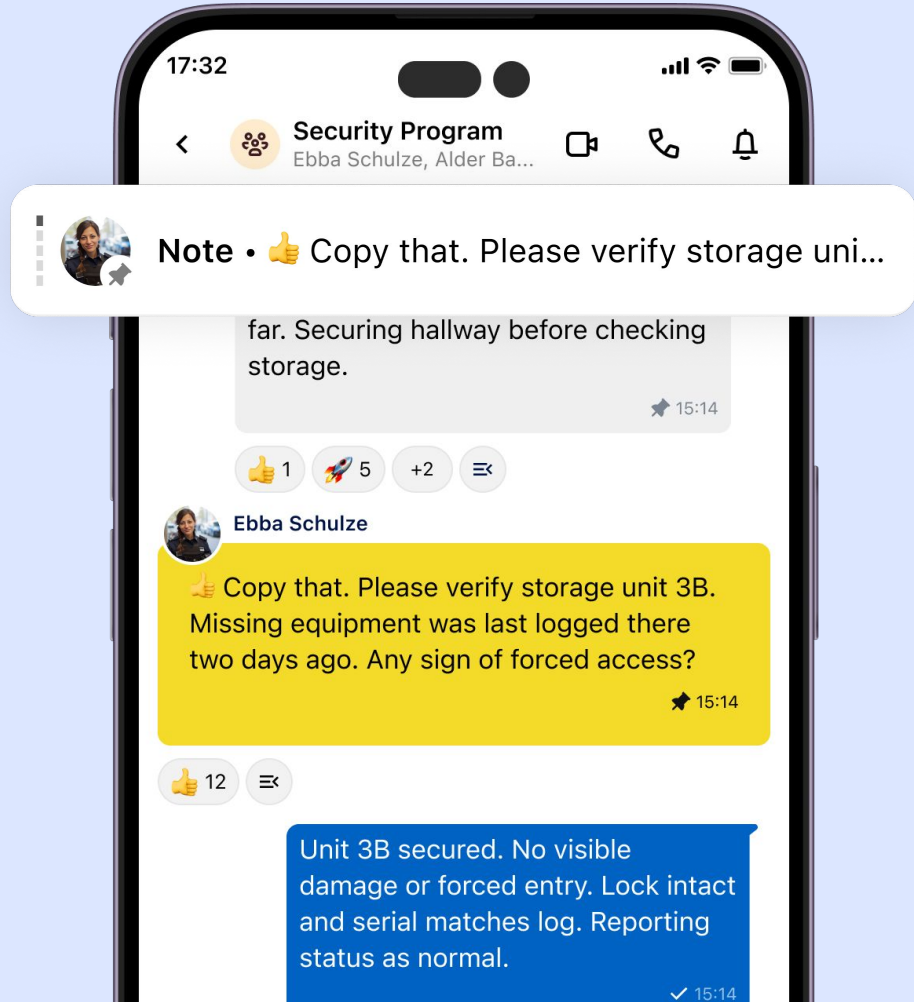
Attention Messages

- Attention messages are highlighted in color and colleagues can react with emojis
- Reactions and read receipts can be viewed in a report
- Perfect for announcements and notes in a chat and to highlight specific information



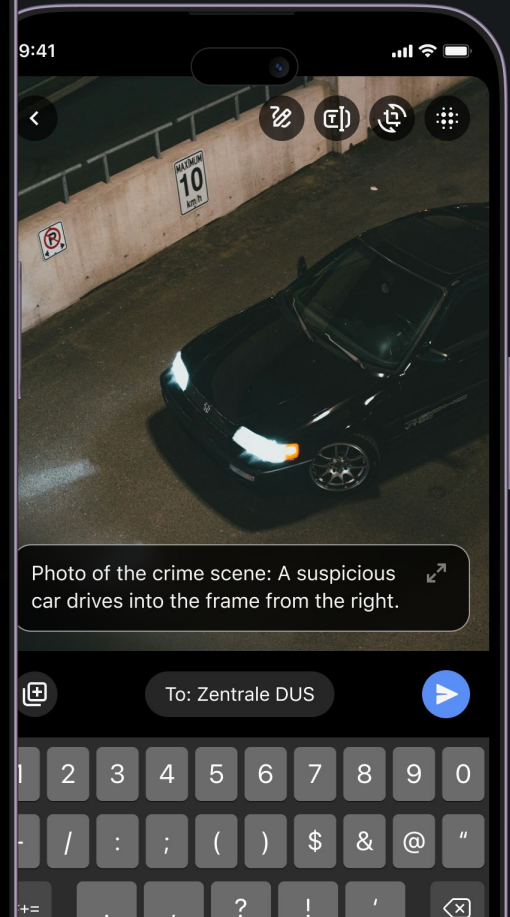
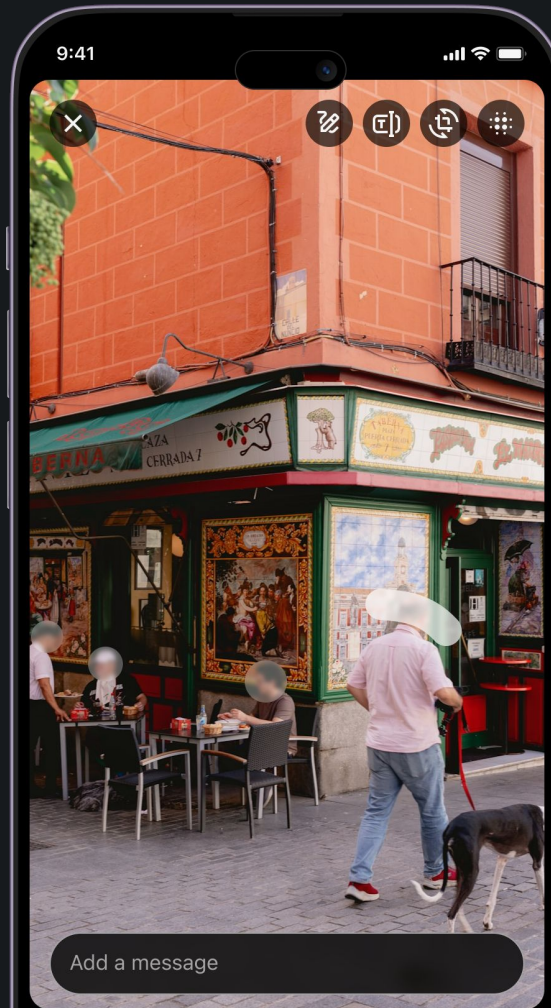
Pinned Messages

- Important information can be pinned to the top of the chat
- Works with any message (text, photo, file, location)
- Up to five messages can be pinned to the top
- Very useful for dynamic situations or longer operations with lots of information in a chat



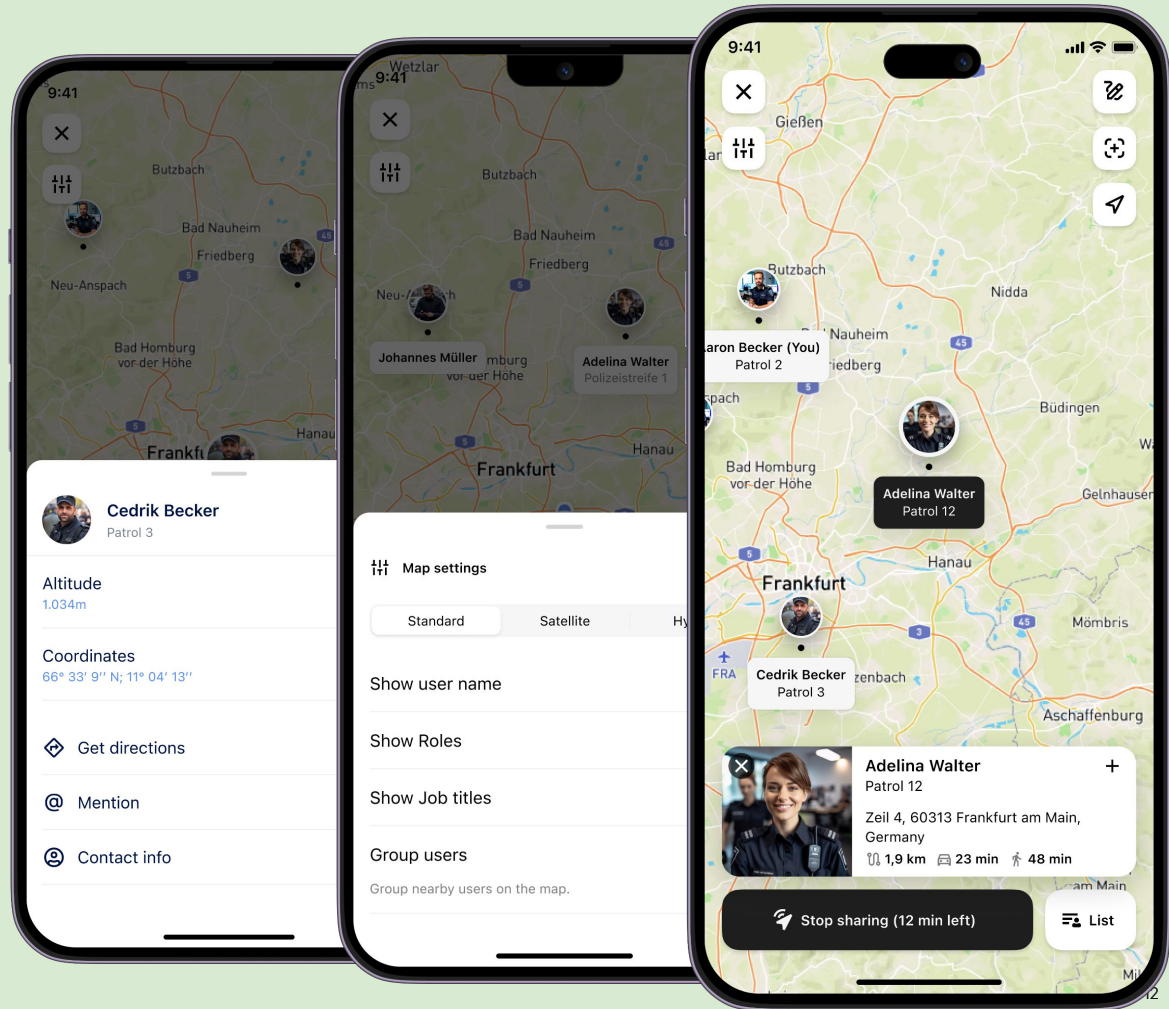
Quick Photo Editing

- Several options:
 - > Draw and highlight in color
 - > Blur faces or details
 - > Add text
 - > Rotate and/or crop photo
- Multiple photos can be edited and sent at once
- Very useful for mobile officers for easy and fast photo editing



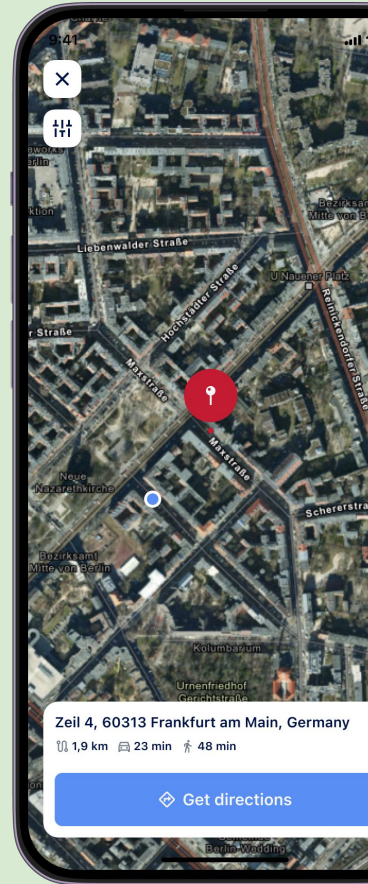
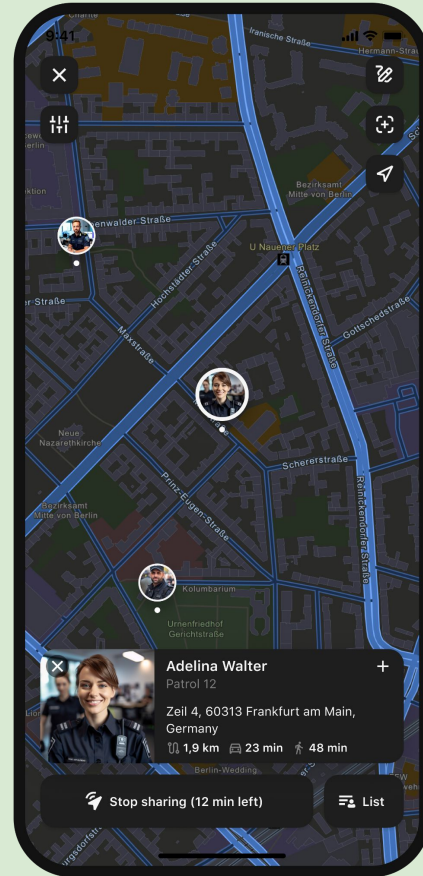
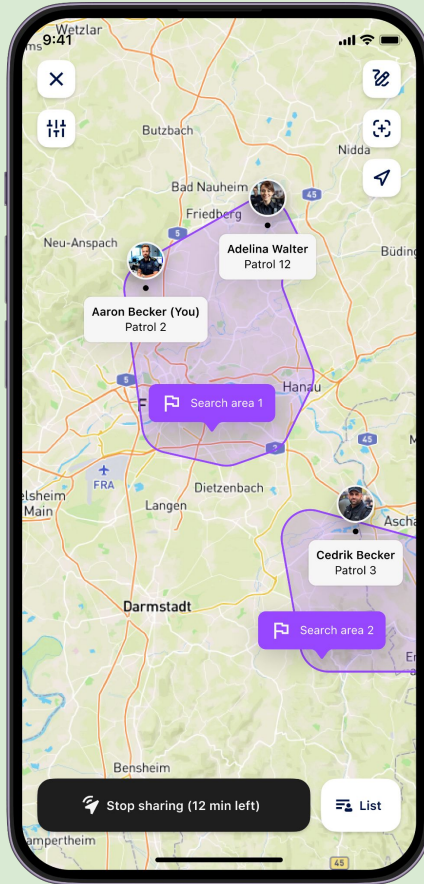
Real-time Locations

- Live locations of users
- Large map displays all live locations shared
- User and map details shown are configurable
- Includes searchable user list if many locations are shared



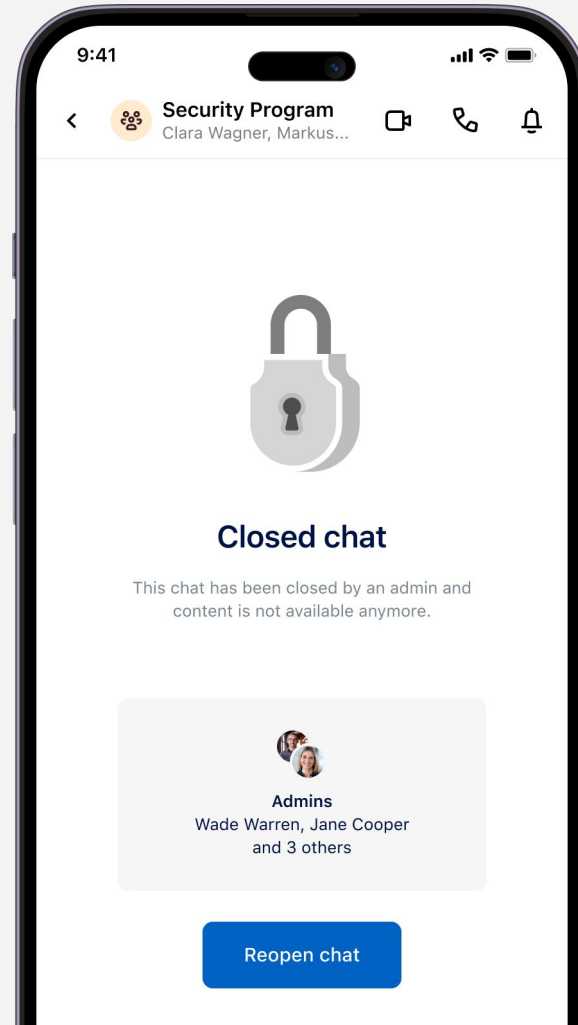
Easy Map Editing

- Map editing with up to 10 points of interest (e.g. search areas, sniper positions, collection points)
- Third party maps of ArcGIS by ESRI can be used
- Route information to other users and places available (including external route planner)



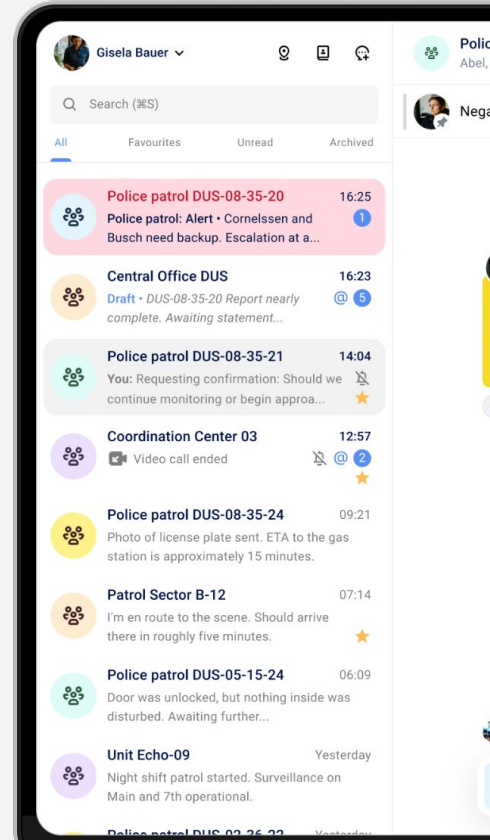
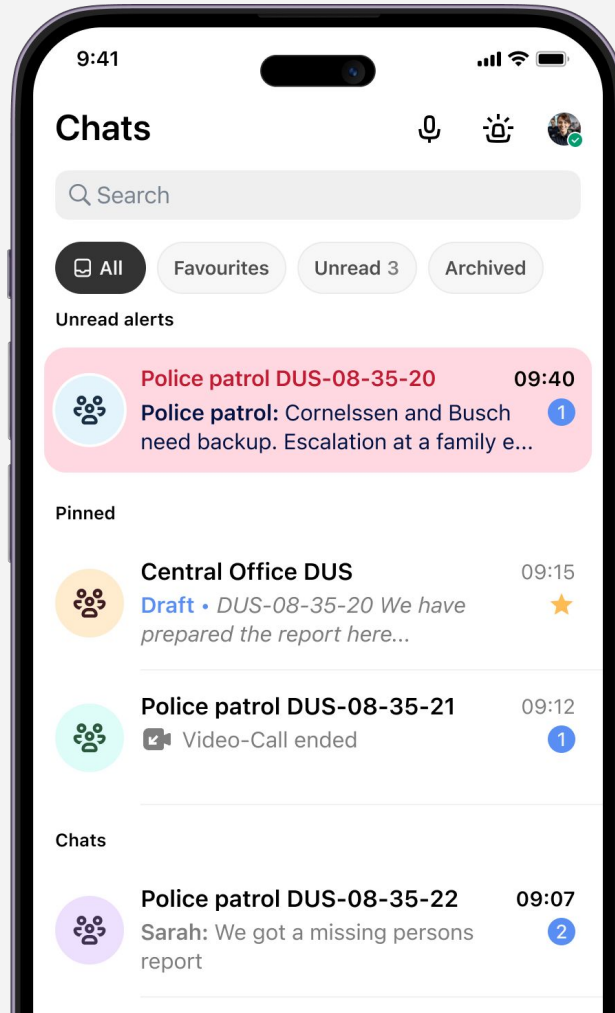
Closing Chats

- If a mission is over, a group chat can be closed by a chat administrator
- The chat gets then marked as closed in the inbox and all content in the chat (text as well as digital media) is not accessible anymore
- This helps to protect data and informs others that a mission is over



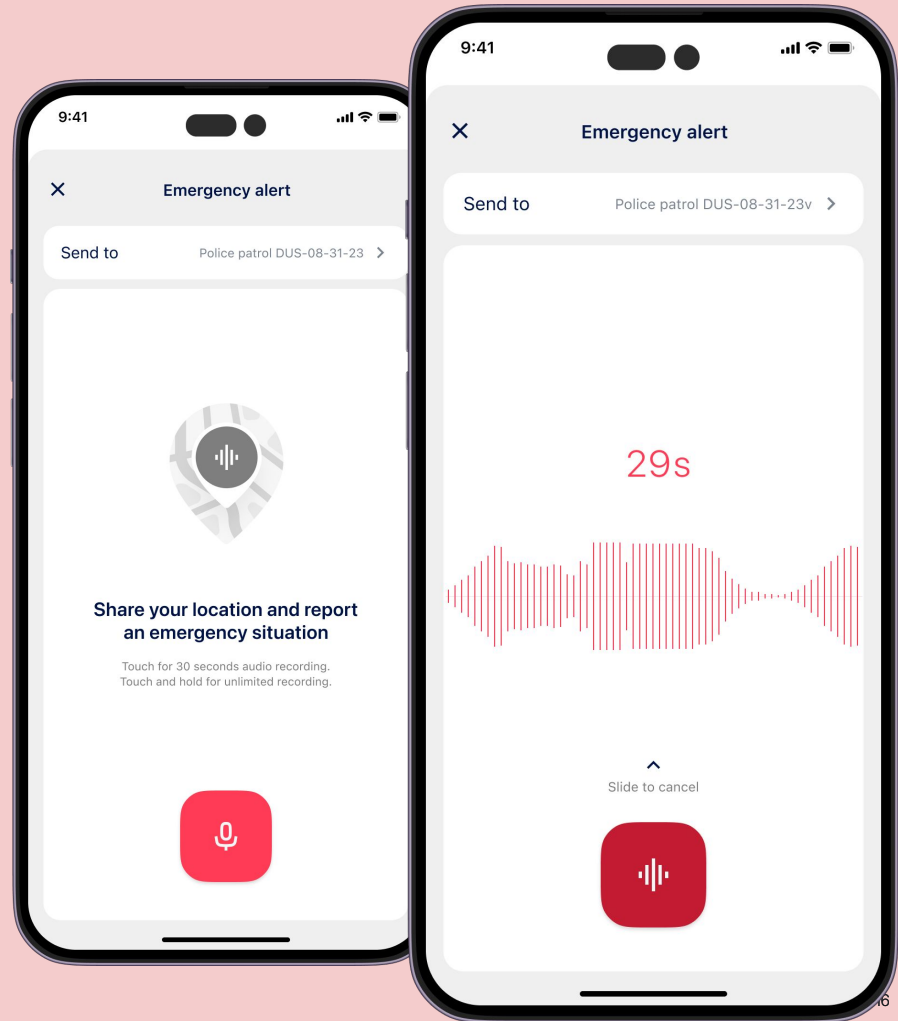
Critical Alerting

- Priority messages with special alarm tone
- Alarm is shown on top of the inbox
- Alarm is triggered, even if the device is set to mute
- Alarm can be acknowledged and there are reports of the reactions
- Ideal for escalations and coordination of critical events



Panic Button for Emergencies

- In case of an emergency the app provides a panic button
- When activated the location of the user and an audio message are recorded automatically
- This information is sent with an alarm to the responsible crisis team



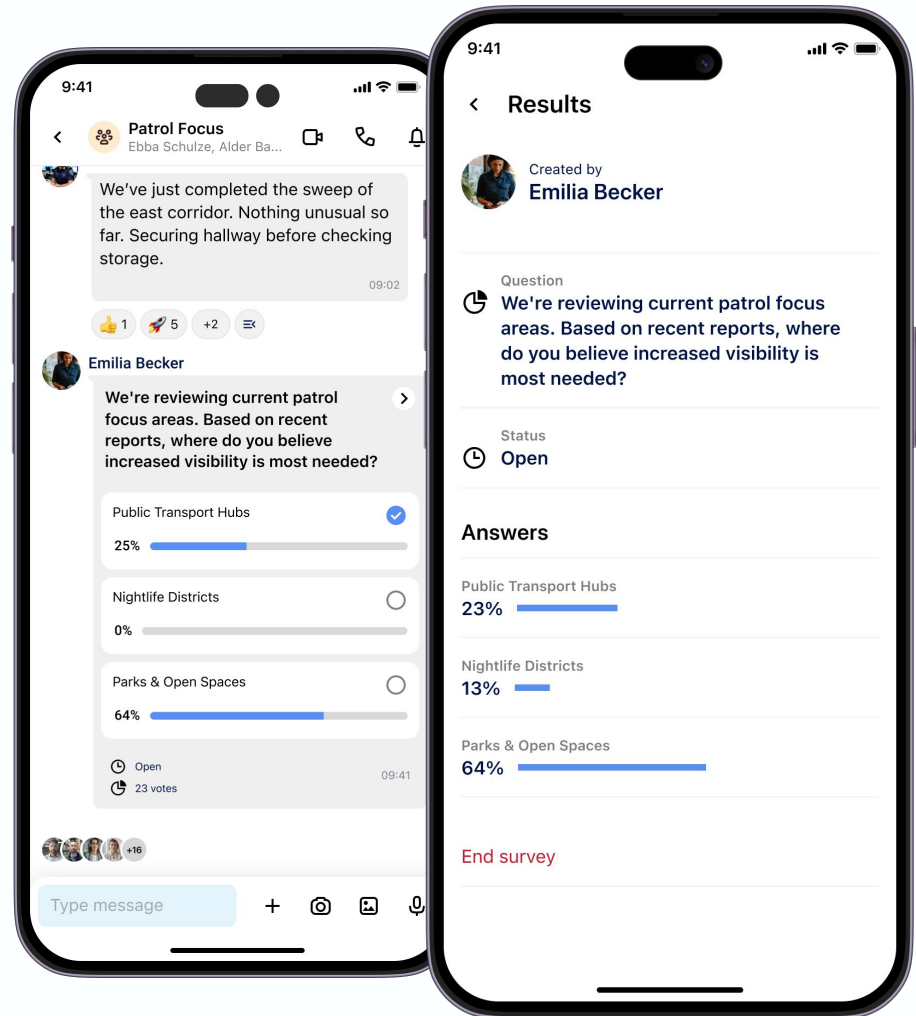
Push-to-talk Interface

- A special interface is available for voice messages
- Voice messages will be automatically played for the selected chat
- The push-to-talk interface can serve as a back-up for digital radio communication



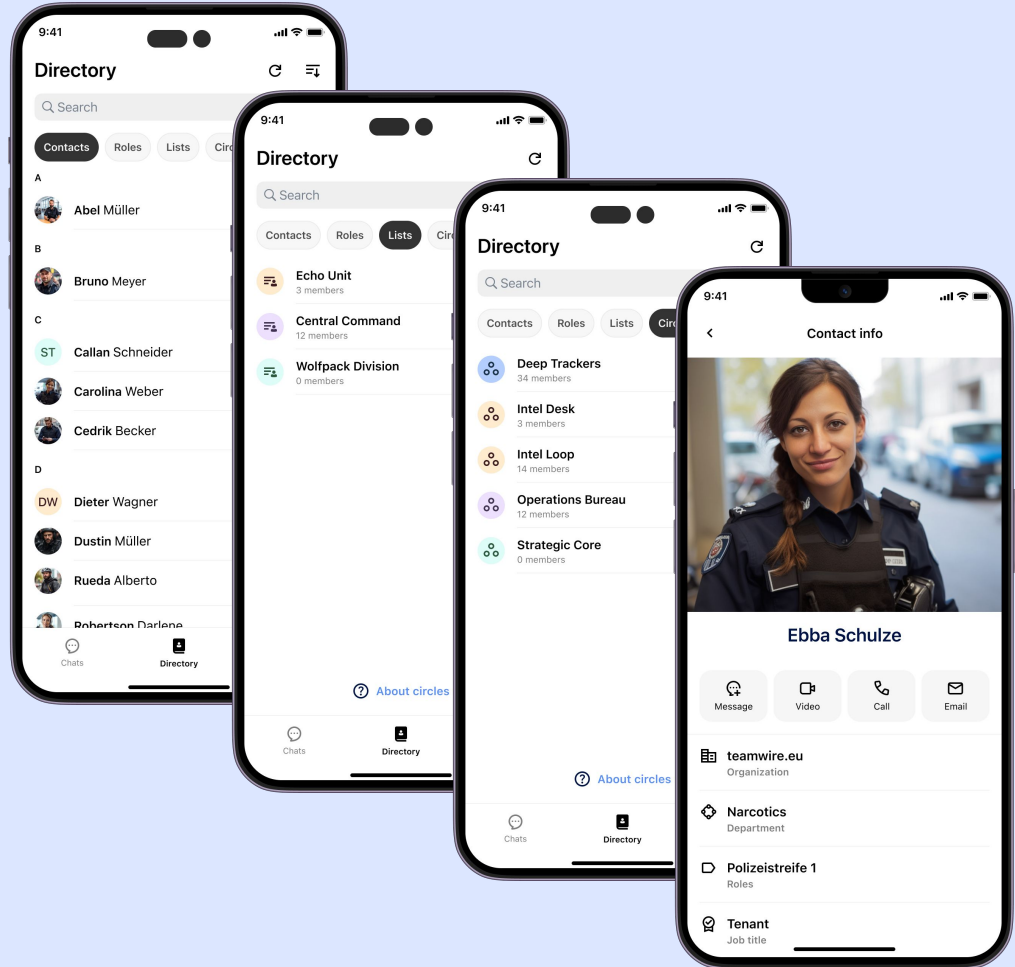
Fast Polls

- Easy polls for appointment coordination or employee surveys
- Fast response times from colleagues guaranteed
- Direct results of the survey in the chat



Corporate Directory made for Public Safety

- Directory with all contacts of the public safety organization
- Distribution lists for teams, departments and regions
- User profiles with all information incl. department and function



Apple CarPlay Support



Augmented Reality of Live Locations Beta

- Displaying of live locations with the camera in the real world environment
- Simplified coordination of officers and action forces



Role Concept

Q3/2025

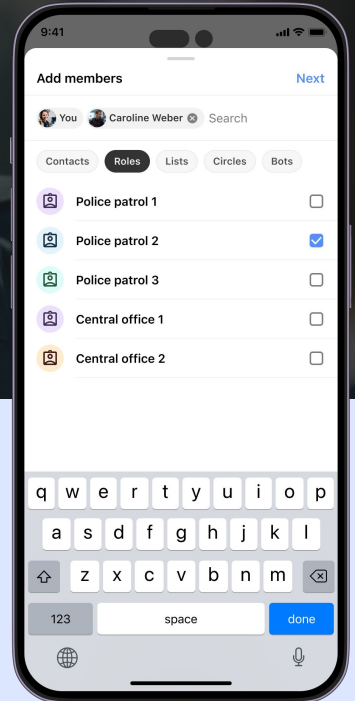
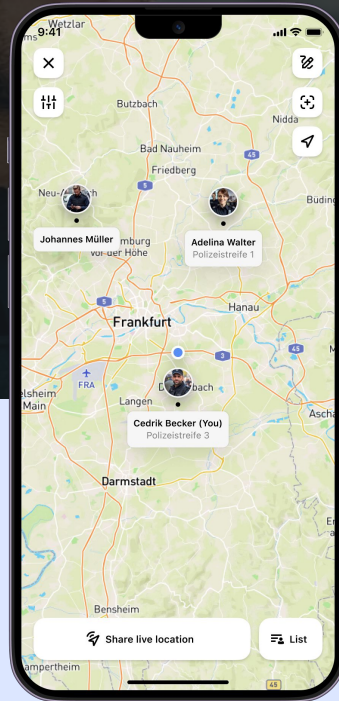
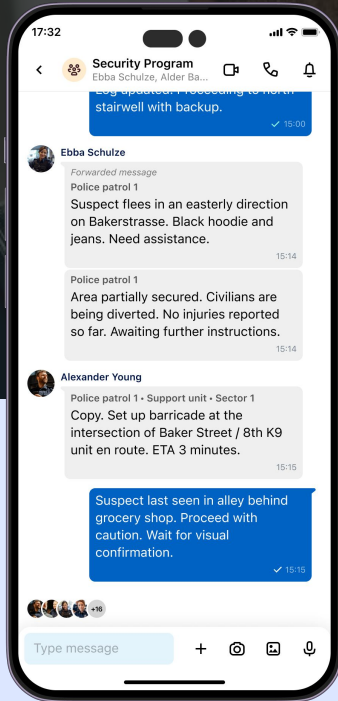
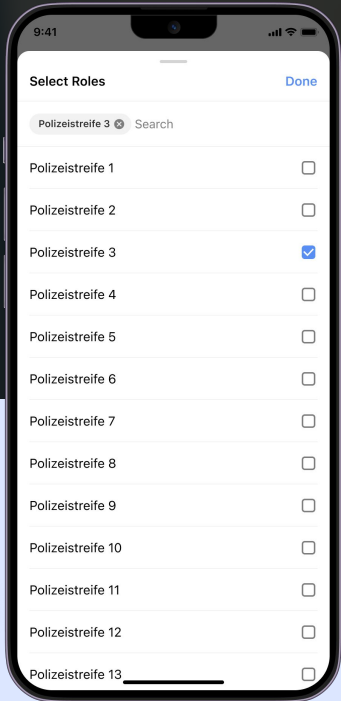
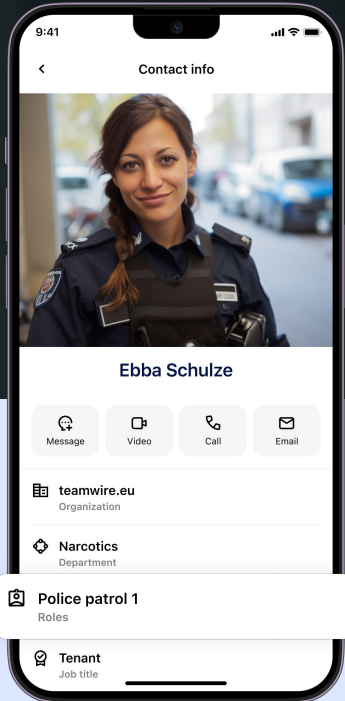
In messengers, the identity is tied to a person (first name and last name). However, **call signs and roles are essential for operational communication** in public safety.

Operational communication via radio call signs and roles is continued across duty shifts. **The next shift should be able to continue the operational communication** with the same call signs and roles.

Roles are introduced in Teamwire as a supplement to personal names and are displayed in all relevant places in the app. Users can accept and discard roles depending on their assignment and shift.

Role Concept

Q3/2025



Integration of MCX for PTT

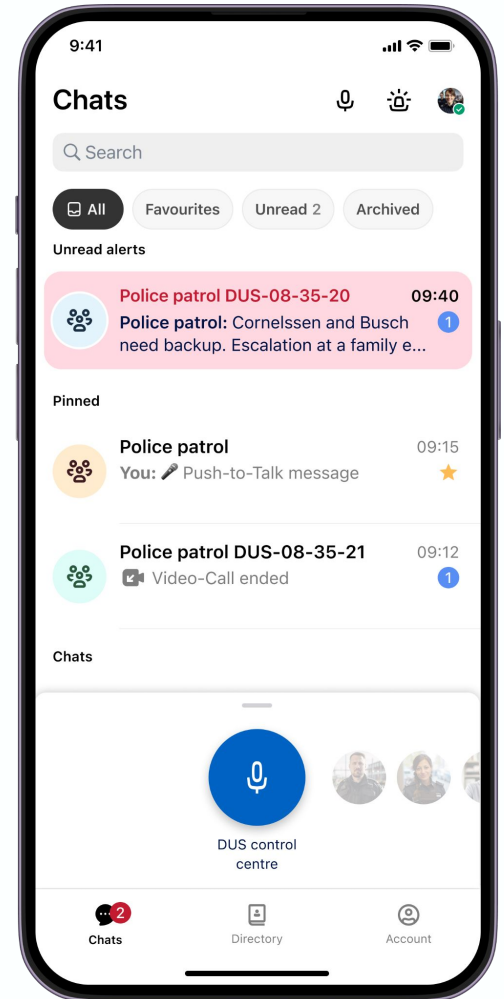
Q4/2025

MCX is a standard for mission-critical communications over broadband and is considered a potential successor to Tetra for push-to-talk (PTT).

As part of the project, MCX services (e.g. PTT) are to be integrated into Teamwire and transported over the network in a priority manner.

Teamwire is part of a German government funding project of the BDBOS together with Vodafone and Frequentis.

Teamwire's PTT interface is going to be expanded and made MCX-capable by the end of 2025.



Modern Apps for All Devices

Native apps for

iPhone

iPad

macOS



android

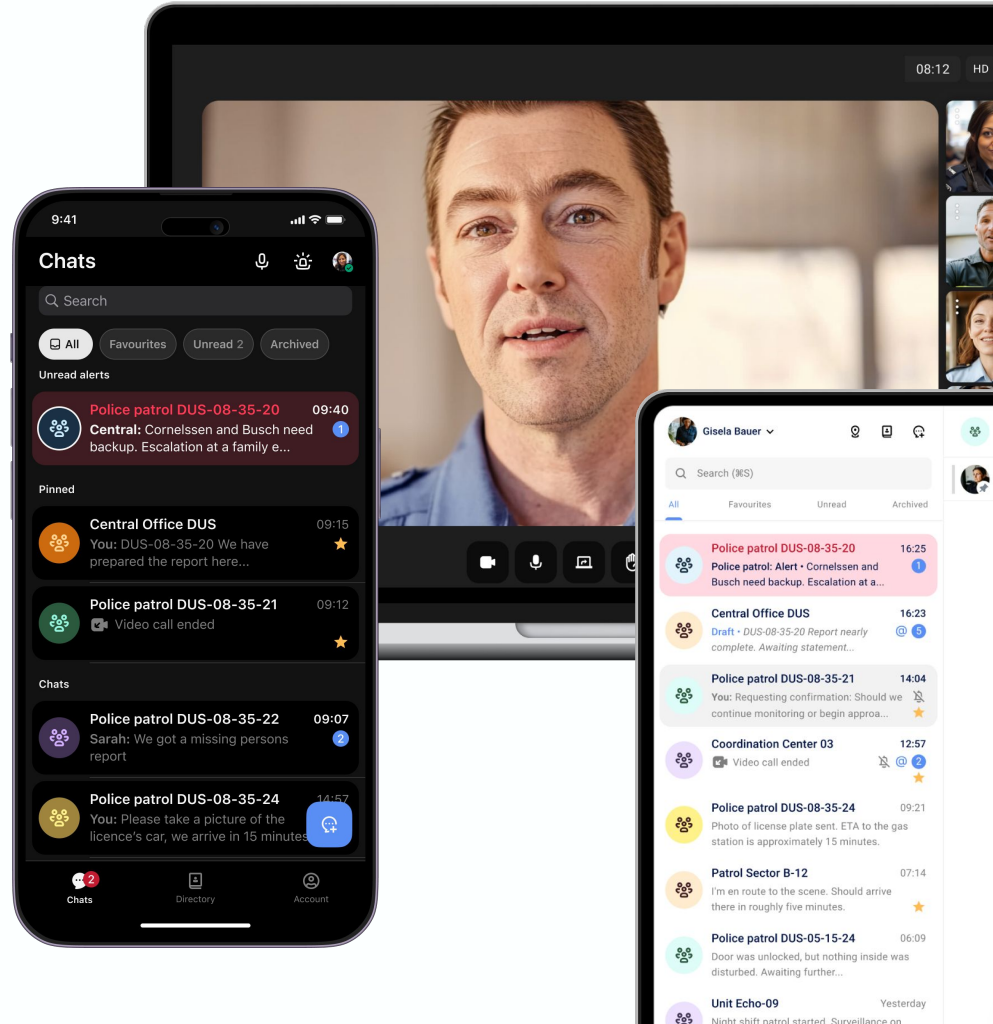


Windows



Linux

and a client for web browsers



Maximum Security and Data Protection



✓ **Complete Data Sovereignty**

Customer controls where data is stored, who gets access to data and how long data is stored

✓ **Strong Encryption**

Several layers of encryption - transport, payload (incl. meta data), messaging and storage

✓ **Privacy by Design and Default**

System-wide principles like strong anonymization, no meta data analysis, no phonebook storage, etc.

✓ **Data Retention Policies**

The storage duration on devices and servers is configurable and data can be removed automatically

✓ **Regular Security Audits**

Teamwire performs regular penetration tests and security checks with certified third parties

✓ **Full Legal Compliance**

Teamwire fully complies with the EU-GDPR and major data protection laws

✓ **Comprehensive Data Protection**

Teamwire uses data only if required to deliver its services to the customer

✓ **Security Certifications**

Teamwire receives yearly ISO 27001 certifications and fulfils many security norms

Sovereign and Fail-safe Infrastructure



✓ **Sovereign Hosting**

The customer chooses where Teamwire is hosted and who gets access to the infrastructure

✓ **On-Premise Hosting**

Teamwire can be deployed on-premise at the customer's site

✓ **Private Cloud Hosting**

Teamwire can be hosted as private cloud in a data center of choice by the customer

✓ **German Cloud Hosting**

Teamwire offers a premium cloud in a German data center with the highest BSI-C5 certification

✓ **Scalable Architecture**

Teamwire supports organizations with more than 100.000 employees

✓ **Highest Availability**

Teamwire provides cluster-servers for mission-critical environments and supports highest SLAs

✓ **Permanent Backups**

Teamwire performs regular backups and can automatically switch between servers

✓ **Full Access Control**

Access to the system and all APIs are protected and under complete control of the customer

Professional Administration Dashboard

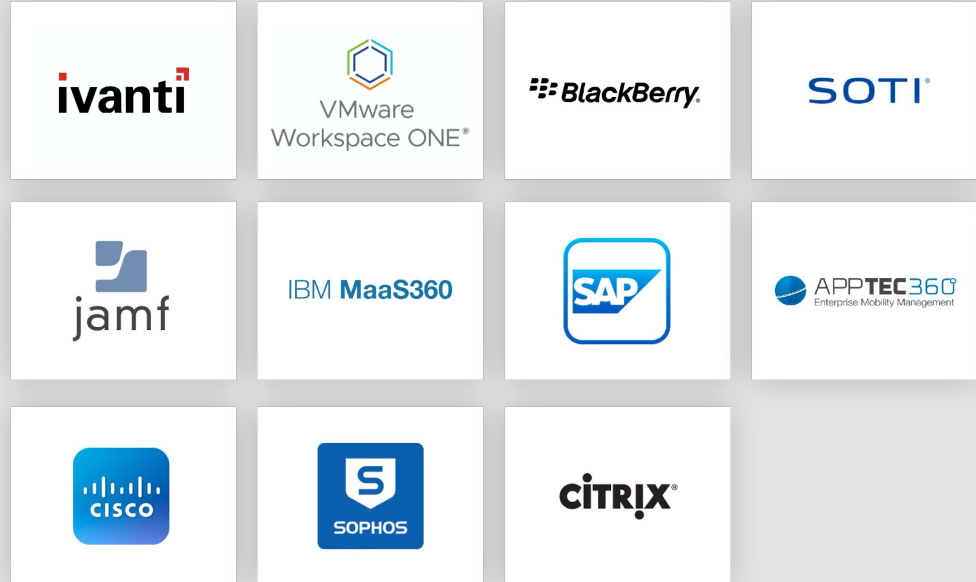
- Easy management of access, users and devices
- LDAP/active directory synchronization
- Pre-configuration of groups
- Multi-tenancy and multi-domain capability
- 50 policies for security and data protection
- Audit-proof archiving and audit logs

The screenshot displays the Teamware Professional Administration Dashboard. The interface is divided into several sections:

- Header:** Shows the user profile for Jason Bailey (Sales Director, Super Admin) and navigation options like 'MY PROFILE' and 'LOG OUT'.
- Dashboard Overview:** Features a 'Hello, Jason' greeting and a summary of key metrics: Pending Invites (13507), Managed Users (1584), Groups (67), Domains (144), and Admins (30).
- Charts:** Two line charts are visible. The first, 'Active Users', shows a fluctuating trend over a 12-month period. The second, 'Sent Messages', shows a bar chart with a peak in May.
- Navigation Menu:** A sidebar on the left lists various management and configuration options, including Overview, Statistics, Audit Log, Admins, Users, Groups, Domains, Organizations, App Integrations, Privacy Settings, Retention Settings, Login & registration, App permissions, Email Templates, LDAP Synchronization, Archives, Documentation, and Support Portal.
- User Management Section:** On the right, the 'Users' management page is shown, featuring a 'User List' table with columns for First Name, Last Name, and Email. A search bar is present above the table. Below the table, there are buttons for 'INVITE USER', 'IMPORT CSV', and 'DOWNLOAD CSV'. A notification at the bottom indicates '1 Contact Selected'.

Comprehensive Mobile Application Management

- Own encrypted container for strong prevention against data loss (even in BYOD environments)
- Compatible with all MDM/EMM/UEM solutions via AppConfig
- Fully managed access (incl. automated roll-out)
- Secure tunneling
- Prevention of use on unmanaged devices



Federation

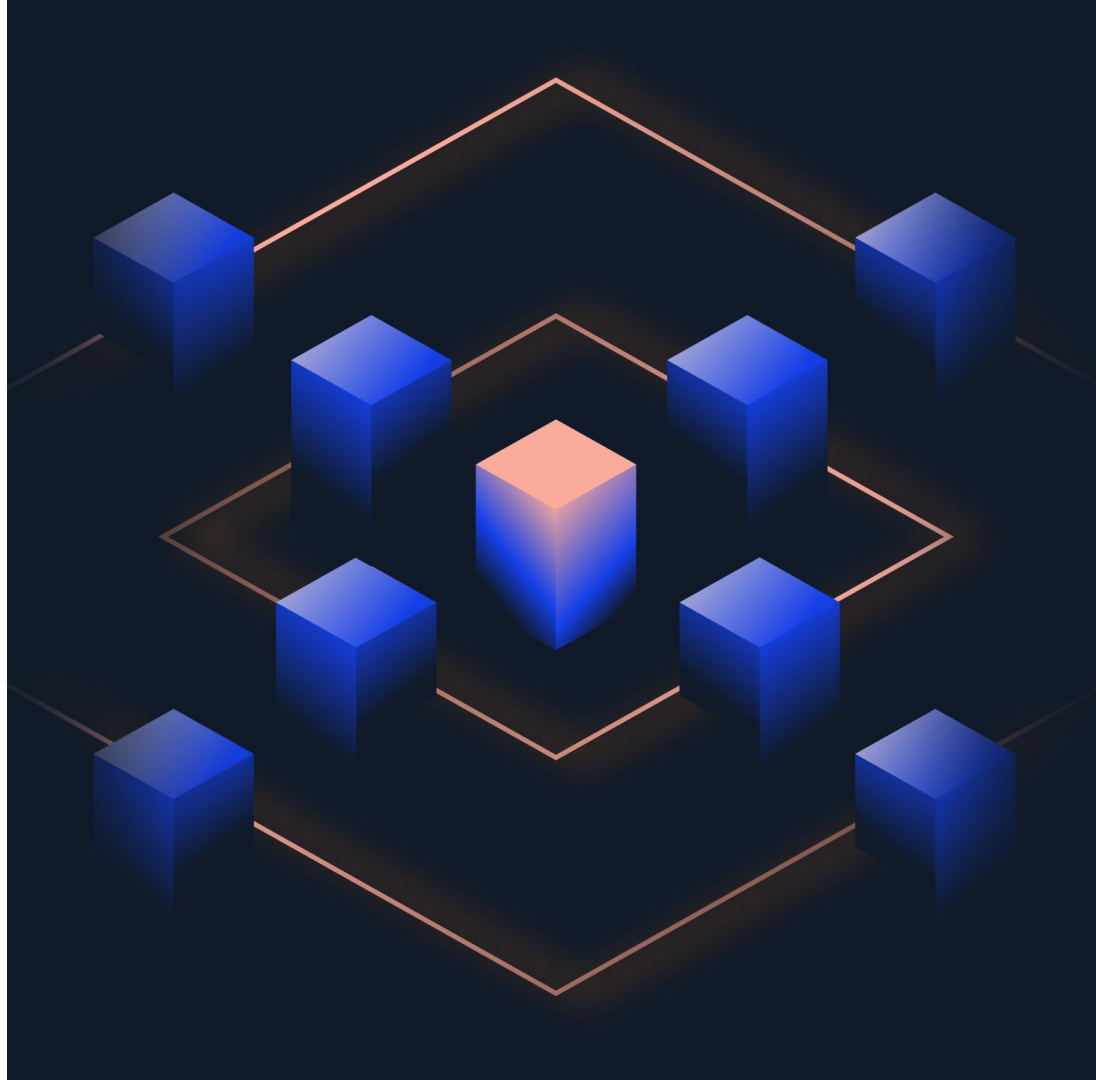
Connecting Servers

- Police forces have often isolated servers and still want communication with other selected organisations.
- The federation provides a secure and controlled connection of Teamwire servers of different organisations.
- Communication channels with other organisations are fully managed and controlled by the IT administration.



Powerful Integrations

- Teamwire provides SDKs and APIs to connect with 3rd party software and services
- Most of the features of Teamwire are available via APIs for integrations
- Smart integrations enable bots to respond to requests or automatically send messages based on certain events



Leading References



Law
Enforcement



Polizei Bayern



Government



Dataport



Public
Safety



Frequentis



Military

Confidential



Healthcare



Landeskrankenhaus



Critical
Infrastructure



DEW 21



Regulated
Industries



Die Continentale

Focus on Police Forces

Users in public authorities and companies in Germany

250.000



Users in police forces

140.000



Market share in police forces

>50%



Average customer retention *

>6 years





Case Study Bavarian Police

Users

**36.000
Police
Officers**

Organization

**State Police
Force**

Industry

**Law
Enforcement**

Usage since

2017



Case Study Bavarian Police

Challenges

- Lack of real-time multimedia communication during operations
- Digital radios were not sufficient for modern police collaboration
- Police officers work in shifts and need to hand over mission communication
- Need for GDPR-compliant, secure messenger to complement digital radio systems

Implementation

- Initial test of Teamwire during Oktoberfest 2016 → System proven under high-pressure scenarios
- Step-by-step rollout across different police departments from 2017 onwards
- Usage on mobile devices and desktops (e.g. in mission control centers)
- Usage of role accounts in operational shifts



Case Study Bavarian Police

Results

01. Faster mission success in tracings and missing people

Thanks to the rapid distribution of images, videos, files and real-time information, missions involving tracings and missing people are completed successfully in shorter time spans.

02. Optimized operational communication & coordination

Teamwire perfectly complements digital radios and establishes a communication solution that makes missions more efficient.

03. Secure, GDPR-compliant communication

All data is fully encrypted and hosted in a sovereign private data centers in Germany. All data is under full control of the customer at any time and can be archived in an audit-proof manner.

04. Solving the sender-receiver problem with multimedia

Multimedia content (images/videos) in mission communication prevents misunderstandings, as everyone involved sees exactly the same picture.

05. Rich feature set tailored for blue-light forces

Teamwire offers unique features such as large group chats, distribution lists, alerting, live locations, photo editing, closing chats and a central admin portal with many security policies.

Customer Quotes

It quickly became clear that a supporting communications solution was needed for an optimized operational communication. On the one hand, this had to be GDPR compliant, meet our high police security standards and fulfill our compliance regulations. On the other hand, it had to be highly functional and easy to use.



Alexander Stöbrich
luK-Coordination Office of
the Bavarian Police

**Together, digital
radio and secure
messenger become
an unbeatable duo.**



Alexander Stöbrich
luK-Coordination Office of
the Bavarian Police

**Sharing photos and videos in
Teamwire solves the sender
and receiver problem.
Not everyone has the same
picture in mind when they hear
a verbal description.
Teamwire changes that.**

Thomas Lachmann
Chief Superintendent in the Operations
Division at the Middle Franconia Police
Headquarters

Personal Support Fast. Proficient. Native.

We provide **reliable support and personal assistance** with an experienced support team – from the initial consultation to onboarding and ongoing operations.

Together with our leading partners we can provide **comprehensive services and support packages** (incl. managed services, MDM/UEM, 24/7 support, etc.)



English- and German-speaking support professionals



Free support by phone and email



Personal contacts instead of anonymous tickets



Individual project support and onboarding



Fast response times, especially in emergencies



Ongoing advice and regular information on product updates and news



Tutorials with detailed explanations

Strong Partner Network

Channel partners

Resellers, integrators and service firms



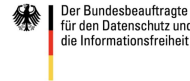
Technology partners

Specialized software vendors



Institutions

Regular exchange with important institutions



OEMs

Regular exchange with leading OEMs



License Packages

One Fee. No Additional Costs.

Starter

For small businesses, for which basic features for messaging and sharing are sufficient

€1.75 user/month

License conditions

- ✓ Maximum devices per user: 1
- ✓ German cloud

Standard

For organizations, that want to cover all relevant use cases from messaging to video conferences

€3.45 user/month

License conditions

- ✓ Maximum devices per user: 3
- ✓ German cloud

Professional

For larger enterprises, who require advanced administration and comprehensive integrations

Price on request

License conditions

- ✓ Maximum devices per user: 5
- ✓ German cloud, private cloud or on-premise hosting

Free Trial

14 days. Everything Included.

- ✓ **14 days free trial in our German Cloud**
- ✓ **Includes full feature access for up to 25 users**
- ✓ **Ends automatically – no cancellation required**

Any technical questions:

support@teamwire.eu | +49 89 1222 199 23

How it works

- 1. Register for Teamwire admin dashboard** – Our team will confirm your access promptly
- 2. Invite users** – Via email, SMS or directly from the admin dashboard
- 3. Download the app** – Available for iOS, Android, Windows, macOS, Linux, Web
- 4. Login to the app** – With company email or optional ID/password setup

Resources

- Dashboard guide available within the admin dashboard
- Video tutorials available on <https://teamwire.eu/en/tutorial/> and knowledge base on <https://wiki.teamwire.eu/bin/register>

Thank you

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