



Organizing Swiss – Professional solutions for private and corporate customers.
Services provided: Guest Relations, Relocation, Limousine Transport, Health Care, Security Services

Dear Customers, Dear Guests

1/

TWO DECADES OF EXPERIENCE

As a service provider with almost two decades of experience, we offer comprehensive services from our own hand and from approved long-term partners.

We serve many kind of guests:

- Employees of our business clients
- Invited guests of our private or business clients
- Event participants
- Guests of our hotel-, clinic-, bank - clients
- Business partners of our clients
- Clients of private jet handling agencies
- Guests of business- and leisure- travel agencies

CUSTOMER SERVICE EXCELLENCE

» REDUCING COSTS AND EFFORT
FOR YOUR PERSONAL ASSISTANT «

» THE CUSTOMER WE SERVE, THE
PA WE SUPPORT «

» OUR SERVICE DNA - MADE
ENTIRELY FOR SUPPORT «

OUR RESPONSIBILITY AND OUR PROMISE

We are well aware of our responsibility as a B2B service provider. To our guests we represent our brand. To your guests we represent yours.

EFFICIENCY AND SUPPORT

»The customer we serve, the PA we support« is our slogan. We know that there is always someone in your company who is responsible for the service we deliver to your guests. This person is on your payroll and incurs costs every hour.

We provide service without complications and do our best for a successful cooperation.

We reduce their effort to seconds and your costs to cents!

Andreas Schranz
OZ Swiss Services AG



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PA Support and Software Based Bookings 2/

YOUR DATA IS SAFE WITH US

All data about clients, guests, routes and all other information are secured by our customized booking software, developed by Huang IT in Zurich and hosted in Glattbrugg (next to the Airport Zurich).

Our protected datacenter partner is located in Glattbrugg as well.

ORDERS, CHANGES AND CONTROLLING

After years of working together with international companies and their employees we understand what it takes to implement a comfortable, efficient, fast und simple workflow, avoiding mistakes and costs.

PA SUPPORT, BOOKING SYSTEM

»USER FRIENDLY PLATFORM TO
MANAGE ORDERS«

»YOUR DATA IS SAFE WITH US«

»PAY ONLINE THE SERVICE «

YOU AS AN» OP «

Please excuse us for a little inaccuracy if we call you an ordering person (OP) as there are so many different positions possible.

Between the guest and our service, there is an OP in most cases. The OP can be a PA, EA, office manager, key client manager or else - any kind of managing person dealing with guests of the company and so finally with the guests we serve.

Whoever the OP is, he surely has other tasks to do than just running after a service provider all day long. Our system will reduce the time needed to order and control to seconds.

INVOICING

We send invoices via email with the options to pay with credit card online, bank transfer (if approved) or forward the email bill to the person in charge.

Get registered and try our service. As we are running flexible processes we are able to adjust them to yours. The more information we get the better we can support you.



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Guest Relation Services & Errands

3/

OUTSOURCE YOUR ERRANDS

OZ Swiss Services AG offers full service. The term Guest Relations covers personal or virtual services based on the needs of the clients providing free time for more important things in their life. These errands can vary from getting your clothes cleaned over buying a charger asap to representation of the client in private or business matters.

FOR PRIVATE BANKS

For private banks, wealth- or asset- managements, Guest Relations mostly means taking care of their clients during their entire stay. In this case, of course, we are organizing meals, private shopping, workshops or even concerts, whatever they would like to do. We coordinate the security service of the client or set up close protection through our partners.

GUEST RELATION SERVICES

» WE PROMISE A
NO-COMMISSION AGREEMENT «

» OZ SWISS OFFERS FULL SERVICE
«

» RELIEVE YOUR STAFF, OZ SWISS
WILL TAKE OVER «

PA / WELCOME DESK SUPPORT

Using a small team in house and a powerful backup in our office will bring your Guest Relation Service to success. With most of our main clients, we have grown closer together in everyday work, thus it feels almost like co-workers in a team.

Relieve your welcome desk, your PA's and office managers of researching, planning and organizing simple tasks. We will send our staff for errands.

Our constant cooperation with professional suppliers enables us to be efficient and successful as we represent the needs of all our clients, not only yours.

FREQUENTLY BOOKED GR SERVICES

- Exclusive tours
- Shipping assistance
- Support of underaged
- Car care & cleaning
- Trailer transport
- Car import
- Diplomat services
- Security service, armoured cars
- Advising and organising insurances,
- Professional purchasing



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Relocation Service

4/

COMING TO SWITZERLAND OR LEAVING

Relocation can be exhausting and very stressful, especially if the whole family is moving. When you are moving to Switzerland, OZ Swiss can support you to make sure everything runs smoothly and will strive to spare you and your family members as much stress as possible.

As a local partner we also offer follow-up-service and continue where big international companies' services end.

You can find further details on our homepage www.oz-swiss.ch/relocation-consulting

We have successfully served clients in a wide range of fields:

- Real Estate
- Settling In Services
- Staff & Family members
- Fleet / Car Management
- Guest Relation Service

RELOCATION SERVICE CONSULTING

» SIT BACK. TRUST OUR SERVICE «

» RELOCATE IN COMFORT AND
ENJOY OUR GUEST RELATION
SERVICES «

» PACKAGES OR FOLLOW-UP
SERVICE «

OUR SETTLING IN SERVICE

Once the critical home finding procedure has been addressed, our professional team is here to provide several additional services you may need. Our Settling-In Services cover i.a. the following elements:

- Utility hook up
- Support with setting up TV, internet, private mobile
- Bank account set up
- Technical support
- Insurance
- Neighbourhood familiarisation
- Personnel transport
- Language course

PACKAGES – B2B OR B2C

Different packages for different needs –always best fitted for each guest!

Please ask for our packages for private guests, business customers or international companies.



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Limousine Service Classic

5/

BEST PRACTICE FOR REASONABLE PRICE

OZ Swiss' Limousine Service offers you more than a simple transfer: you will not only travel safe and comfortable in one of our fully equipped cars but also can rely on our chauffeurs as your local personal assistant.

A standard car will be at your disposal within a maximum of one hour. Of course, we will do our best to comply with every request we may receive and provide a car as soon as possible. During workday office hours we process inquiries immediately, while our call centre can help you with basic information or by forwarding messages 24 hours a day.

LIMOUSINE SERVICE



» MORE THAN A TRANSFER «

» TRAVEL IN COMFORT, LUXURY AND STYLE «

FULL BACK OFFICE SERVICE 6:00 TO 22:00

Please take a look at our homepage to see more information about:

- Staying safe with OZ Swiss
- Insurances
- Vendor information
- Booking system
- Fleet
- Chauffeurs and Top Service

STANDARD PRICES

S Class and V Class	Stand by Transfer	Per hour CHF 150.00 per km CHF 3.50
S Class Maybach	Stand by Transfer	Per hour CHF 180.00 per km CHF 4.00

On request we can provide many other types of vehicles, such as microbus or coach etc.



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Roadshow Services

6/

BUSINESS ROADSHOW

A number of meetings at different locations

For a successful roadshow it is important that your driver knows every corner, every door and the local situation at each of your destinations. Our focus is to provide best service, supported by our guest relations department.

OZ Swiss fleet is always up-to-date and equipped with free WIFI, fine water, power bank and other charging facilities and wires. All our cars feature four-wheel drive to be best prepared for mountain destinations as well.

ROADSHOW SERVICES & TRANSFERS

» SERVICE FOR EVERY BUDGET «

» AVOID EARLY CHECK-IN FEES AT
THE HOTELS «

» DRIVE INSTEAD OF FLYING CAN
REDUCE COSTS AND STRESS OF
YOUR SCHEDULE «

SERVICE FOR EVERY BUDGET

Our roadshow specials include:

- **Business Roadshow** with Mercedes E Class or V Class
(Free upgrade if available)
- **First Class Roadshow** with Mercedes S Class or V Class
Best service for unbeatable prices
- **Owners Choice** with Mercedes Maybach
300km radius included (Milano, Munich, Geneva)

THINK DIFFERENT – DRIVE INSTEAD OF FLYING

Within 300km radius a drive is more time- and cost-efficient than a flight.

Our version is:

After dinner in city A we drive you to city B avoiding heavy traffic. You sleep at the new destination, enjoy breakfast and start your meeting fresh and relaxed.

Nowadays many people fly between Zürich and Milano, Munich or Geneva. That means waking up early, short breakfast and ready to check-in at the airport. Your day starts stressful and you could feel exhausted at your first destination.

An early check-in at the hotel could cost you double!



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Event Transport & Logistics

7/

CLIENT –» EVENT COMPANY –» LOCAL ORGANIZATION –» OZ SWISS –» GUESTS

The chain from an idea to serving guests at your event can be very long.
OZ Swiss takes care of the overview in transporting your guests. We support your team.

Our portfolio:

- Welcome desk at the airport
- Transport planning
- Cost-effective dispatching
- Operation centre
- Event booking software
- SharePoint to outlook
- Multi Login for viewers and bookers
- Subcontracting Coach, Limousines, ...
- Access to waiting zones
- Communication with authorities
- WEF- transport, accommodation and security services

EVENT TRANSPORT LOGISTICS

» REDUCING COSTS, EFFICIENT
DISPATCH «

» SCHEDULES CHANGE – WE KEEP
THE OVERVIEW «

» A TEAM TOGETHER - TRUST OUR
SERVICE «

OUR SKILLS

We have been attending the WEF Annual Meeting in Davos for 16 years now serving several delegations of business, politics and diplomats. Our reference list includes CEO's and Presidents and gets longer and longer.

150 Limousines at FIFA Events or 600 guests for E&Y in Zürich are some successful assessments we are proud of.

WE ARE YOUR THIRD EYE

We check the routes of your guests and are able to react if somebody has a scheduled journey from A to B but no return. Also, we mediate between driver and customer directly on the next step to come.

With these processes and many more we could recognize the one or the other lack in planning or communication. Schedules always change – we keep the overview!



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Leisure - Tours in Luxury

8/

SPAND YOUR LEISURE TIME SET BY OZ SWISS

Would you like to do some sightseeing or have some fun and recreation? You can download our current **Tourbook** and look at our program suggestions. The magazine is compiled to offer activities for persons with any kind of interests.

Every trip can be adjusted to your wishes and we can even arrange a whole new program for you making sure you enjoy each and every moment.

» Sightseeing, restaurants, shopping - or - exclusive tours, fine dining and private shopping «

LEISURE, TOURS AND LUXURY

» IN GOOD COMPANY WITH THE
WORLD'S MOST OUTSTANDING
PEOPLE «

» TAILOR MADE TOUR AND
SIGHTSEEING «

» INTERPRETERS FOR NUMEROUS
LANGUAGE «

SWITZERLAND ALWAYS » IN «

Switzerland's landscape has impressed even very special characters like Charlie Chaplin, Jean-Jacques Rousseau, Dürrenmatt, Giacometti, Le Corbusier, Guggenheim, Stravinsky, Empress Sissi, Lord Byron, Hemingway, Dostoevsky, England's Royal Family but also Freddie Mercury, George Clooney, Pink, Justin Bieber and many more. They all enjoyed our wonderful country.

IT'S A DIVERSE DESTINATION

Switzerland does not just offer sensational mountains and breath-taking views on lakes and hills.

Swiss Riviera, Bellinzona – Ile of flowers, Palm trees in Lugano are all worth a visit.

EVENTS IN SWITZERLAND

What's going on in Switzerland: Open Aairs, of course, but also Jazz festivals, Film festivals, Sport events. Luzern with the famous Blue Balls festival, the White Turf in St. Moritz, Tennis, Formula E in Zürich, Classic cars racing in the mountains and many more.



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Trailer Service & Car Care

9/

FIRST-CLASS TRAILER SERVICE

With our first-class trailer we can solve the transport of vehicles or precious heavy goods. There is no need to search for a delivery company, your luxury car or collection of fine art can be moved by OZ Swiss. Our professional and trustful crew makes sure that your belongings on the road will be under cover. Check some [photos](http://www.oz-swiss.ch) online www.oz-swiss.ch

- Transport up to 2.4 tons
- Size 6.3 m length/2.1 m width/ 2 m height
- Super sport cars can be loaded within 5 minutes
- Ramp with a climbing angle of 4°
- Fully closed trailer, alarm system
- Standard insurance CHF 1,000,000

OUR RESPONSIBILITY AND OUR PROMISE

OZ Swiss can arrange a complete cleaning & conditioning service for you. Our professional partners only use the best innovative methods. We will pick up your car and bring it back to you when finished, looking brand new.

PAINT SEALANT

The seal protects your paint and keeps it glossy and resistant. A Gloss Level of 9 is the maximum, at 6 or below it looks ready for recovering.

The diagram on the left shows the progress of the seal:

The mechanical impact of industrial carwash damages the car bit by bit.

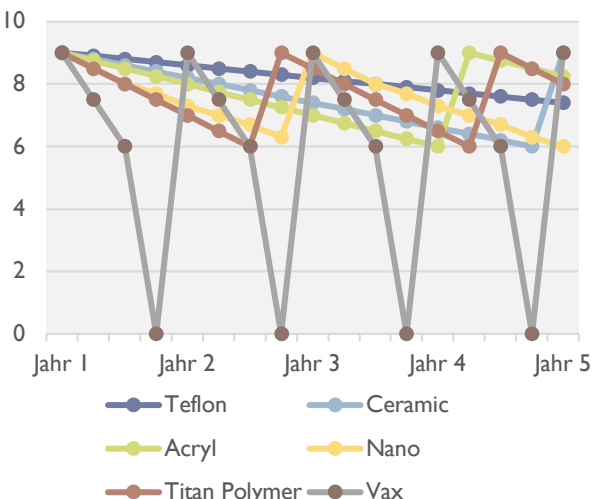
The more often you wash the car industrially the more it makes sense to have a shorter interval like **Titan Polymer**.

- **Vax** lasts for max 3 months
- **Nano** lasts for 2 years
- **Ceramic** lasts for 4 years
- **Titan** lasts for 1.5 years
- **Acryl** lasts for 3 years
- **Teflon** lasts for 5 years

A collector's car, not used a lot should be covered with a long-lasting sealant. The mechanical impact is minimal so it makes sense also financially to have a longer interval.

TRAILER SERVICE & CAR CARE

» GLOSS AND RESISTANCE FOR YOUR HIGH VALUE CAR «





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OZ Swiss Security Services

10/

CREW

Should you need protection during travelling or at your home, your safety will be ensured by reliable, highly trained professionals with military background.

Guard	1 agent
Unit	up to 6 agents
Squad	up to 12 agents

SECURITY DRIVER WITH CAR

An executive driver skilled for personal protection is at our client's disposal with a car.
CHF 150.00 / hour (unarmed)

BASIC CLOSE PROTECTION

This level offers personal protection without a coordination in the background. (single agent min. 6hrs; unit min 8hrs)

CHF 120.00 per hour/agent unarmed
CHF 160.00 per hour/agent armed

COORDINATED CLOSE PROTECTION

Based on the risk assessment, a personal protection plan will be drawn up, tailored to your specific situation and guaranteeing that you stay safe and comfortable.

Assessment - A risk assessment will be carried out at a personal meeting by 1 or 2 agents
CHF 90.00 / hr in Switzerland
CHF 700.00 / day + expenses

Recon Mission - A recon agent or unit carries out a precheck at locations.

Close Protection Unit (2-6 agents for min. 8 hours plus travel costs)

Close Protection Squad (can be used up to 4 units of 3 agents)

EQUIPMENT

- **Radio** included
- **Armored Cars** on request
- **Driver only** CHF 85.00 / hr
- **Dress Code** – Under cover or black dressed service suit)
- **Security Unit vehicle** CHF 700.00 / day

SECURITY SERVICE BY OZ SWISS

» SITUATION ROOM IN BACK-OFFICE «

» ARMORED CARS ON REQUEST
VR4 TO VR9 LEVEL «

» SECURITY DRIVER ONLY –
AVAILABLE «



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Hotels Best Choice

11/

FULL CHOICE OF SERVICES TO SUPPORT YOUR FRONT OFFICE TEAM

For our hotel partners we are able to provide a full range of services or just a part of it:

- Limousine Service
- Airport Transfers with fix rates
- Car Care for your guest's vehicles
- Guest Relation backup by our team
- Health Care Service
- Sightseeing tours and more - OZ Tourbook
- Guest Relations Magazine, branded for your hotel
- Insight and More – Collection of programs
- Helicopter bookings
- Posts and Info to our B2B customers and PA's
- Your own booking software for your guests

HOTEL SERVICE PORTFOLIO

» NO - COMMISSION AGREEMENT
FROM OZ SWISS SIDE «

» BEST CHOICE FOR HOTELS AND
THEIR GUESTS «

» SPECIAL SERVICE FOR SPECIAL
EVENTS «

SERVICE - BEYOND AND ABOVE TO YOUR GUESTS

We are not only serving your hotel guests with limousine journeys. We also support your self-driving guests and rental car users. We provide your team with information and content.

Furthermore, we are able to offer your hotel an own branded version of our Guest Relations Magazine and include your own content.

To support your concierge team and service your guests are our target. Knowing that we represent your name, we are willing to share your spirit of service.

Finally, we have been very successful by gaining more business to our partners as we communicate towards our B2B customers.

SPECIAL SERVICE FOR SPECIAL EVENTS

The moment when special guests arrive with their special needs our service power will run up to best performance once more. No matter if you need event transport,, luggage transport, security service, a personal guide or others.

**WE OFFER YOU OUR BOOKING SOFTWARE WITH OUR BRAND
OR WITH YOUR BRAND FOR YOUR GUESTS.**



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Health Care Service

12/

SCHEDULING

OZ Swiss helps you not only with the organization, but with administrative tasks as well. We can contact clinics and specialists and arrange all appointments needed. Your schedule will be designed to be as compact as possible, remarkably reducing the time needed for the procedure. We will handle your medical records confidentially and forward them to you and the medical partners.

REHABILITATION

Our rehabilitation partner treats the widest range of psychological and addictive disorders with bespoke personal care plans, in completely private and luxurious surrounding. Their internationally renowned team of doctors and psychiatrists provides one-on-one care, identifying and treating the underlying causes of a problem.

SPECIALISTS

OZ Swiss has contacts to the best medical institutes and specialists throughout Switzerland. No matter what your problem is, we will introduce you to an expert of that field who you can trust and who will handle it with extensive knowledge and the newest treatment methods.

All physical examination is preceded by a detailed consultation including taking patient history, discussion of symptoms, possible causes, treatments and clearing any special request. Of course, you have the option to meet more doctors. We will assist you to be able to choose your own specialist, who makes you feel secure throughout the curing period.

SURGERIES AND TREATMENTS

- Cure your addiction
- Beauty surgeries
- Wide array of therapies
- Critical surgeries

... and more swiss medical services, the list is endless.

Most of our clients do plan multi services all at once like a general check-up, an MRI, a consultation with a specialist as well as surgeries or beauty treatments.

HEALTH CARE

MENTAL HEALTH

- DEPRESSION
- TRAUMA
- BURNOUT
- ANXIETY DISORDER

ADDICTIONS

- ALCOHOLISM
- NICOTINE
- DRUGS
- SEX ADDICTION

EATING DISORDERS

- ANOREXIA
- BULIMIA
- OVEREATING



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Virtual Back Office Services

13/

BACK OFFICE POWER FOR OUR PARTNERS

OMC Swiss Limited is a back-office provider built up and owned 100% by Andreas Schranz the founder of OZ Swiss Services AG. We use our combined forces to serve our customers and their guests of our clients. OMC is the backbone of all content creations and represents different limousine providers, supports front desks in the greater area of Zürich.

Our services are:

- Additional staff for your team
- Content creation
- Developing handouts and information materials
- Holiday replacement and support for your local PA
- WEB Page content support
- Social media interaction via Linked-In, Facebook, ...
- Researching and collecting offers for your company
- Creating offers and invoices
- Accounting support by Abacus or Bexio

VIRTUAL BACK OFFICE SERVICES

» BEST PRICE PERFORMANCE
RATIO AROUND SWITZERLAND «

» A POWERFUL SUPPORT FOR
YOUR TEAM «

» ADD UP MORE CAPACITY FOR A
REASONABLE PRICE «

YOUR OWN STAFF

We also offer a fully set-up office with your own employees. So, you are able to train your staff to your needs. It is not just a call centre but a full operational office.

For 3 years we have been representing 100% back-office support for OZ Swiss Service AG in Switzerland, Byland Services in Herrliberg, Swiss Organized Partners as well as reinforcement for many more.

GEOGRAPHY

Next to the Austrian border OMC is located in the University City named Ödenburg / Sopron. 50 minutes from the Vienna airport we are perfectly located to travel if necessary. In partnership with the guest relation consultancy of OZ Swiss in Zürich we offer a powerful support to your company.

EMPLOYEES

As we are located in a University City, to find employees on the level of your needs is never a problem.



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Your Own Booking Software

14/

LIMOUSINE- AND GUEST RELATIONS- BOOKING SOFTWARE

Experience gained during years of service helped us to create our own booking software. OZ Swiss is able to handle all national and international bookings for direct- and clients- guests.

CUSTOMER MANAGEMENT - LOGIN

You are able to administrate back office-, and client users to order or just to view. This way you are well able to run entire events.

Enable your clients to take a look at their current bookings as well as their history.

YOUR OWN BOOKING SOFTWARE

» MANAGE YOUR ORDERS
VEHICLES AND STAFF «

» GIVE YOUR GUESTS A LOOK INTO
THEIR BOOKINGS «

» COMFORTABLE WORKFLOW «

» ALWAYS KEEP THE OVERVIEW «

STAFF MANAGEMENT

Once an order is set you can manage the employee who is in charge of the particular task.

Your guests will be informed about name and telephone number of drivers or guest relation agents.

BRANDING

Your guests will receive an invitation to confirm and accept bookings branded with your logo and style. Of course, you can restrain these emails in case of events with hundreds of single bookings.

VEHICLE MANAGEMENT

The vehicle management part of our software does not only show damages and services of the company or hotel cars, it also can take care of your boat, golf caddy, rental cars or motorcycles or any vehicle used by your staff or customers.

DELIVERY NOTE

Besides history and statistics, we also included a delivery note you can add to your invoice. This contains an overview of all services order by order.