Every company claims to be customer-centric. And you have to take their word for it. We don’t want you to believe us. Instead, believe our customers. For the 4th year in a row they have awarded us with the number one spot based on their satisfaction about end-user services.

`#FOURTHYEAR`

WHITELANE RESEARCH

THE RESULTS

SATISFACTION BY IT DOMAIN: END-USER SERVICES

<table>
<thead>
<tr>
<th>Company</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computacenter</td>
<td>82%</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Econocom</td>
<td>80%</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Getronics</td>
<td>78%</td>
<td></td>
<td></td>
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<tr>
<td>Cegeka</td>
<td>76%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RealDolmen</td>
<td>71%</td>
<td></td>
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<tr>
<td>Fujitsu</td>
<td>69%</td>
<td></td>
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</tr>
<tr>
<td>Atos</td>
<td>64%</td>
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</tr>
</tbody>
</table>

Survey performed by Whitelane Research in cooperation with Vlerick Business School for Belgium & Luxemburg.

Enabling end-users is our core business. Getting recognized for this with - again - a number 1 position, is a great motivation to further develop and innovate our end-user offering in an effort to strengthen our customers’ value proposition.

Jurgen Strijkers
Country Unit Director Belgium & The Netherlands
Thanks to our global activities, we can combine global best practices and expertise with the local specificities. At the same time we always take into account key learnings from other customers. In short, we optimize our global expertise for each individual project and local context.

Gunter Wijnants
International Service Manager

Putting customers first

Business realities change, and so do companies’ objectives and needs. That is why flexibility is another key word in the relationship with our customers. If objectives change it is important to be open and transparent and find ways to stay aligned in order to fuel the long term relationship. Even if this means breaking up a contract prematurely, to start with a new, more aligned contract. Putting customers first is one of our key values, so we adjust and adapt when need be.

Expertise in technology and business

All of the above only makes sense when combined with technology leadership and profound expertise in the technologies we offer. That is why we invest in people with technical expertise as well as a thorough understanding of the customer’s business. This is the best guarantee that your business needs are translated into the best technology choices.

Liselotte Couttenye
Business Consultant Unified Collaboration

Key to a successful implementation of new technology, is the end user. We start and end with the people that have to use the technology. What are their needs? Expectations? We draw up a personal training map for each user to optimize adaptation and ultimately increase productivity.

Jurgen Strijkers
Country Unit Director Belgium & The Netherlands

Innovation needs to be made concrete to make sure it is aligned with the customer’s strategic objectives. Therefore we ask customers what innovation means to them, and we include their objectives in our contract.

To offer users the best possible work environment, we need to stay in the know of their expectations, needs and experiences. Through frequent formal meetings with both managers and users, we offer them the best possible service and steer our relationship with the customer forward.

Thibaut Everard
Head of Managed Services

Innovation for innovation’s sake is a waste of time and money. We innovate for the sake of our customers. We discuss customer’s business needs and translate these into innovative services and solutions.

A perfect example of this approach is our Next Generation Service Desk (NGSD) initiative, a consumer-like user-centric digital service desk empowering our customers.

We continually invest in next generation computing to meet the needs of the new generation that expects a different service approach based on collaboration rather than one-way support.

Reason enough for the Service Desk Institute to grant us the award of Best Managed Service Desk.

Enabling Users and their Business