WHO WE ARE
Computacenter is a leading independent provider of IT infrastructure services.

OUR AMBITION
is to be the preferred IT provider to enable users and their business in a digital world.

OUR MISSION
is to maximise user productivity and the business value of IT for Enterprise and Corporate organisations. In doing so, we deliver strong returns for our shareholders and enrich our employees’ careers.

COMPUTACENTER IN NUMBERS

<table>
<thead>
<tr>
<th>Languages supported</th>
<th>30</th>
</tr>
</thead>
<tbody>
<tr>
<td>including Mandarin &amp; APAC languages</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Products shipped every year</th>
<th>31.3m</th>
</tr>
</thead>
<tbody>
<tr>
<td>End users supported</td>
<td>4.2m</td>
</tr>
<tr>
<td>Consultants</td>
<td>1,000+</td>
</tr>
<tr>
<td>Engineers</td>
<td>4,350</td>
</tr>
<tr>
<td>Project managers</td>
<td>760+</td>
</tr>
<tr>
<td>Customer support staff in</td>
<td>4,340</td>
</tr>
<tr>
<td>Service centres</td>
<td>30</td>
</tr>
</tbody>
</table>

HISTORY

- **1981**: Formed by two British entrepreneurs, Philip Hulme and Peter Ogden.
- **1994**: Becomes the largest UK owned IT company. Mike Norris appointed Chief Executive Officer.
- **2002**: Launches new Solution Centre – first UK facility to offer multi-vendor proof of concept and testing services across the full range of IT infrastructure.
- **2006**: Expanded Service Desk globally with new facilities in Barcelona and acquisition of Digica, in Cape Town, South Africa.
- **2009**: Two acquisitions; Thesaurus Computer Services in UK and becom in Germany.
- **2011**: Acquisition; Top Info, France. Group ERP live in Germany and UK. Sixth year Double Digit EPS Growth.
- **2017**: Two acquisitions; Citius in Switzerland and TeamUltra in the UK. Computacenter opens Americas Regional HQ in Saddlebrook, New Jersey. Major new logistics centre being built in Kerpen, Germany.

Making Digital Work

For Computacenter, Making Digital Work has two meanings. First, it means we leverage innovation such as the cloud and analytics, for our customers’ benefit. Second, we make sure new technology works with our customers’ existing IT and that users actually adopt the change. We make digital work across our customer base and our global footprint:

**CIO**
We change, supply and manage our customers’ IT infrastructure, to help save cost and free-up budgets for their digital transformation agenda.

**Users**
We improve the experience of IT users and make them more productive by taking a user-centric approach.

**Business**
We empower and protect our customers’ IT, so they can secure and accelerate their business.

EXECUTIVE OFFICERS

Mike Norris
Chief Executive Officer

Tony Conophy
Group Finance Director
WHERE WE OPERATE

We have developed our global coverage to mirror our customers’ requirements. Our standard international operation model ensures we deliver services which are consistent worldwide, but meet the individual needs of each country or region. Through our global delivery capabilities, we provide seamless, scalable and cost efficient global services.

Our global delivery centres comprise:

Global Service Desk (GSD)
• Provides a faster and smarter response to users
• Delivers end-to-end support, locally and globally
• Provides a ‘follow-the-sun’ service

Global Infrastructure Operations (GIO)
• Supports users and systems anywhere in the world, 24 hours a day, seven days a week
• Provides support for virtual servers, networking components and user devices
• Infrastructure services to improve availability and security

Global Network Operations Centre (GNOC)
• Helps optimise our customers’ network availability, to enable productive users
• Delivers managed network and security services to more than 50 customers around the globe
• The hub of our operational delivery capability

GROUP FINANCIAL HIGHLIGHTS

Revenue (£m)
3 793,4
+16,9%

Adjusted¹ profit before tax (£m)
106,2
+22,9%

Adjusted¹ diluted earnings per share (pence)
65,1
+20,6%

1. Adjusted operating profit or loss, adjusted profit or loss before tax, adjusted tax, adjusted profit or loss for the year, adjusted earnings per share and adjusted diluted earnings per share are, as appropriate, each stated before: exceptional and other adjusting items including gain or loss on business disposals, gain or loss on disposal of investment properties, amortisation of acquired intangibles, utilisation of deferred tax assets (where initial recognition was as an exceptional item or a fair value adjustment on acquisition), and the related tax effect of these exceptional and other adjusting items, as Management do not consider these items when reviewing the underlying performance of the Segment or the Group as a whole. Additionally, adjusted gross profit or loss and adjusted operating profit or loss includes the interest paid on customer-specific financing (CSF) which Management considers to be a cost of sale. A reconciliation between key adjusted and statutory measures is provided on page 48 of the Group Finance Director’s review in the 2017 Report & Accounts. Further detail is provided within note 4 to the Consolidated Financial Statements in the 2017 Report & Accounts.