



Connect with Getronics





Getronics

Getronics is an international Information and Communications Technology services company.

The Getronics portfolio combines a set of complementary services. These are as follows:

- **Application Services**
- **Workspace Management Services**
- **Technology Transformation Services**
- **Communication Services**
- **Security Services**

Through this combination of services, we offer our clients a secure, managed workspace. We ensure the availability and performance of the business applications our clients rely on. We ensure that voice and data communications are responsive and agile. We keep our clients' Information and Communications Technology (ICT) environments aligned with appropriate technology evolution through our technology transformation services.

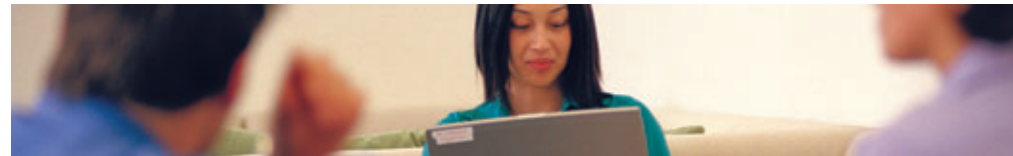
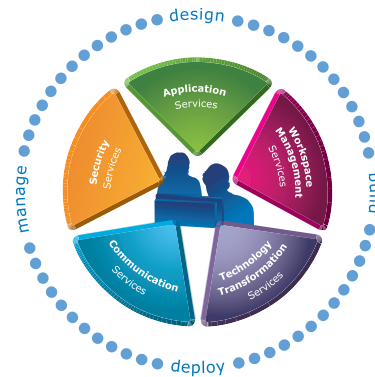
Workspace

What is the workspace? For Getronics, it's wherever and whenever individuals and teams rely on Information and Communication Technology to do business. What do we find in the workspace? We find the means to connect to knowledge and to clients, colleagues and partners. We find the means to participate in collaborative discussion and decision-making. What do we demand of our workspace? It must be secure yet flexible. It must be reliable, available and cost-effective. What really identifies a world class workspace? Knowledge worker productivity!

Getronics offers a set of services which ensure a secure and responsive workspace is achieved at a predictable and acceptable cost. Getronics sustains the workspace, ensuring that new technology evolutions are smoothly and intelligently managed. In addition to managing the workspace, Getronics provides timely and effective technology support to the enterprise workforce.

The Getronics portfolio.

It is through these services that we shape and sustain an effective workspace for our clients.



About Getronics

With some 27,000 employees in over 30 countries and approximate revenues of EUR 3 billion, Getronics is one of the world's leading providers of vendor independent Information and Communication Technology (ICT) solutions and services.

Getronics designs, integrates and manages ICT infrastructures and business solutions for many of the world's largest global and local companies and organisations, helping them maximise the value of their information technology investments. Getronics headquarters are in Amsterdam, with regional offices in Boston, Madrid and Singapore. Getronics' shares are traded on Euronext Amsterdam ("GTN").

Getronics is proud to be the Official ICT Solutions and Services provider for the Davis Cup. We share the same values as this great competition.

It's international.
It's a team game.
It's dynamic.



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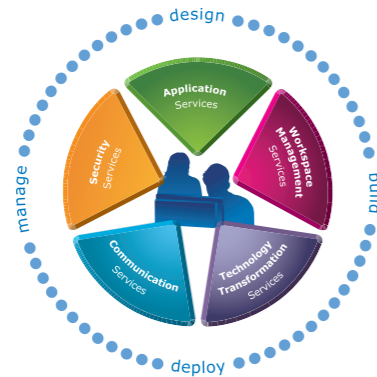
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Application Services

Today, it is through applications that an organisation formalises how orders are made, how records are managed, how employees are hired, how travel is booked, how books are balanced - in essence, how the business operates. In a knowledge-based enterprise, the application becomes the vehicle for action.

Getronics application services provide development, integration, management and maintenance for the enterprise application assets placing them firmly at the centre of the workspace.

Workspace Management Services

In any organisation which relies extensively on knowledge workers, the availability and performance of the tools needed to connect to and share knowledge become a foundation for business. Getronics workspace management services ensure that the foundation of the enterprise workspace runs smoothly and cost-effectively and that those who rely on it are supported.

We manage personal computers, laptops and Personal Digital Assistants (PDAs). We manage the servers and storage systems they connect to and the network devices through which those connections are made. With our workspace management services, we address both the hardware and the core office software.

We monitor and tune performance and support those who rely on technology to work. We use a practical and innovative combination of remotely delivered services and on-site intervention to ensure that the workspace is fit for the demands made on it. A workspace managed by Getronics creates an environment in which the workforce can achieve maximum productivity.

Technology Transformation Services

The world is not static. Technology, like business, is in constant evolution. Getronics technology transformation services allow us to move our clients forward in their use of technology with the maximum efficiency and the minimum disruption. Getronics offers workspace management, communications, applications and security solutions as managed services. We also offer technology transformation in all solution areas, taking clients from their current to desired state, and keeping them there. Transformation will typically address operating system migrations, server consolidation activity and branch renewal.

Communication Services

The power of communications is one of the hallmarks of the age we live in. In communication technology we see increasing integration of voice and data, between recorded images and live transmission, between fixed and mobile locations. Getronics manages this rich mix communications using a robust and industrial approach.

Through its communication services, Getronics provides its clients with both the technology and delivery model needed to manage voice, data, and video in fixed and mobile environments. In common with all Getronics services, we ensure pricing is transparent and manageable.

Security Services

Security runs as a constant thread through all of these service areas. Security is of constant concern for all business. It must be addressed and managed professionally if business is to work in a safe and trusted way, both from internal and external point of view.

All enterprises are liable to malicious attacks which represent a real threat to business. They can interrupt ongoing processes and services, and cause data loss and business interruption. Getronics provides security consulting and managed security services across all areas of its portfolio.

In each of these service areas, our clients face specific business and technology management challenges. The table below provides a concise summary of these challenges and the Getronics response.

Service Area	Business need	Getronics' answer
Application Services	<ul style="list-style-type: none"> • To rationalise the business application set • To decrease time to market for our clients' new products and services • To control the cost of application management 	<ul style="list-style-type: none"> • Application architecture • Ability to extend the life span of existing applications • Running applications more efficiently than a client can do in house
Workspace Management Services	<ul style="list-style-type: none"> • To provide a flexible and agile technology platform across the enterprise • To ensure that it is managed intelligently and cost-effectively • To guarantee that knowledge workers have the technology support they need on tap 	<ul style="list-style-type: none"> • Design and build the core-infrastructure according to an architectural model • Combining remote and on-site service delivery to achieve the most effective and appropriate service architecture for the individual client
Technology Transformation Services	<ul style="list-style-type: none"> • To gain the benefits of technology evolution in the most direct and cost-effective manner • To manage technology change without disruption 	<ul style="list-style-type: none"> • By maintaining close business dialogue with the client, we share a common view of the technology radar • We use advanced implementation and deployment tools and methods to accelerate adoption and reduce cost
Communication Services	<ul style="list-style-type: none"> • To ensure that the enterprise benefits from the new age of combined voice and data communications • To contain the cost of fixed and mobile communications 	<ul style="list-style-type: none"> • We produce a holistic model for data, voice and video communications • We produce integrated managed solutions for all mobile workforce requirements
Security Services	<ul style="list-style-type: none"> • To ensure that the enterprise security processes meet or exceed legislative requirement • To ensure that the enterprise infrastructure, applications and communications are secure 	<ul style="list-style-type: none"> • We work with clients to produce comprehensive and credible security models and policies • We provide ICT security as a managed service

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