



# Getronics



End-to-end Solutions  
for the Digital User

## ABOUT THE GETRONICS FAMILY

The Getronics family is an ICT Services group consisting of the Getronics and Connectis brands and is owned by the AURELIUS Group, a holding company headquartered in Munich, Germany. With an extensive history that extends over 125 years, the Getronics family has nearly 6,500 employees in 22 countries across Europe, Asia Pacific & Latin America, and has a complete portfolio of integrated ICT services for the large enterprise and public sector markets. This includes Workspace, Applications, Unified Communications, Data Centre, Cloud, Consulting, Partner Technology, Managed Services and Security.

**Getronics**

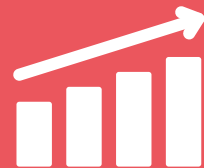
## GETRONICS IN NUMBERS



Onsite coverage in **100+** countries



**6,500** employees



**€600m** family revenue in 2016



The GWA was ranked number **3** globally according to Ovum's assessment of Managed Workspace Assets



Support **22** languages through **9** Global Service Centres



**1** single point of contact and **1** single point of contract



**6m** users supported onsite



**9.9m** managed workspace assets



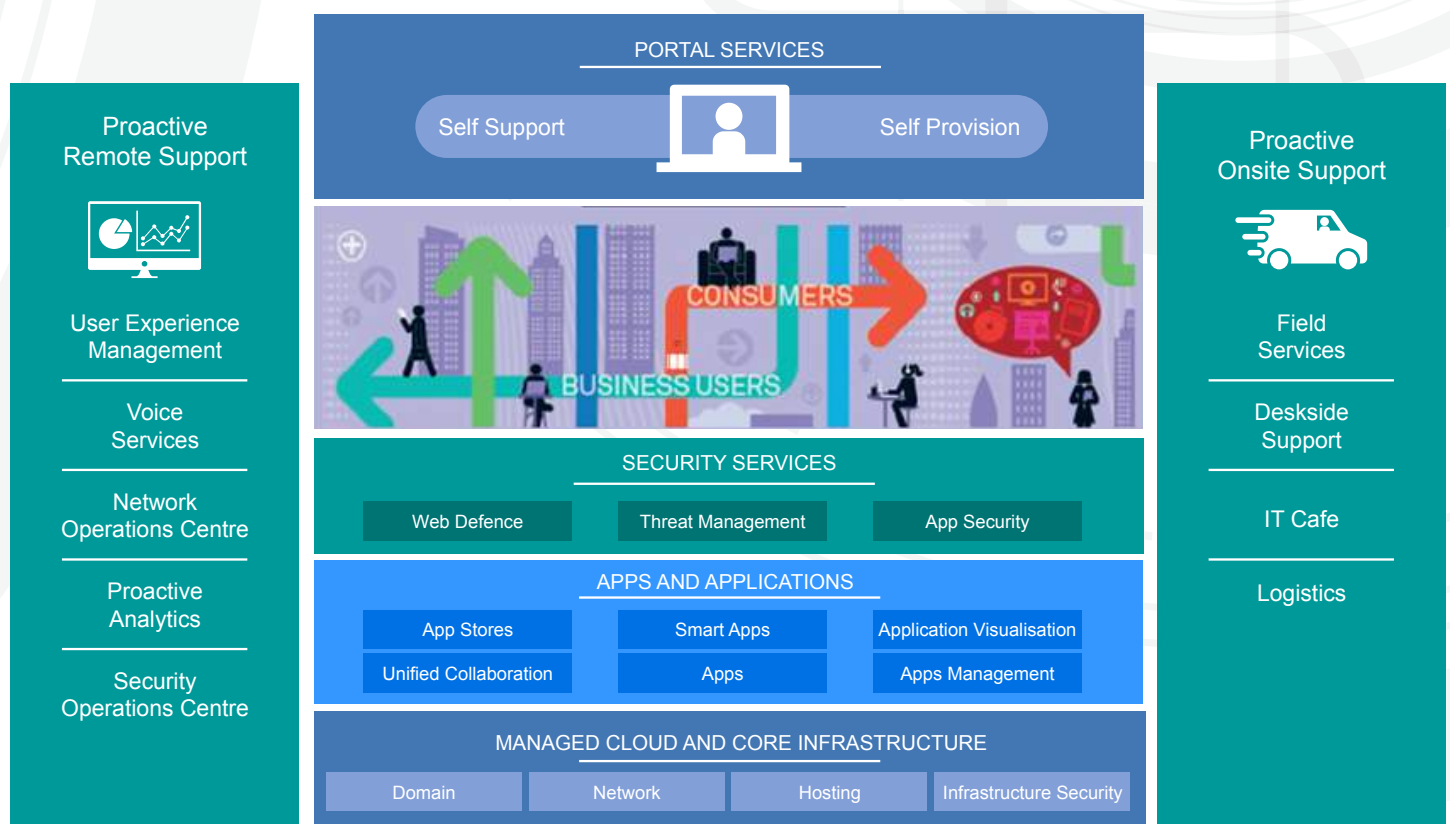
**94.3%** customer satisfaction for our service desks

## WHAT WE DO End-to-end Solutions for the Digital User

**Technology is reinventing the way business is done.** The growing impact of the millennial generation is accelerating that trend, as they demand IT to match their best consumer experience.

Whether business or consumer, users expect 'always on' accessibility, instant response and intuitive ease of use, from anywhere and on any device.

Through our own digital transformational programme, **Getronics has built a powerful global, end-to-end capability** designed to enable mobility and enhance productivity and user satisfaction.



## WHY WORK WITH US?

Getronics has the skills, the experience, the network and capabilities. All underpinned by a demanding, outcome-driven, culture.

Getronics is passionate about creating exceptional user experience. With the strengths of a global offering, Getronics is locally focused to put customers first.

Agility and flexibility allows for the precise targeting of skills and resources around customer needs to drive the innovation and transformational change that is crucial to succeed in the Digital Age.

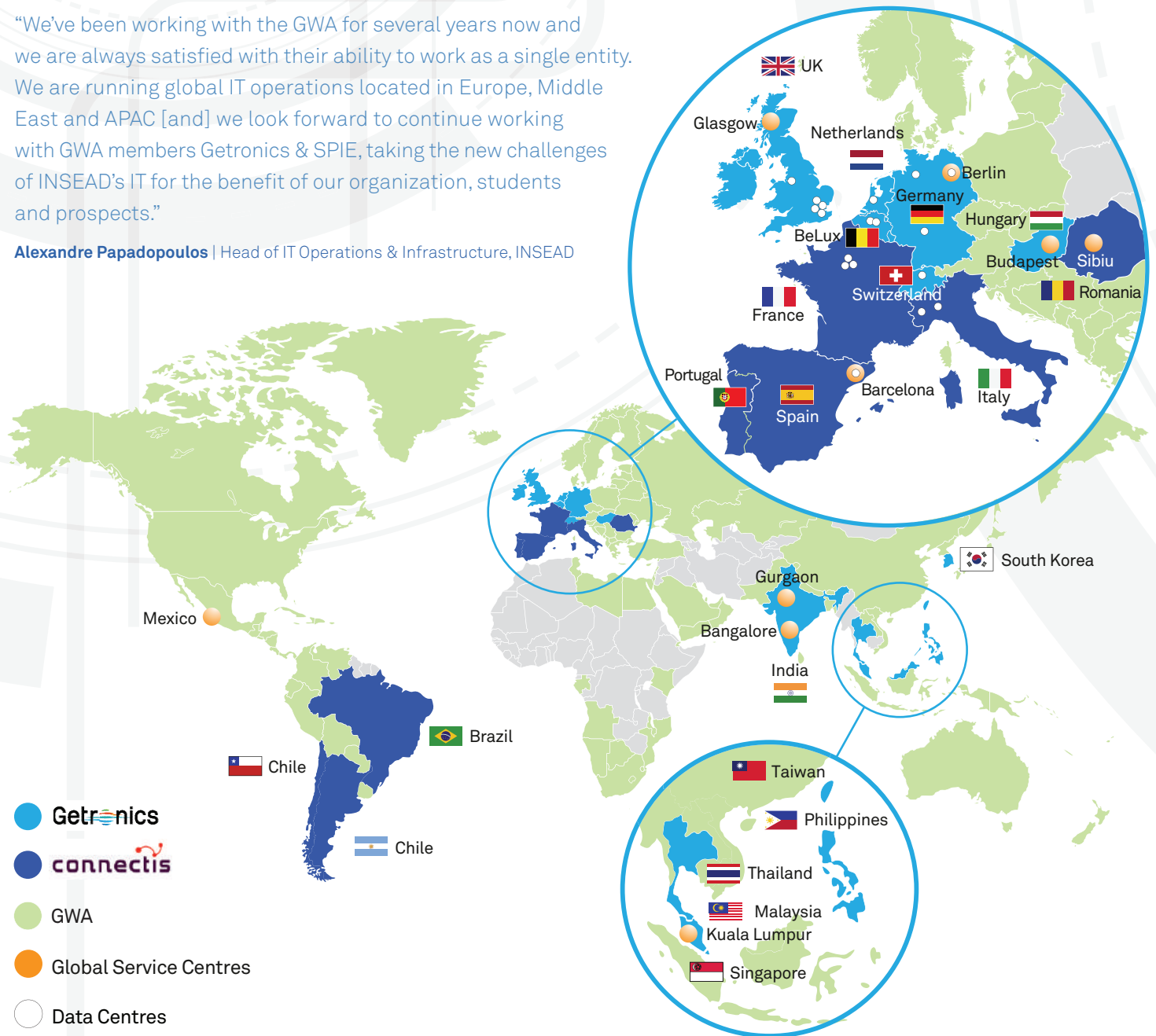
# THE GLOBAL WORKSPACE ALLIANCE (GWA)

Getronics is a leading member in the Global Workspace Alliance, a unique model that provides customers with a consistent IT service throughout the world, with one single point of contact and billing entity, delivering services to over 100 countries.

Featuring proactive support and tailored, persona-based solutions, the GWA **contributes to its customers' employee engagement**, providing them with the tools they need to succeed.

"We've been working with the GWA for several years now and we are always satisfied with their ability to work as a single entity. We are running global IT operations located in Europe, Middle East and APAC [and] we look forward to continue working with GWA members Getronics & SPIE, taking the new challenges of INSEAD's IT for the benefit of our organization, students and prospects."

**Alexandre Papadopoulos** | Head of IT Operations & Infrastructure, INSEAD



**Getronics** **CompuCom**

## OUR CUSTOMERS



### Business Challenge

Gatwick needed to transform its IT in line with the airport's main objective of providing a world-class customer experience for its passengers.

### How we helped

Getronics overhauled Gatwick's Service Desk, making significant improvements in the way the service was delivered and transitioned 93 critical airport operational applications from India.

**"GETRONICS DEMONSTRATED ALL THE VALUES WE WERE LOOKING FOR IN A SERVICES PROVIDER – A SUPERIOR LEVEL OF LEADERSHIP AND ABILITY, AS WELL AS AN ENERGETIC AND AGILE TEAM THAT FELT LIKE AN EXTENSION OF OUR BUSINESS, RATHER THAN A THIRD-PARTY SUPPLIER."**

**Anthony Lamoureux** | Head of IT Service Delivery, Gatwick Airport



### Business Challenge

ING Belgium required an IT provider that could meet demands through a host of Unified Communications and analytics solutions.

### How we helped

Getronics provided a solution based on three conceptual pillars: Lean, Innovative, and Transparent, helping ING to reduce the cost of their IT operations, take advantage of underused infrastructure capacity and begin to unify communications throughout the organisation.

**"I AM DELIGHTED WITH THE WAY THAT CONNECTIS HAS EXECUTED THIS PROJECT; IT HAS BEEN DELIVERED WITH PROFESSIONALISM, EXPERTISE AND DRIVE TO DO AN EXCELLENT JOB. THEY HAVE PROVEN THEMSELVES TO BE A SOLID IT PROVIDER THAT BRINGS INITIATIVE AND INNOVATION."**

**Jean-Christophe Bernard** | Head of Workplace Managed Services at ING Belgium



### Business Challenge

Clarks needed a seamless Service Desk and break-fix service to support its retail branch network.

### How we helped

Getronics created the Clarks Response Centre (CRC), providing all of Clarks' IT branch specialists with retail support to their 633 stores across the UK and Ireland.

**"CLARKS ARE DELIGHTED THAT WE HAVE EXTENDED OUR LONG TERM RELATIONSHIP WITH GETRONICS. THE NEW DEAL SHOULD BE SEEN AS CONFIRMATION OF OUR BELIEF IN THE QUALITY AND VALUE OF THE SERVICES PROVIDED, COUPLED WITH AN EXCELLENT TEAM OF DEDICATED PERSONNEL."**

**Alistair Smith** | Store Systems Manager, Clarks

## KEY SECTORS



Finance



Automotive  
& Transport



Food  
& Beverage



Education



Public Sector



Professional  
Services



Manufacturing  
& Utilities



Media



Retail &  
Wholesale



Sports



Technology  
& Telecoms



Travel  
& Leisure

# DELIVERING EXCEPTIONAL USER EXPERIENCE

Getronics



## INNOVATIVE

Through **continuous investments**, Getronics increasingly gives the experience, depth and breadth of best-in-class expertise across the IT spectrum, for clients to become more efficient and effective.

## PROACTIVE

As the first vendor to integrate Proactive tooling with managed services, **Getronics leads the way in enhancing productivity** and ensuring business continuity.

## AGILE

We pride ourselves on our **flexible approach to problem solving**. This, coupled with reliability in execution, delivers exceptional client satisfaction, earning us lifetime customers.

## INTEGRATED

An **end-to-end capability** that adds maximum value when combining different services

## COLLABORATIVE

Getronics works closely with its clients to meet their exact needs and with **partners** to ensure the very best technologies are offered. We also lead the **Global Workspace Alliance**, delivering seamless IT support – globally.

**“GETRONICS HAVE DEMONSTRATED OUTSTANDING BUSINESS PARTNERSHIP VALUES THAT GO WAY BEYOND THE TRADITIONAL SUPPLIER RELATIONSHIP MODEL. FROM THE ONSET, THE GETRONICS TEAM SHOWED THAT THEY UNDERSTOOD OUR BUSINESS AND WORKED IN COLLABORATION WITH US TO ENSURE A SMOOTH TRANSITION OF SERVICES.”**

**Dave Roberts** | Regional Director of IT Europe, Africa & Middle East, MWH

**“GETRONICS HAS BEEN A TRUSTED PARTNER TO NAGELMAKERS FOR A VERY LONG TIME. THEY ARE ALWAYS QUICK TO ALIGN WITH OUR STRATEGY AND WORK WITH OUR INTERNAL TEAMS TO BUILD AND ADAPT OUR INFRASTRUCTURE TO SUPPORT THE BUSINESS NOW AND FOR THE FUTURE.**

**Rigo Dens** | ICT Director Nagelmackers

**“WE ARE EXTREMELY PLEASED WITH GETRONICS' PROACTIVE APPROACH, BRINGING US INNOVATION WHILST ENSURING THAT OUR JOINT PROJECTS STAY ON COURSE AND ON TIME. GETRONICS HAS DELIVERED A HIGHLY AGILE SOLUTION WHICH ENABLES US TO BE NIMBLE AND FLEXIBLE IN WHAT IS A HIGHLY DEMANDING, HIGHLY COMPETITIVE AND TIME-PRESSURED INDUSTRY.”**

**Steve Goodwin** | CIO, The RAC

## ABOUT THE GETRONICS FAMILY

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