

## News Release

December 11, 2009

### **Record improvement for Getronics UK customer satisfaction**

**~ Equaterra report highlights significant service improvement ~**

Getronics UK, a leading workspace management company, is in the top 10 service providers according to the latest Equaterra report. Equaterra, an independent advisory firm, compiles a customer led survey annually looking at trends and satisfaction across each business questioned.

Getronics has 70 per cent customer satisfaction score, a significant improvement on last year. "It's great to have external recognition of our hard work over 2009," commented Dave Baldwin, managing director at Getronics. "Despite the challenging economic environment in the UK, the work Getronics has put into improving service levels has clearly paid off as these results show. Getronics achieved a score of 78 per cent regarding whether customers would recommend us as a partner, this places us joint second and well above average which we're very proud of."

Getronics had a score of 80 per cent on the 'quality' key performance indicator which stated the satisfaction score of customers regarding Getronics UK meeting service level agreements set out in the contract – an area of focus in the last

year. The score for the innovation key performance indicator has improved by 27 per cent between 2007 and 2009, to its current ranking of 63 per cent. This is the score survey respondents gave Getronics UK for actively identifying innovation opportunities, this places it above average and in third place out of 24.

**(220 words)**

## **NOTES TO EDITORS**

### **About Getronics UK & Ireland**

Getronics UK is an Information and Communication Technology (ICT) company, with expertise in Workspace Management, Connectivity, Infrastructure and Consultancy services. Getronics enables people in medium to large organisations to use ICT to achieve a personal performance which leads to business results.

Getronics UK clients include Barclays, Booker, Clarks, CSC, Dell, Iceland, Innospec, first quench, PSN, and many others.

Worldwide, Getronics has revenues of € 2.2 billion in 2008 and over 14,000 (FTE) at HY 2009. Getronics is the largest ICT service-provider in the Benelux with operations across the globe allowing it to service the needs of multinational businesses. Since 2007 Getronics has been part of KPN, one of the world's largest international telecommunications companies.

For more information, please visit: [www.getronics.co.uk](http://www.getronics.co.uk)

**For further press information, interviews and photography, please contact the Getronics team at LEWIS PR:**

Email: [getronics@lewispr.com](mailto:getronics@lewispr.com)

Phone: +44 (0)20 7802 2626

Fax: +44 (0)20 7802 2626

Web: [www.lewispr.com](http://www.lewispr.com)

Additional content for consideration :

### About the Study

Each year, EquaTerra undertakes an investigation into organisations' satisfaction with their outsourcing service providers. The research results are recognised as the most extensive and representative 'perception study' on the issues of Information and Communication Technology (ICT) sourcing in the marketplace today. This comprehensive research study is conducted in a number of European countries using a common format to enable Europe-wide analysis and conclusions.

This year's UK study investigates over 500 outsourcing contracts held by over 160 of the top IT spending organisations in the UK. The total annual value of the contracts included in this study is over £10 billion, accounting for around two-thirds of the total UK outsourcing market in terms of annual contract value. All commercial sectors are represented in the study, as is the public sector, including both central and local government organisations.

### **About EquaTerra**

EquaTerra sourcing advisors help clients achieve sustainable value in their IT and business processes. Our advisors average more than 20 years of industry experience and have supported more than 2,000 transformation and outsourcing projects across more than 60 countries. Supporting clients throughout the Americas, Europe, Middle East, Africa and Asia Pacific, we have deep functional knowledge in Finance and Accounting, HR, IT, Procurement and other critical business processes. EquaTerra helps clients achieve significant cost savings and process improvement with internal transformation, shared services and outsourcing solutions.