

- OPTIMISED COMMUNICATIONS WITH THE ABILITY TO COLLABORATE
- RELIABLE AND FLEXIBLE COMMUNICATIONS SOLUTIONS AT EVERY DESIRED SERVICE LEVEL
- PROVEN HIGH-QUALITY TECHNOLOGY AND EXPERTISE

## CHALLENGE

IN THIS DAY AND AGE BOUNDARIES ARE BECOMING INCREASINGLY VAGUE AS TECHNOLOGY ADVANCES RAPIDLY. SO IT IS VITAL FOR ORGANISATIONS' PRODUCTIVITY THAT THEIR EMPLOYEES CAN COMMUNICATE AND COLLABORATE WITH COLLEAGUES ANYWHERE, AT ANY TIME. THEY ALSO WANT TO MAKE MAXIMUM USE OF THE STEADILY INCREASING TECHNOLOGICAL POSSIBILITIES.

Organisations' business domains have long been liberated from the walls of their physical company premises. A huge number of irrevocable trends are at work, from globalisation and individualisation to fragmentation, affecting the physical work location, the increasing importance of knowledge and rapidly changing market circumstances. These trends have turned reliable and flexible communications into one of the most important success factors for organisations wanting to stay ahead of the competition. More than ever before, today's way of doing business is characterised by chain integration and the necessity of collaborating to the utmost. This encompasses a variety of groups: colleagues, customers and partners, wherever they are in the world, at any time of the day or night. It goes without saying that employees thus need maximum access to the vital company information relevant to them.

### Ever-increasing choice

How do you capitalise on this growing need for communication and collaboration? And in that context: how do you make the right choice from a range which becomes more diverse and advanced by the day? The integration of fixed and mobile networks, the convergence of data, voice and video, the increasingly more intelligent technologies with PDAs, iPods, instant messaging, videoconferencing and IP telephony are typical examples. And that's not all: you need to take account of the individual wishes of your various groups of employees, whose roles and user-experience all require specific communication resources. Employees seeking the right balance between work and their private lives. Getronics is convinced that if your company wants to be structurally successful, you need to offer a communications environment which facilitates every single employee to the maximum, any device, any place, any time.

### Considerations for the future

Organisations are motivated by a huge number of factors in making a considered choice for the right communications environment. Often they seek better harmonisation between the business and ICT. As an example, take organisations where operations have a cyclical nature. It's not useful to them to have a rigid ICT environment. And if organisations need mobile working, ICT needs

to be able to facilitate this. In this dynamic to be able to take rapid advantage of market changes and to equip employees with modern communications facilities, cost considerations certainly play a major role.

To an increasing degree, organisations are also becoming concerned about securing the entire range of communications resources, and about the associated risks for their business continuity.

And finally, a rising number of companies are moving into full or partial outsourcing of activities which are not part of their core business, activities for which there is no particular distinguishing capacity in their value chain.

### Reliable partner

In short, organisations have a growing need for a reliable partner to assume responsibility for all or part of their communications facilities. A partner which acknowledges the huge importance of reliable and flexible communication, and which is unique in possessing the most profound knowledge of ICT and telecommunications. And finally, a partner with a fundamental view of the overriding importance of high-performing employees for an organisation's productivity and continuity. With Communications Solutions, Getronics introduces itself unequivocally as the ultimate partner, uniting all the desired qualities.

## SOLUTION

GETRONICS' COMMUNICATIONS SOLUTIONS IS THE ANSWER TO THE GROWING NEED FOR RELIABLE AND FLEXIBLE COMMUNICATIONS RESOURCES – STANDARDISED SOLUTIONS WHOSE MODULAR APPROACH MEANS THEY CAN BE APPLIED COMPLETELY TO OUR CLIENTS' SPECIFIC DEMANDS AND REQUIREMENTS. THESE HIGH-QUALITY SOLUTIONS ARE ALWAYS BASED ON THE ULTIMATE LATEST TECHNOLOGIES.

Getronics' Communications Solutions offers you a total package for both the business communication within organisations, and external communication with your clients, suppliers and business partners. The proposal features the total integration of ICT and telecommunications facilities, and availability from both fixed and mobile networks. Here we take advantage of the rising integration of proven voice technology in business applications. The proposal also links seamlessly to our proposals involving Workspace and Hosting.

Communication Solutions has graduated service levels in terms of offering added value and responsibility for the operation of communications resources. In this latter case, the spectrum runs from maintaining the equipment right through to full outsourcing of all the required communications facilities.

### Graduated service levels

In concrete terms, Communications Solutions comprises four sequential levels of service provision, each with its own characteristics and possibilities for use in terms of (mutual) communication, customer interaction and enterprise availability.

- Communication infrastructure solutions: these are organisation-wide basic facilities for connections and communication platforms, for example offering mobile access via GPRS, 3G or WiFi networks and providing facilities for fully-secured LAN and WAN networks.
- Professional & maintenance services: this service level offers a number of supplementary facilities such as the rollout and support of a Blackberry infrastructure, rolling out and maintaining fixed communications and voice equipment, plus rolling out and maintaining LAN and WAN networks.
- Managed communication services: this service level offers even more added value, for example in the shape of fully managed environments for IP telephony and audio and video conferencing. A characteristic of this service level is the presence of a Single Point of Contact for all communications resources, along with previously agreed Service Level Agreements.

- Integrated business communication: this highest service level represents a long-term outsourcing agreement with Getronics with fully integrated communications facilities, based on the principle of any device, any place, any time. At this level Getronics is responsible for both the quality of all facilities, and for their complete management.

## ADDED VALUE

WITH COMMUNICATIONS SOLUTIONS YOU BENEFIT TO THE UTMOST FROM THE COMBINATION OF GETRONICS' AND KPN'S STRENGTHS. YEARS OF EXPERIENCE IN IMPLEMENTING AND MAINTAINING COMMUNICATIONS INFRASTRUCTURES OFFER YOU THE GUARANTEE AT EVERY SERVICE LEVEL OF A HIGH-QUALITY SERVICE PROVISION WITH A POSITIVE EFFECT ON THE ACCESSIBILITY AND PRODUCTIVITY OF YOUR STAFF.

From delivering basic components right through to the complete outsourcing of your communications environment, with Getronics' Communication Solutions you are always assured of the combined expertise of Getronics and KPN. At every service level we offer you high-quality support in setting up your communications facilities. It's not surprising that our employees are among the most highly

qualified and certified professionals in our sector. And we also apply these high quality requirements to our security procedures for your company's critical communications environment.

### Highly scalable

Our collaboration with leading partners such as Microsoft, Cisco, Nortel and Alcatel also assures you of an international service partner network with state-of-the-art technology ready for the challenges of today and tomorrow. This means, for example, that our solutions are scalable and will maintain the same quality whether used by either small or extremely large organisations (those with more than 10,000 employees). In this latter instance there is always a Single Point of Contact: from our service centres we can offer support in no less than 14 languages. We also use standardised delivery procedures with uniform and transparent Service Level Agreements.

### Integration with the workspace

Thanks to the full-service nature of Getronics' service provision, our Communications Solutions link seamlessly with our proposals on Workspace and Hosting. The power of this integration means maximum facilitation of your most valuable asset: your employees. Employees who are always accessible no matter where they are. Employees, too, who have access to precisely the information and knowledge they need. And finally, employees who are therefore able to make a difference to your business, and to work together fully with the most important people for them either within your organisation or far outside it.

### About Getronics

With a worldwide revenue of €2.5 billion and some 20,000 employees, Getronics is one of the world's leading ICT service providers, and the largest ICT service provider in the Benelux. As an expert in workspace management services, data centre & hosting services and consultancy, Getronics enables employees of large organisations to move forward by providing them with secure access to information, 24/7, from any location. Getronics achieves this through a complete portfolio of integrated ICT services for the large enterprise market, and works according to a Global Service Delivery Model, guaranteeing its clients worldwide a consistent level of service. Since 23 October 2007, Getronics has been part of KPN, the main provider of telecommunication services in the Netherlands.