

- CAPITALISE FULLY ON YOUR EMPLOYEES' NEEDS
- RELIABLE AND FLEXIBLE WORKSPACE AT EVERY DESIRED SERVICE LEVEL
- UNIQUE INTEGRATION OF IT AND TELECOMMUNICATIONS

CHALLENGE

AN ORGANISATION WHICH WANTS TO BE AT THE TOP STRUCTURALLY, NEEDS TO EQUIP ITS EMPLOYEES WITH A WORKING ENVIRONMENT IN WHICH THEY CAN ACTUALLY ADD VALUE TO THE OPERATION. FLEXIBILITY, FREEDOM AND BEING ABLE TO TAKE FULL ADVANTAGE OF EMPLOYEES' NEEDS ARE THE MOST IMPORTANT SUCCESS FACTORS. IN SHORT, THE RIGHT, INDIVIDUAL WORKING ENVIRONMENT FOR EVERY USER.

Organisations currently face a continually changing business environment. The most obvious factor at the macro level is the prominent role played by globalisation. Partly thanks to the formidable rise of the internet and the 24-hour economy, company operations are no longer restricted by national frontiers or opening hours. All this imposes new demands on approaching the market and the way of cooperating with partners and clients. It is clear that these trends have major consequences for the way in which organisations, both public and commercial oriented, have to (re)arrange their operational processes to take flexible advantage of all the changes.

Maximum harmonisation between business and ICT

And that's not all: in setting up their operational processes, an increasing

number of organisations ask themselves which activities are part of their core business, and which could be considered for outsourcing or offshoring. Cost considerations play a vital role in these decisions. There is also continuous technological progress: consider the convergence between voice and data, the introduction of Service Oriented Architecture and the many possibilities offered by virtualisation technologies. More than ever before, these technological developments also make it possible to look critically at the use of energy and raw materials, such as facilitating the virtual office: any device, any place, any time, for example in the office, at home or while travelling. All this makes maximum harmonisation of, on the one hand, the need by the business for information provision and, on the other hand, the deployment of ('green') ICT resources, a crucial challenge.

Crucial role of employees

Getronics is convinced that an organisation which is structurally successful must provide a working environment which facilitates every individual employee to the maximum. The success of such a High Performance Organisation lies in recognising the differences between people when it comes to their ICT needs and skills. It is also important

to recognise employees' levels of maturity in terms of increasing their own responsibilities and flexibility in working locations, equipment, applications, support and forms of collaboration. In Getronics' view an even more important challenge may lie in facilitating an organisation's employees as fully as possible. Not only is this vital for retaining this 'human capital', but certainly also to capitalise on the characteristics of the various segments of the employee population. Clearly the current New Generation has been used to dealing with the latest technologies, such as mobile phones and instant messaging, right from childhood. This is in contrast to older employees. This difference requires a careful, personalised approach.

The workspace as a beating heart

In short, an optimised working environment, or workspace, is the beating heart of successful organisations. A working environment in which employees have access to all the necessary resources, functionality and freedom to work together, exchange information and take their own initiatives which add value to the organisation as a whole. A working environment which also meets their talent, creativity and personal needs, where they can operate in the manner best suited to them, where and when it's needed.

SOLUTION

WITH WORKSPACE SOLUTIONS, GETRONICS CAPITALISES SEAMLESSLY ON THE NEED FOR A RELIABLE AND FLEXIBLE WORKSPACE FOR ITS CLIENTS' END-USERS. THE PROPOSAL FEATURES BASIC FUNCTIONALITY OFFERING STAFF A HIGH-QUALITY WORKPLACE AND SERVING AS A FOUNDATION FOR SUPPLEMENTARY SOLUTIONS WITH A RISING LEVEL OF FUNCTIONALITY AND OPERATIONAL FREEDOM.

Enabling individual employees at every desired level of functionality to add value to their organisation: this is the core of Getronics' Workspace Solutions. The basic level comprises devices for access to data and voice like desktop, laptop and (IP) telephony and a set of personal productivity tools: applications every employee needs to be able to do his or her work well. This package is augmented with self-service support, a service-desk and second-line remote support. This basic level also provides the foundation of security and support, plus the (shared) infrastructure which ensures simplicity of communication and collaboration. Workspace Solutions thus links closely with our proposals on Communications and Hosting.

Graduated service levels

To augment this workspace with its basic functionality, Getronics offers you four graduated service levels with increasing added value (more functionality and more freedom of choice) for your end-users in terms of devices and supporting hardware, possibilities for collaboration, communication and support. This way

Getronics facilitates the personal performance of your employees who each have their own background, their own role within the organisation and specific needs:

- Workspace with augmented functionality: augmentations are available for printing, scanning and copying, as well as supplementary standard and business applications and on-site support.
- Workspace with expanded functionality: the possibility to use non-standard hardware, collaboration in (virtual) teams, social computing and corporate search to find people and information that meets your ICT policies. There is also considerably expanded specific support and service windows provided to order.
- Time- and place-independent workspace: this level supports specific role-linked needs, such as equipment which makes possible any device, any place, any time. This level offers advanced facilities involving especially mobile communications like using a PDA and smart phone, the possibility for access to content and business communications by portals with highly secured remote data access, and support tailor-made for employee roles, such as VIP services.
- Workspace offering total working freedom: this highest level of specific service provision offers optimum flexibility and freedom with considerable

independence of equipment, applications, time and place. In addition highly advanced forms of collaboration and communication are available, supporting the new world of working with converged integrated tools for the end-user, and with the opportunity for users to shape their own desired support.

Thanks to this phased configuration of our Workspace Solutions, Getronics enables you to provide your employees, now and in the future, with precisely the working environment they need to support your business to the full, aligned to your current and new ICT policies.

ADDED VALUE

WITH GETRONICS' WORKSPACE SOLUTIONS YOU WILL PROFIT TO THE FULL FROM OUR YEARS OF EXPERIENCE WITH WORKSPACES. OUR UNIQUE POSSIBILITIES FOR COMBINING IT AND TELECOMMUNICATIONS SERVICES ASSURE YOU OF AN ADVANCED FUTURE-READY PLATFORM WITH HIGH-QUALITY TECHNOLOGY AND PREDICTABLE COSTS.

Like no other supplier, Getronics has a proven track record in the global implementation and management of more than two million workstations in more than a hundred countries. Getronics has some 40 years of experience in supplying both remote and on-site workspace management services to a wide range of clients. Our long-term relationships with our clients enable us to offer and facilitate each customer's employees the right working environment.

Flexible range

Our flexible range with graduated service provision levels takes specific account of the maturity and composition of your employee population. We supply a maximised mix of self-service, remote and on-site support, combined with various methods of interacting. This ensures a degree of support and user experience which matches perfectly and grows with the individual needs and wishes of your employees and the maturity and culture of your organisation. And more importantly: thanks to the advanced technology and the large volumes of our service provision, we actually contribute to reducing the associated costs.

Total integration

Thanks to having combined our strengths with KPN, we are able like no other to provide you with a complete and fully integrated combination of IT and telecommunications services. Our collaboration also ensures huge innovative strength in terms of implementing

the latest technologies. Naturally our solutions meet the highest certification requirements and you are assured of transparent Service Level Agreements, imposing important quality parameters in the workspace environment. Continuity and Future-readiness are not glib marketing terms for Getronics, but become a reassuring reality for you. This means our Workspace Solutions not only offer you a perfect solution for today, but they can also be adapted quickly and flexibly to new developments, both internally and externally. And all this at transparent and therefore predictable costs, so that you are never confronted with unpleasant surprises.

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.