

THE GETRONICS WORKSPACE ALLIANCE



Getronics Workspace Alliance

THIS FACTSHEET PROVIDES INFORMATION ON THE GETRONICS WORKSPACE ALLIANCE, LAUNCHED ON 25 MARCH 2009.

OBJECTIVES

The Alliance establishes a unified virtual service provider with dynamic global reach. The Alliance is focused on the provision of workspace management services. It intends to become a byword for reliability, innovation and value in its chosen area.

Workspace management services cover all managed service desk operations, the provision of self-service portals, asset management, and hardware maintenance. Alliance members also provide transition services, through which aging client workspace environments are updated and standardized. Alliance members will work together to become the preferred workspace management providers to mid/top-tier organizations with international operations.

THE GETRONICS WORKSPACE ALLIANCE WILL LEVERAGE THE COMBINED EXPERIENCE AND LOCAL BRAND VALUE OF ITS MEMBERS, WHILE BUILDING ON THE EXISTING INTERNATIONAL REPUTATION OF GETRONICS.

VALUE PROPOSITION

The Alliance presents a clear value proposition:

- Engagement with the Alliance for workspace management is highly cost-effective
- All engagements are hallmarked by consistency of service quality across all geographies
- The Alliance provides a single point of contact for service management
- It takes responsibility for all international billing and tax management

- Service provision is rapidly scalable to clients' changing requirements
- The Alliance is strong on local values, meeting linguistic and cultural preference and practice

COMPOSITION

There are seven founding members of the Alliance.

	PRINCIPAL COUNTRY / COUNTRIES	EMPLOYEES
APX	France	1,400
COMPUCOM	USA, Canada	11,000
GETRONICS	Netherlands, Belgium, UK/Ireland, Germany, Switzerland, Latin America and Mexico, APAC, Hungary	16,000
GETRONICS MIDDLE EAST	Middle-East region	150
NTT DATA GETRONICS	Japan	567
SERVICEONE GETRONICS	China	700
TECNOCOM	Spain, Portugal	4,800

Getronics, itself a KPN company, holds an equity stake in each of the Alliance members. Each of the Alliance members includes former Getronics local operations. The Alliance members already have well-established working relationships, and are expert in mobilizing and managing international service resources.

SCALE

Each Alliance member ranks in the top 5 providers of workspace management services in the countries in which it operates.

The Alliance spans the world's top thirty countries, ranked by business volume. The aggregated workspace operations of the Alliance make it a viable contender against all major players in international workspace management:

- Combined workforce: >40,000
- Client IT assets managed worldwide: 6.1 million

KEY ALLIANCE CHARACTERISTICS

The Alliance is able to promise quality, consistency and agility because of its members' commitment to using common methods, tools and processes.

THIS FOCUS ON STANDARDS ALLOWS MEMBERS TO OPERATE AS A SINGLE VIRTUAL SERVICE PROVIDER.

- All onsite and remote services are coordinated and monitored from start through to resolution via standardized and interconnected service desks
- Reporting and analysis are combined to provide clients with a complete and accurate picture of performance

The Alliance is also set-up to actively encourage collaborative business development and innovation amongst members.

- All members have senior commercial staff dedicated to growing joint business. This virtual Alliance-wide team will work together to identify opportunity and to provide intelligence on evolving market demand.
- All members participate in identifying and adopting best-practice in service innovation.

AGAIN, BOTH THESE ACTIVITIES WILL TRANSLATE INTO DIRECT BENEFITS FOR CLIENTS.

CURRENT CLIENT PORTFOLIO

The Alliance is launched on strong foundation: its members already share around fifty international client engagements between them. These span numerous industry sectors including financial services, telecommunications, manufacturing and pharmaceuticals.