



Computacenter – An Overview

Computacenter is Europe's leading multi-vendor IT infrastructure services provider. To us, customer proximity means understanding business requirements and reacting to these in a precise manner. On this basis, we develop, implement and operate tailor-made IT solutions for our customers. We evaluate the benefits of new technologies and swiftly and professionally integrate these into existing IT environments. Our financial strength and market presence offer customers and partners long-term stability and security.

We reach our customers through an extensive network of sites throughout Germany, the UK, France and Benelux as well as international partners in Europe, Asia and North America. In 2009, Computacenter turned over around 2.50 billion GBP with 10,200 employees.

In Germany, Computacenter has a staff of approx. 4.000 and generated a turnover of € 1.03 billion in 2009. Drawing on a network of sales and service sites and depots – some also at customer locations – allows us to provide optimal coverage throughout Germany. A nationwide consulting organisation and the decision-making competence of our employees at the customer interface are decisive to our business success. The core of the company is the central Supply Chain Services with the Logistics Centre for trading goods and spare parts, which is located in Kerpen near Cologne close to excellent transport links.

Services portfolio

We consult customers in terms of their IT strategy, implement the suitable technical solutions and provide services for all aspects of IT environments. We draw on our know-how, best practices and industry-leading tools to optimise both our own, and our customers', processes and to save time and cut costs. Ultimately, this allows our customers to receive greater benefits from their IT and to focus on their core business. Our services cover three areas: Managed Services, Infrastructure Integration and Technology Sourcing.

Technology sourcing

Customers can procure – from a single source – their entire IT requirements through Computacenter. They profit from our multi-vendor approach and the procurement volume enabling us excellent purchasing conditions. Furthermore, we can – through specialised processes and strategic manufacturer partnerships – offer our customers the respectively best solution at the most favourable prices.

Infrastructure integration

Whether planning, designing or implementing – with our comprehensive know-how and our many years of experience, we support customers with the consultation, design and implementation of IT equipment. We achieve a high project quality through experienced and certified project managers as well as high quality and standardised processes. Joining forces, we develop solutions that cut costs, minimise administration expenses and offer more security. To this end, first-class project quality is achieved through experienced and certified project managers as well as quality-assured and standardised processes. To this end, it plays no role whether we are installing new infrastructures or integrating new technologies into existing IT environments.

Managed services

With regards to managed services, Computacenter assumes the responsibility for its customers' IT operating processes – from the outtasking of individual components through to the complete outsourcing of the IT workstation, computing centre and network operation. We view outtasking and outsourcing as a partnership, whose contractual foundation can be adapted to changing general conditions and the shifting requirements of the customer's business model. Our customers profit from better service quality at lower and more transparent costs.

We work on a multi-vendor basis and cover all standard and market-established manufacturers and technologies for clients, networks, servers and storage. We are supported by qualified partnerships with leading manufacturers and their certifications. We develop technological solutions and services, which can be quickly and simply integrated into customers' existing IT infrastructures.

In contrast to many other service providers, system integrators and IT consultants, Computacenter works in collaboration with its customers' IT departments and not over their heads. As a partner to the IT departments, we develop solutions and services in line with the customer's business model. We quickly convert new technologies into functional solutions and services. We maintain long-term relationships with our clients: 70 percent of our customers have been working with us for longer than ten years.

We employ a motivated and highly-qualified staff, which has a pragmatic, positive stance and – building on this – flexibly and enthusiastically addresses the constantly changing requirements of our customers.

Quality is a fixed component of our range of services. We monitor and measure our performance with the help of stringent controlling mechanisms – the expressly requested continual feedback from our customers enables us to provide the highest level of customer satisfaction and constant service improvements.

Computacenter recognised the significance of applying key methods and standards for introducing and optimising IT service processes many years ago, oriented its own provision structures in accordance with ITIL in 1989 and certified employees on a levels in accordance with ITIL.

Computacenter in figures

Computacenter plc. Group, Hatfield/UK

**Prepared
under IFRS**

in £ million	2009	2008	2007	2006	2005
Sales (total)	2,50	2,560	2,379	2,269	2,285
Profit before tax	54.2	43.1	42.7	38.0	35.7
Employees	tbd	10,217	9,903	9,329	9,370

Source: Computacenter Investor Relations <http://production.investis.com/ccenter/financials/fiveyear/>

Computacenter AG & Co. oHG, Kerpen/Germany

in € million	2009	2008	2007	2006	2005
Sales (total)	1,03	1,082	1,090	1,009	971
Sales (service) ⁽¹⁾	tbd	407	397	366	349
EBIT ⁽¹⁾	22	18.2	13.5	3.3	3.4
Employees ⁽²⁾	tbd	3,884	3,754	3,659	3,591

⁽¹⁾ Since 2007 resold services revenues are no longer listed under product but under service revenues. Previous years' results are adjusted.

⁽²⁾ earning before interest and taxes

⁽³⁾ annual average

Source: audited annual statements (HGB) for Computacenter AG & Co. oHG, Kerpen



Company Profile

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Management:

Board

Oliver Tuszik (Chairman)
Dr. Karsten Freihube
Hans-Georg Freitag
Frank Kottmann
Reiner Louis

Management

Ulrich Irnich
Jürgen Stauber

Supervisory Board (Chairman)

Mike Norris

Contact

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Internet

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