

June 18, 2010

**OUTSOURCING:  
ECONOCOM COMES OUT ON TOP OF  
LATEST EQUATERRA'S RANKING**

**FOR THE 3<sup>RD</sup> CONSECUTIVE YEAR, ECONOCOM IS No. 1  
IN GENERAL SATISFACTION FOR ITS OUTSOURCING SERVICES IN THE BELUX,  
WITH AN 84% SCORE.**

EquaTerra\* has just released the results for "Outsourcing 2010", its annual survey of IT outsourcing services in Belgium and in Luxembourg. Econocom, European services company specialized in the management of IT and telecoms resources, ranks, for the 3<sup>rd</sup> consecutive year, No. 1 for 10 out of the 12 indicators comprised in the study: risk management, customer relationship management, flexibility and price competitiveness (in sync with the market), as well as service quality and ability to innovate...

Furthermore, Econocom also took the **No. 1 position** as the company most likely to be recommended as a partner for outsourcing project management.

According to Jef Loos, Director of Research for EquaTerra Europe, "we think the outsourcing market in Belgium represents 1.5 billion euros" (source: Data News, 04/02/2010). To conduct this study, EquaTerra selected 23 service providers, assessed by over 175 companies ranked among the top IT spending organizations in Belgium and Luxembourg (representing over 400 outsourcing contracts).

"These excellent results reflect our main course of action, which is based on a strong policy to stay close to our customers. This involves listening first to their expressed wishes and thoroughly understanding their needs, and doing so throughout the year. That is how we design and build our offerings, which as a result, perfectly match their expectations and concerns", says Chantal De Vrieze, Country Manager Belux at Econocom.

For Didier Bertho, Managing Director of Econocom Managed Services activities: "the strategy developed by Econocom in its 5-year plan called Horizon 2012 is confirmed and validated by the results of the study; they prove that this strategy is a perfect fit for market expectations. Indeed, we focus all our efforts on our complementary know-how and skill sets which lead us to create a comprehensive range of "enterprise solution" offerings. Our solutions are a mix of IT or telecom distribution, services and financing and allow our clients to control and optimize the entire life cycle of their ICT infrastructures, thanks specifically to a fixed subscription per workstation system".

In its conclusions, the EquaTerra study stresses that the outlook for outsourcing remains positive in each of the countries concerned, since half of the polled companies said they were ready to make more use of ICT outsourcing services in upcoming months.

\* [www.equaterra.com](http://www.equaterra.com)

#### **About Econocom**

With €759 million in revenue in 2009 and 2,300 employees, Econocom is a European services company specialized in the management of IT and telecom resources for businesses. The service offerings include consulting, IT products and financing solutions, and managed services (outsourcing and maintenance).

Econocom Group is a member of Euronext's Next Economy index (compartment B) and is quoted on the Eurolist market of Euronext Brussels.

For more information: [www.econocom.com](http://www.econocom.com)

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