

Econocom has underlined its position as France's leading player in managed services for users and has strengthened its Services activity with the brand Workplace Infra Innovation

Paris, 1 December 2022 - Econocom remains France's leading player in managed services for users, according to a ranking from the consultancy PAC in September 2022 (SITSI® research programme). With an 11% market share, Econocom has now held this top spot for four years running.

According to the consultancy PAC, Econocom is also in a leading position for all services dedicated to the Digital Workplace: consulting, integration, managed services and user support. Econocom has now brought together all these activities under a single brand name – Workplace Infra Innovation – to provide firms with end-to-end support and comprehensive solutions that are innovative and vital to transforming their ways of working.

'The health crisis accelerated changes in approaches to work. Now firms are pursuing their transformation to adopt hybrid ways of working that are connected and collaborative. For this, they have to simultaneously upgrade their tools, improve support for employees and change their approach to how they are organised and managed. Such changes are far-reaching. They require a wide range of skills and expertise, as well as an approach that is more sensitive to employees. Econocom is capable of large-scale streamlining and innovation – as seen in its use of smart agents for handling user requests – and of providing all expertise and services in this field. So the group meets the growing demand for outsourcing and therefore keeps its top spot in our ranking year after year,' analysed Vincent Malka, Director of PAC France.

With the solution Workplace Infra Innovation, Econocom has strengthened links between major complementary areas of expertise: provision, implementation and management of Modern Workplace solutions; AI-enhanced user support; and both technological and organisational innovation with new models of governance in an integrated team. Firms enjoy end-to-end support centred on user experience, backed up with strong pledges and methods whereby technology always serves humans and innovation always serves aims in business practices.

'To optimise costs, boost productivity and resilience, work with their ecosystem better, and attract and retain the best talents, firms see the relevance of new tools and services that are revolutionising the user environment. But they sometimes struggle to link them together to create an experience that is truly fluid and satisfactory and struggle to fully benefit from them to become more competitive. With Workplace Infra Innovation, they can enjoy the recognised expertise of the leader in user environments and have a single point of contact who can commit to them and support them from beginning to end,' explained Long Le Xuan, Managing Director for Econocom's Services business in France.

Each year, the PAC ranking distinguishes the leading providers of software and IT services by revenue.

ABOUT ECONOCOM

Econocom is a digital general contractor. It conceives, finances and facilitates the digital transformation of large firms and public organisations. It has forty-nine years' experience and is the only market player offering versatile expertise through a combination of project financing, equipment distribution and digital services. The group operates in sixteen countries, with over 8,200 employees. It made €2,505m in revenue in 2021. Econocom is listed on Euronext in Brussels, on the BEL Mid and Family Business indexes.

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