



CONNECTING BUSINESS & TECHNOLOGY

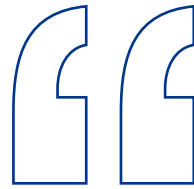
EMEA Leader in ICT* Consulting



Stanislas de Bentzmann, Godefroy de Bentzmann
Devoteam co-chairmen

OUR COMPANY

Growth & Profitability



Its capacity to connect business & technology, specializing in information system infrastructures and telecommunications brings the greatest added value to its customers and has secured Devoteam as a market leader.”

Turnover: €0.5 billion (2010)

Quoted on the Euronext stock exchange (1999).
Devoteam has combined growth and profitability since its creation (1995).
50% of turnover generated in France.

5,000 employees in 23 countries

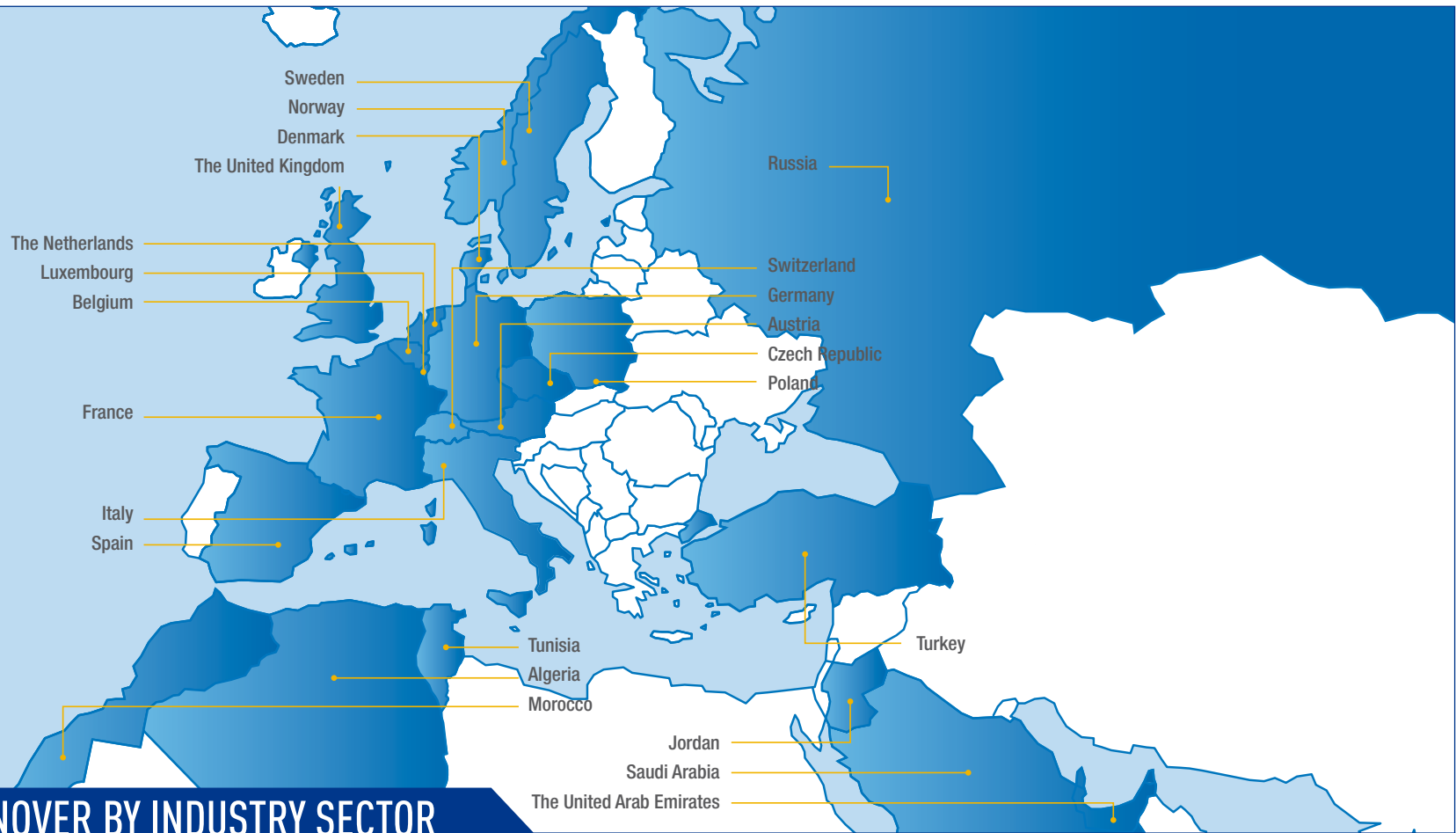
In Europe, North Africa and the Middle East.

800 customers

Even distribution across industrial sectors.
We work with 80% of companies quoted on Euronext 50.

Sustainable development: we are taking action

Proactive approach to limiting our environmental impact: sorting, recycling and saving resources.
Social commitment: Devoteam Foundation, the fight against discrimination, Devoteam Charter.
Economic performance: dialogue with stakeholders (customers, shareholders and employees), the fight against corruption, implementation of governance tools.



BREAKDOWN OF TURNOVER BY INDUSTRY SECTOR

Finance (16 %)

Banking, insurance

ABN Amro, Axa, Banca Popolare di Milano, BNP Paribas, CA (Crédit Agricole), Crédit Lyonnais, Deutsche Bank, Dexia, Fortis, HSBC, ING, KBC, Merrill Lynch, NatWest, Santander, SEB, Société Générale.

Industrial & Services (33%)

Food, automotive, luxury, Petrochemical, pharmaceutical, supermarkets, hotels and transport

Accor, Air France KLM, Air Liquide, Akersolutions, AstraZeneca, BAA, Airbus, Carrefour, Ferrero, L'Oréal, LVMH, Maersk Line, Mexx, Nuon, ÖBB (Austrian National Railway Company), P&O Ferries, RATP (Paris Transport Company), SBB, SNCF(French National Railway), STIB.

Energy (8 %)

Traditional and renewable energy

ABB, Areva, Dong Energy, EDF, Electrabel, Gaz de France, Total.

Public (13 %)

Administration and Government

Belgian Ministry of Finance, Czech Ministry of Culture, Communications & Information Technology Commission (KSA), Die Schweizerische Post, EU Commission, French Ministry of Economy, Finance & Employment, La Poste, Norwegian Labour and Welfare Administration, Swedish National Polisen, The Danish Tax Administration.

Telecoms & Media (30 %)

Manufacturers, equipment suppliers, operators, ISPs, cable operators, broadcasters, television companies, content providers

Belgacom, Bouygues, BT, Deutsche Telekom, Ericsson, Fastweb, Italtel, KPN, Megafon, Mobistar, MTS, Nokia, O2, Orange, PTC, Saudi Telecom Compagny, SFR, Siemens Networks, STC, Swisscom, Telecom, Telecom Italia, Telefonica, Telenor, T-Mobile, Vodafone.

A photograph of two men in business attire sitting at a table. The man on the right is smiling and looking towards the man on the left. They appear to be in a meeting or discussion. The background is slightly blurred, showing what might be a whiteboard or a wall with some papers.

“An alert and lively company must constantly adapt...”

Jean-Luc Lemire (France), General Manager, Devoteam Expertise France

THE ISSUES AND CHALLENGES FACING OUR CUSTOMERS

Maintaining responsiveness

A lively and alert company must continuously adapt to the requirements of its customers and suppliers with an information system that matches business needs.

Seeking innovation

A company must draw competitive advantage from the technology that forms the basis of its activities and serves to generate value.

Managing IT risks

The company should be ready in the face of ever-greater threats so as to prevent, react to and eradicate these risks.

Respecting environmental regulations

The company should continuously adapt to the standards and regulations imposed upon it.

Satisfying budgetary constraints

Management should always prepare for more projects with decreasing budgetary allocations and be committed to outsourcing.



"We have created solutions that can meet your demands."

OUR SERVICES, FOUR CORNERSTONES



Business & Process Development

- Strategy & Innovation
- Business Process Optimization & Change
- Risk & Security Management



Information Systems & Management

- Enterprise Architecture
- Information Management
- IT Governance



ICT Infrastructure

- IT Service Management
- Workstations, Servers & Storage
- Enterprise Networks



Telecoms & Media

- Core Networks
- Services Platforms
- Devices

OUR ASSET, CONNECTING BUSINESS & TECHNOLOGY



Christine Schei Lland Senior Consultant,
Devoteam Norway

We overcome business and technology problems

We are **architects**:

- Knowing the best solutions in the market.
- Our value lies in our ability to offer increasingly efficient infrastructures to our customers.

We attract the **best experts**: that is what Devoteam is all about.

- Working in Devoteam is a career step that any consultant would value.
- To ensure that our consultants are always at the top of their game, they have access to collective, high-performance facilities (intranet, extranet, etc.).

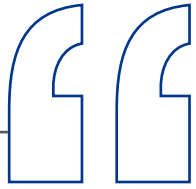
We are committed to our methods and customers

We manage and evaluate our projects using **methodologies that**:

- Are recognised by the market (CMMI, ITIL, CobiT, ISD, etc.) and which we have often helped to develop.
- Are implemented by our group when most appropriate.

We have **one objective**: to meet your needs with your best interests in mind.

- Our company is built on a human scale: we work in close co-operation with you.
- Your representatives are the decision-makers.



Devoteam is a company like no other: all levels of management are on our side. They are close to their customers.”

Jean-Marc C., General Manager of an international private bank

An Obsession for Innovation

We are entrenched in the **culture of innovation**: we are leaders in the market.

- At the very cutting edge of technological innovation in our solutions and training, we understand innovative business.

We have organised:

- Eurosec, the leading European conference on information systems security, since 1989.
- The first Open Source Club in France, active since 2005.
- The first Business Continuity Club, started in 2007.
- In 2008, the first Telecom & Media Forum.

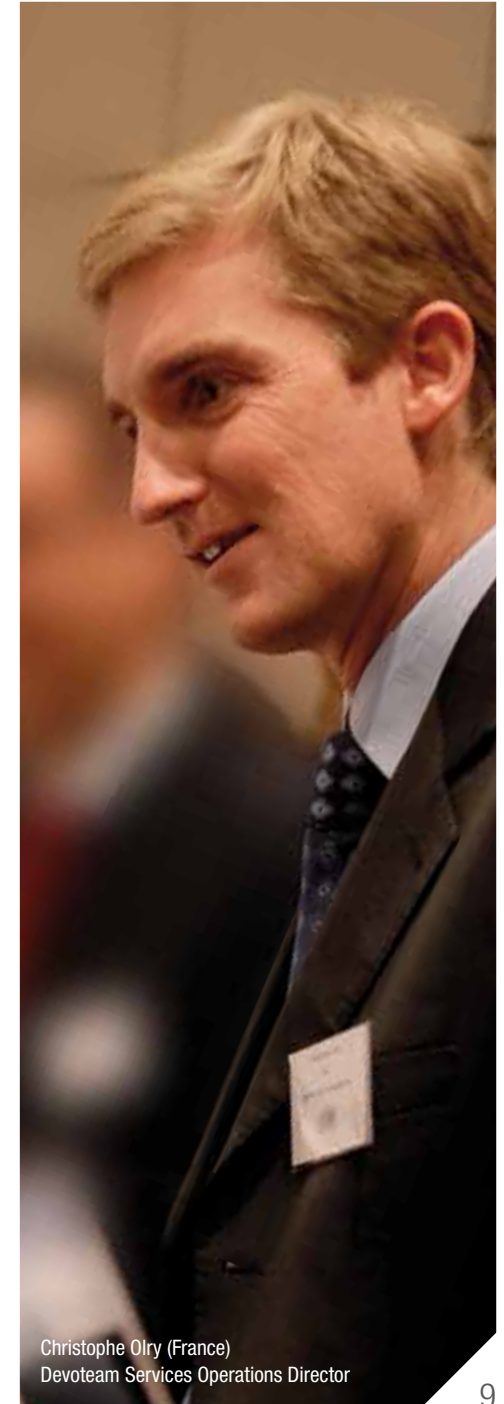
The Creation of Value

We have **one guiding principle**: to generate value for our customers.

- We have relationships right across the market — with suppliers, operators, integrators, R&D, software providers.

We have built the **integrated** Consulting Engineering and Outsourcing **solution**.

- It is a multidisciplinary solution conceived in modules, to respond to the specific needs of each customer.
- Its performance is the result of the combined vision of three disciplines and the *leitmotif* of our group: initiative.



Christophe Olry (France)
Devoteam Services Operations Director



OUR ASSET, AN INTERNATIONAL CONSULTANCY GROUP

Linda Rhazali (France)
Divisional director, Devoteam Solutions

An International Company

We have built **a network**: we have a presence in 23 countries in Europe, North Africa and the Middle East.

We have an international vision of our business:

- Our services are available from most of our offices.
- A knowledge-sharing system has been set up between these offices.

We can help you set up abroad with the same service and quality standards.

A Company of Experts

We concentrate on our **business areas: IT, telecommunications and security.**

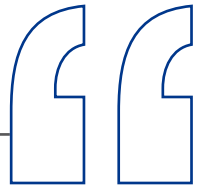
Always keeping abreast of the latest technical developments.

Able to anticipate our customers' needs.

Providing our customers with an independent service.

“ Devoteam applies highly structured governance principles, guaranteeing sustainable strategy and controlled development.”

J. Philippe, VP IT Strategy, world leader in supermarket retailing



From the start, Devoteam has focused on consulting in IT, telecommunications and security. It is the heart of our business. We endeavour to develop our expertise more and more each day for our customers' maximum benefit.”

Jean-Luc Lemire (France), General Manager, Devoteam Expertise France

Nourishing Entrepreneurial Spirit

We are **one of the 50 most dynamic companies in Europe**. Since 2001, we have been listed in:

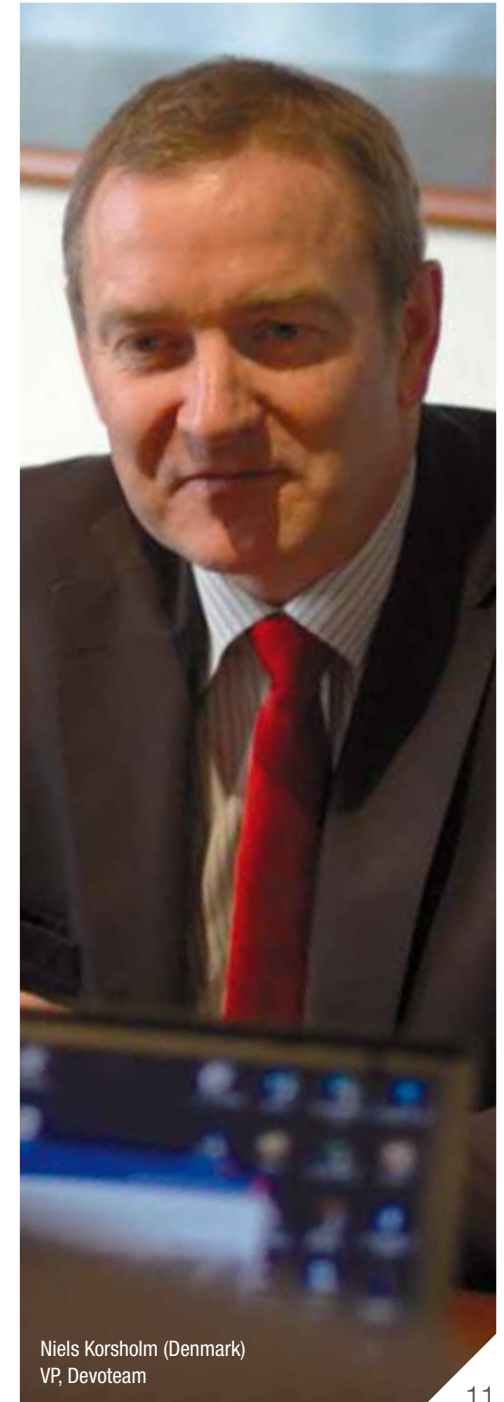
- Newsweek 1995-2005: No. 1 in the IT sector, fastest European growth.
- Deloitte's Fast 50 & 500.

We are brimming with ideas: on average we create more than ten new service solutions every year.

A Long-term Development Strategy

We have gained the position of **European leader in infrastructure**. To get to this position, we have achieved an average annual growth rate of 60%: half is due to organic growth and the other half is through acquisitions.

Our company is still managed by its founders: this is a guarantee of **sustainable** strategy.



Niels Korsholm (Denmark)
VP, Devoteam

TO SERVE YOU,

a tailor-made organisation

Devoteam is organised around three disciplines that work in close collaboration:

Consulting

Our Consulting services range from idea and high level business advice through choice of technology solutions to organisational IT centric transformation implementations and change in large & complex IT projects.

Solutions

Our Solutions teams have the skills, experience and methodologies to deliver large and complex IT implementations across a range of technologies.

Expertise

Our Expertise of IT specialists are available for hire on-demand, accessible through a consulting service, providing our clients with highly specialised subject matter experts both locally and across EMEA.





KNOWLEDGE SHARING

Developing knowledge and skills

Since its creation, knowledge sharing has been a strategic issue for Devoteam, built on three foundations:

Knowledge Management

Knowledge management involves:

- training in Devoteam methodologies which are constantly improving,
- leading seminars to share best practices,
- exchanging of information gleaned from the monitoring of developments in technology and business sectors,
- making available complete reference documentation through suitable knowledge-management tools.

Excellence team & Devoteam communities

10 in total, they group engineers according to expertise.

They offer:

- facilitation of practise development across borders,
- project support to consultants,
- information on technological developments,
- sharing of feedback.

The Devoteam University

The Devoteam University comprises:

- 2,360 external training activities
- 2,185 internal training activities, in total representing more than 2,000 activities
- 58,000 training hours
- 110 internal training sessions
- 39 new internal sessions
- Internal training catalogue for 39 training majors representing 115 sessions
- 17 new majors in 2007
- 205 certifications received
- 600 people participated in the Integration Seminar
- 4,545 internal and external trainees
- 70 training consultants
- 1,340 consultants trained per year on average, including 400 in-house.

CONTACTS

Algeria

Devoteam Consulting

5, rue de Timgad
Hydra
Tel.: +213 21 60 47 99

Austria

Devoteam Consulting

Palais der Schönen Künste
Löwengasse 47
1030 Wien
Tel.: +43 715 0000-0

Belgium

Devoteam

Buro & Design Center
Box: 62
Heysel Esplanade
1020 Brussels
Tel.: +32 (0)2 474 05 00

Devoteam

Atealaan 34b
2200 Herentals
Tel.: +32 (0)1472 22 00

Czech Republic

Devoteam Consulting

Klimentska 10,
110 00 Prague
Tel.: +420 296 578 120

Denmark

Devoteam Consulting

Lautrupsgade 13,
2100 Copenhagen
Tel.: +45 20 45 07 00

France

Devoteam

73 rue Anatole France
92300 Levallois-Perret
Tel.: +33 (0)1 41 49 48 48

Germany

Devoteam

Gutenbergstraße 10
64 331 Weiterstadt
Tel.: +49 6151 868-0

Italy

Devoteam

Via Eustachi, 7
20129 Milan
Tel.: +39 02 45 49 10 78

Devoteam

Viale Leonardo da Vinci, 168
20090 Trezzano sul Naviglio
Milan
Tel.: +39 02 48 40 57 11

Luxembourg

Devoteam

7, route des 3 Cantons
8399 Windhof
Tel.: +352 31 37 36

United Arab Emirates

Devoteam

Bldg. 17 Office 369
Dubai Internet City
Tel.: +971 4 391 29 43

Saudi Arabia

Devoteam

Sulaimaniya
Al Dhabab Street, Bldg. 274
11525 Riyadh
Tel.: +966 1 462-8444

Jordan

Devoteam

Wadi Al-Sir, Sweifiyah
Abdel Rahim Alhaj Mohammed
Street
Building No.59- Oasis 1
Office 215
11814 Amman
Tel.: +962 (6) 58 55 000

Morocco

Devoteam

7 rue Mariniyine, Hassan
10 020 Rabat
Tel.: +212 (5) 37 70 59 62

The Netherlands

Devoteam

Wisselwerking 42
1112 XR Diemen
Tel.: +31 20 630 47 50

Norway

Devoteam daVinci

Hoffsveien 21-23
0275 Oslo
Tel.: +47 23 25 33 00

Devoteam Solutions

Jon Lilletuns vei 1
4879 Grimstad
Tel.: +47 37 80 00 00

Fornebu Consulting

Strandveien 13
1325 Lysaker
Tel.: +47 67 83 99 77

Poland

Devoteam

ul. Cybernetyki 7
02-677 Warszawa
Tel.: +48 22 431 84 00

Russia

Devoteam Solutions

33 block 1 Prospekt Mira,
129110 Moscow
Tel.: +7 (495)514 05 78

Spain

Devoteam

C/ Antracita 7, 4º pl
28045 Madrid
Tel.: +34 91 178 77 30

Sweden

Devoteam

Barnhusgatan 20
111 23 Stockholm
Tel.: +46 8 21 21 25

Switzerland

Devoteam

Binzstrasse 18
CH-3072 Ostermundigen
Tel.: +41 31 560 35 35

Tunisia

Devoteam

Bureau A 4.3
Résidence Du Lac,
Rue du Lac Victoria
1053 Les Berges du Lac - Tunis
Tel.: +216 71 964 403

Turkey

Devoteam

Büyükdere Caddesi
CEM İş Merkezi No : 23 Kat : 2
34381 Şişli - İstanbul
Tel.: +90 212 373 93 93

United Kingdom

Devoteam

Suncourt House
18-26 Essex Road,
London N1 8LN
Tel.: +44 20 7288 2800



www.devoteam.com