

VIRTUAL EVENT

30 11 2021

econocom

Welcome

Just for the intro: please turn on your camera & microphone.

**Please switch them off while we are presenting.
Thank you.**

econocom

Agenda

1. Financial data & Portfolio overview
2. Business updates (IT staffing, MS SLA, PMO)
3. Organisational updates
4. Call to action (connection)
5. Your input matters

01

Portfolio overview

PORTFOLIO OVERVIEW – NEW

Product Based Solutions	Service Based Solutions	Remarketing	Leasing	IT Staffing
Unified hardware sourcing (offline or online ordering)	Workplace outsourcing	Collect & Refurbish	Capex Opex	Staffing
Software sourcing & licensing	End-user experience	Brokerage	Cash is king	Managed Staffing
Mobility solutions	Modern Workplace services	Repair	Device-as-a-service	Competence continuity
Mac in business	Enterprise & IT Service Management		As-a-service partnerships	Academy
Cafeteria plan	Third party maintenance		Business Financing	
Education Solutions	Infrastructure outsourcing		Financing of circular economy	
Infrastructure solutions	Managed AV solutions			
Audio visual solutions	Infrastructure consulting services			
Warranties & Insurance	Retail edge computing			

REUSE IT

Laptops
Desktops
Smartphones
Tablets

Our services– buying & return lease

- **Collection** We collect any used devices
- **Logistics** We take care of the transport of the devices that have reached end-of-life
- **Data Wiping** We can support you with the data erasure, using Blanco software.
- **Eco-Responsible** We look for 2nd hand life for the assets.
- **SPOC** for your end-to-end lifecycle asset management

02

Business updates:

IT Staffing

Client Engagement

PMO

IT STAFFING

1. Outsourcing of IT knowledge
2. “Means” versus “results”
3. Different flavours:
 - A. “Body shopping”
 - B. Managed: With backup options
 - C. Full team deployment
4. Fast business
5. Technical talent is key
6. Potential leverage for other Econocom business activities

WHY IT STAFFING?

1. Minimize impact of:

A. Employee mobility

B. War for Talent

C. Fast changing technology landscape

2. Mitigate workload in temporary projects (rollouts)

3. Keep focus on Core business

IT STAFFING: OUR CUSTOMERS

Bodyshopping



INFRABEL



TOTAL

Managed Staffing



VDAB

acerta

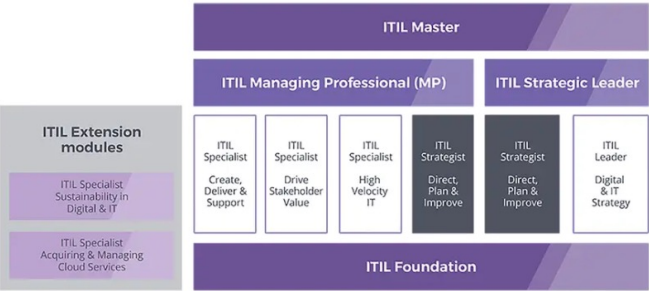
Full team

And many more...

Client Engagement: Service Delivery Management and Project Management



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Warranties & Insurance	Cloud edge computing			



Service Delivery Management

- Contract Management SLA reporting
- Governance of outsourcing services contracts with products EOL Asset Management and financial services
- Functional Management of dedicated customer teams in collaboration with Competence Centre
- Focus on ‘customer experience’ - Introduction Customer Satisfaction scoring – Dashboard
- Best practices and proven methodology – ITIL V4 processes through process owners in BE and Rabat including Security Incident Management – Service Delivery Plan
- Alignment with Team Luxembourg – Econocloud

Client	AM	SDM	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Stiberglass	Renaud Legrin	Bart Desmarais	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
ACUR	Paul Verdonck	Tim Vandendijck	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Bail Current	Krista Verbruggen	Stephane Devich	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Belfra	Paul Verdonck	Sylvain Janssens	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
BIP Rabat	Serge Schellhaert	John François Degroot	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Buerebond	Krista Verbruggen	Tim Vandendijck	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Dakin	Loris Verhaeghe	Olivier Monachino	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Dereconck	Krista Verbruggen	Tim Vandendijck	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Delhaze	Rafael Alderflugel	Olivier Monachino	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Engel Auro	Eric Leloup	Bart Desmarais	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Engel Fabcom - Expired	Eric Leloup	Bart Desmarais	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Engel IT	Rodolphe MARTINEZ	Christophe Mathot	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Geop Van Roy	Paul Verdonck	Olivier Monachino	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Isomar - Current	Krista Verbruggen	Stephane Devich	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
ISI	Krista Verbruggen	John François Degroot	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
La Forem	Eric Leloup	Stephane Devich	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
LassePlan	Krista Verbruggen	Stephane Devich	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Magpharm	Renaud Legrin	Sylvain Janssens	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
NBB	Krista Verbruggen	Serge Schellhaert	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Reyes Run	Eric Leloup	Tim Vandendijck	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
STB	Thies Rossmals	Stephane Devich	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Van Lanschot	Carine Lams	Paul Hemelers	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A



Client Engagement – Service Delivery Management

With your help we create success!



2021 Success Stories

- Delhaize project delivery, backlog under control
- Stable Run and Onboarding project Daikin – Change Management
- First Time Right Delivery transversal contract BNPPF
- Extension ISS

2022 Renewal STIB – skeyes – ISS – Leaseplan

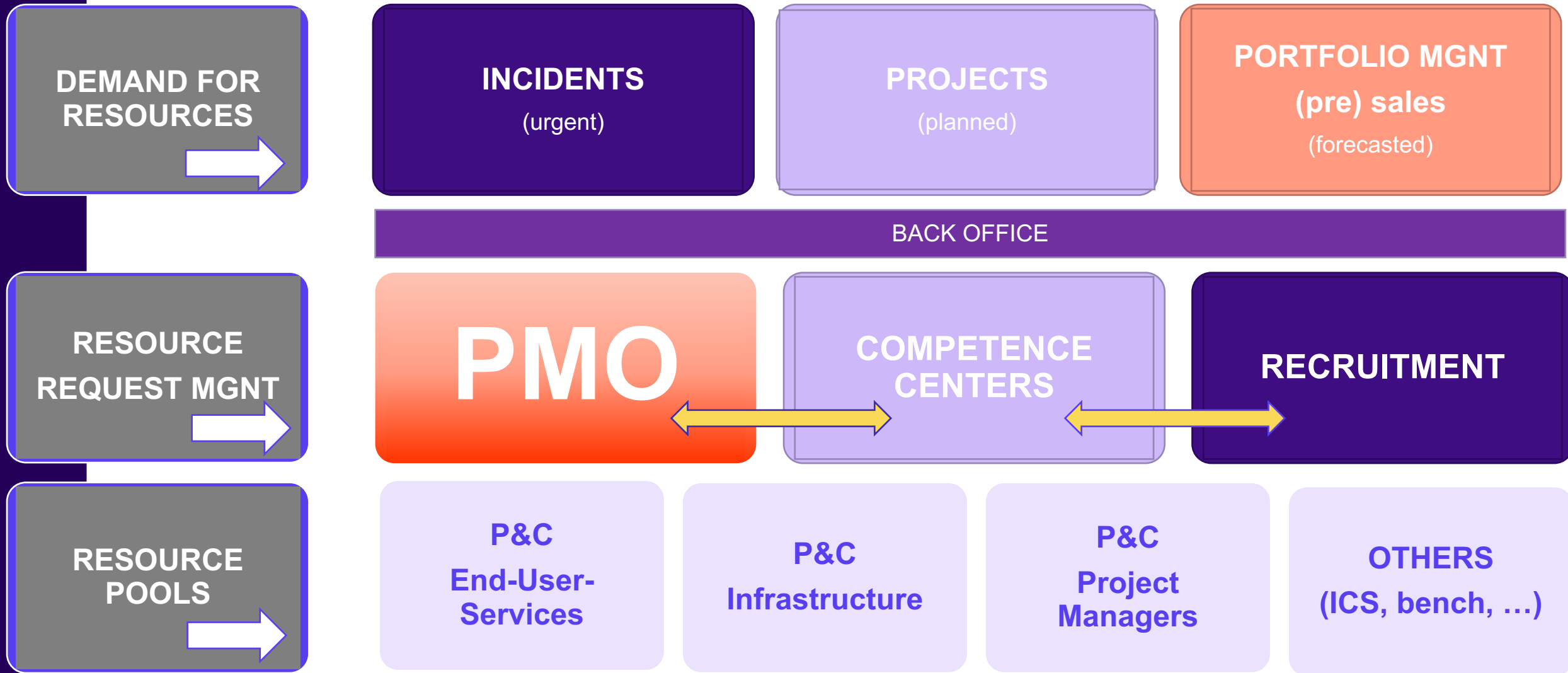


And pipeline Infra Cloud Consultancy & Modern Workplace

Modern Workplace
3B-FIBREGLASS
ASCO INDUSTRIES
BANQUE NATIONALE DE BELGIQUE SA
BRUSSELS AIRPORT COMPANY
BUREAU D'ETUDES GREISCH
CANDRIAM BELGIUM
CHRISTELIJKE MUTUALITEIT SINT-MICHIELSBOND
DAIKIN EUROPE
DELHAIZE LE LION / DE LEEUW
DKV BELGIUM SA/NV
EDITIONS DUPUIS
FABRICOM
GALAPAGOS NV
HAVENBEDRIJF ANTWERPEN
HONDA MOTOR EUROPE LOGISTICS
INDUSTEEL BELGIUM
INTERUNIVERSITAIR MICRO-ELECTRONICA CENTRUM
MAATSCHAPPIJ VOOR HET INTERCOMMUNAAAL VERVOER TE BRUSSEL
MEDITERRANEAN SHIPPING COMPANY BELGIUM
MENSURA SERVICE EXTERNE PREVENTION & PROTECTION AU TRAVAIL
NN INSURANCE SERVICES BELGIUM
OPERATEUR DE TRANSPORT DE WALLONIE
PARTENA BUSINESS CENTER
PSA ANTWERP
SCR-SIBELCO N.V
SESVANDERHAVE
STAD GEEL
T.R.M.OPERA NATIONAL ETS PUBLIC
TELENET
TIBI
VLAAMSE MILIEUMAATSCHAPPIJ
XENICS
YPTO

Infra Cloud Consultancy
3B-FIBREGLASS
Account
ACLVB - SENIOREN
ADVANCED MECHANICAL AND OPTICAL SYSTEMS
AGFA GEVAERT NV
ARCELORMITTAL TAILORED BLANKS GENT
ASL AIRLINES BELGIUM
AUDI BRUSSELS
BALTA INDUSTRIES
BANQUE ENI SA
BENS RETAIL
BEV.IT
BROWN BROTHERS HARRIMAN (LUXEMBOURG) S.C.A.
BUREAU D'ETUDES GREISCH
CENTRE D'INFORMATIQUE POUR LA REGION BRUXELLOISE
CENTRE HOSPITALIER DE DINANT
CENTRE HOSPITALIER NEURO PSYCHIATRIQUE ETS D'UTILITE PUBLIQUE
CERBA RESEARCH
COLRUYT GROUP SERVICES
CORPS GRAND-DUCAL INCENDIES & SECOURS
CROIX ROUGE DE BELGIQUE
DAIKIN EUROPE
DELHAIZE LE LION / DE LEEUW
DELOITTE GENERAL SERVICES
DEMAGRO
D'ETEREN GROUP SA/NV
EDMOND DE ROTHSCHILD (EUROPE)
ELIA ASSET
EMERSON CLIMATE TECHNOLOGIES
ERI BANCAIRE LUXEMBOURG S.A.
FABRICOM
FOD JUSTITIE CENTRUM STAFDIENST ICT
FUNDPROCESS S.A R.L.
GALERIJ DE VUYST
GESTION, FINANCE ET INFORMATIQUE
GROUPE SANTE CHC
ICASA ICT SOLUTIONS
ILOMAR HOLDING
INFRABEL
INOVYN MANUFACTURING BELGIUM
IRIS GROUP SA
JIWAY
KPMG SERVICES
LAMPIRIS
LE BEAU VALLON - SOINS SPECIALISES EN SANTE MENTALE
LES ASSURANCES FEDERALES, CAISSE COMMUNE CONTRE LES ACCIDENTS DU TRAVAIL
MENSURA SERVICE EXTERNE PREVENTION & PROTECTION AU TRAVAIL
NEXANS BENELUX SA
NLMK BELGIUM HOLDINGS
OPERATEUR DE TRANSPORT DE WALLONIE
PETRO-CENTER S.A.
PHARMA BELGIUM - BELMEDIS
PROVINCE VLAAMS-BRABANT
QUINTET PRIVATE BANK (EUROPE) S.A.
RIJSDIENST VOOR ARBEIDSVORZIENING
SOCIETY FOR WORLDWIDE INTERBANK FINANCIAL TELECOMMUNICATION
SOLYSTIC
SPAAS KAARSEN
STATE STREET SERVICES (LUXEMBOURG) S.A.
STIJN
SUISSETECHPARTNERS LUXEMBOURG SARL
TUC RAIL
UNIC DESIGN
UNION OF THE ELECTRICITY INDUSTRY-EURELECTRIC - UNION DE
UNIVERSITE DU LUXEMBOURG ETABLISSEMENT PUBLIC
UZ BRUSSEL
VANDEN AVENNE OOIEM
VICERNANT
VULKOPRIN
ZEELANDIA
ZETES
ZIEKENHUIS OOST-LIMBURG, AUTONOME VERZORGINGSINSTELLING
ZNA STUIVENBERG

PMO – REQUEST MANAGEMENT AND PLANNING – P&C RESOURCES



PMO – GOALS

- Optimize **P&C resource**
- Ensure **quality project management** for our customers
 - Use of a **uniform Project Management approach**
 - Aligned with customer requirements & methodology
 - Centralized project reporting tool, templates, communication plan,...
 - Provide **Project Dashboard** reporting (RAG project status reporting)
 - Increase management awareness
 - Ensure pro-active management support
- **Program / Portfolio Management**
 - Cross-project follow-up
 - Guard correct invoicing of projects/incidents
- **Project Support** for PM's
 - Consultancy & Advisory

03

Organisational updates:

Challenges

Toolings

Main focus areas

Competence Management

Practicalities

CHALLENGES PRODUCTION & IT STAFFING



Employee attraction & employer branding



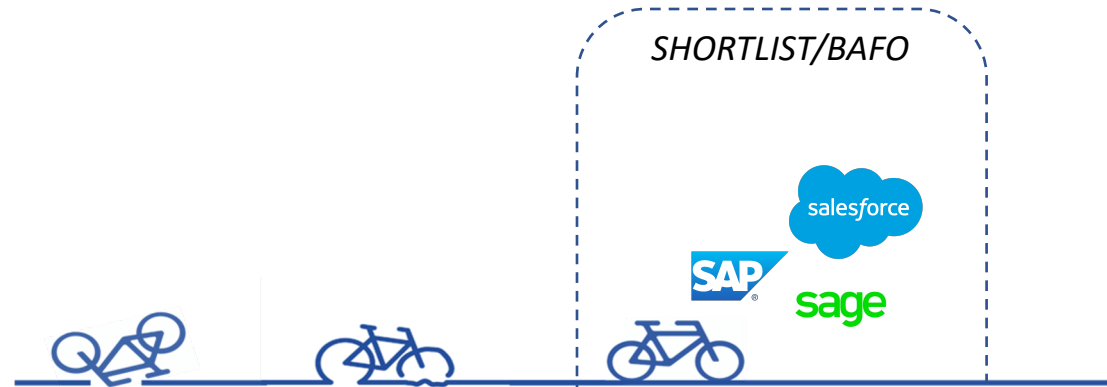
Employee retention



Hunt for new missions

Tool selection tracks

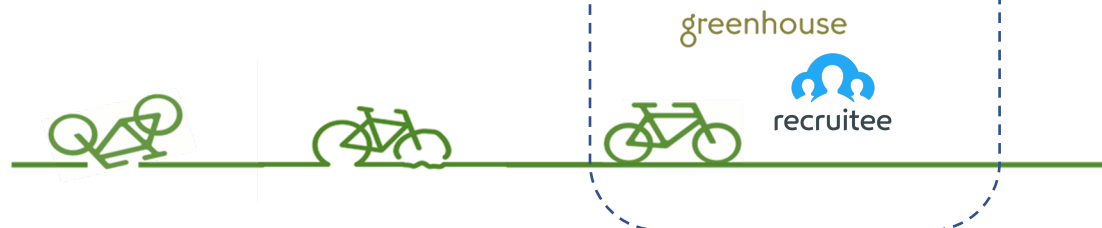
Order Management
(M3 Replacement)



Business Modelling
& Forecasting



Selection &
Recruitment



1/12/2021

MAIN FOCUS AREAS PRODUCTION & IT STAFFING



Further professionalising R&S and onboarding (Greenhouse), move from a reactive towards a proactive recruitment model



Building a strong, unified team



Increasing employee engagement



Improving internal communication

Kenneth Mathijs

Hobbies & Passion

Recreative gaming since the birth of my son
Movie fanatic
Quiz club
Enjoying a good meal



Achievement

Pro gaming career
Building my own house
After spinal core fracture I reformed myself as an IT-er



Skill & Language

People management
Technical background
Leaderskills
Commitment
Discipline
Time management
Well organized
Dutch, English & French



Personal Profile

38 years old
From Burst - near Aalst
Not married - same girlfriend for 15 years
1 son - Senne 5 years old
1 dog - a Pug named Jeromme



Education History

Economics & Modern Languages
Network & Infrastructure
Programming & Webdesign



Work Experience

Telenet - Trainer Customer Care
Gillion - Construction company of father-in-law - Crane operator
Bizztalent - First Line Support - Engie Project
Econocom - Teamleader Engie Project
Econocom - Competence Manager

**Where there's a
will, there's a way!**

kenneth.mathijs@econocom.com
+32 499 90 53 48

Alain Zegers

Hobbies and passion

Cooking
Traveling
Photography



Achievement

From technical
over commercial to
management &
coaching



Skill & Language

People Management
Project Management
SDM
Financial Management

Dutch, French, English



"I've learned that
people will forget what you said,
people will forget what you did,
but people will **never** forget how you
made them feel."

alain.zegers@econocom.com
+32 493 51 68 86

Personal Profile

54 years old
Mortsel – near Antwerp
Married – 1 daughter



Education

Marketing / Expedition
Artisan Gemstone Setter
Certified Cook



Work Experience

Independent Gemstone Setter
Vers A Versa – Support Engineer
Erudict – Call center Daily Ops

Manager

SNT Belgium – PM & Client Service

Manager

Systemat Expert – Sales & Ops

Manager

SPIE ICS – SDM

Econocom – Competence Manager



Ivan Dammekens

Hobbies and passion

Cycling
Traveling
Quiz



Achievement

From system engineer
over teamlead to
Competence manager



Skill & Language

People management
Technical skills
Project management
Honest and willingness to listen
Dutch, French, English, German, Spanish



Personal Profile

63 years old
Lochristi – near Gent
Married – 2 children – 2 grand children



Education

Wetenschappelijke A
Industriële Ingenieur Elektronica



Work Experience

Wang – System & network engineer
Barco Graphics – support engineer
SkillTeam – Competence manager
T-Systems – Bid manager
Econocom – Bid manager
Econocom – Competence Manager

ivan.dammekens@econocom.com

0486259811

CM role is focussing on the following:



The Objective setting



The Performance Evaluation



Customer / Project Assignment Resource capacity



Your Training needs & plan



Sickness notification & special requests



Internal mobility

WORK RELATED QUESTIONS?

Gsm

gsmhelpdesk.be@econocom.com

Timesheets

BackOfficeEMS@Econocom.onmicrosoft.com

Illness

Illness.be@econocom.com

Payroll related questions: e.g. gross MBS, holiday calculations, meal vouchers, insurances,..

HR-Admin.be@econocom.com

econocom

WORK RELATED QUESTIONS?

Econocom badge

Facilities.be@econocom.com

Company car & fuel card

fleetsupport@econocom.com OR monique.lonnoy@econocom.com

Retirement

Nathalie.ullens@econocom.com

econocom

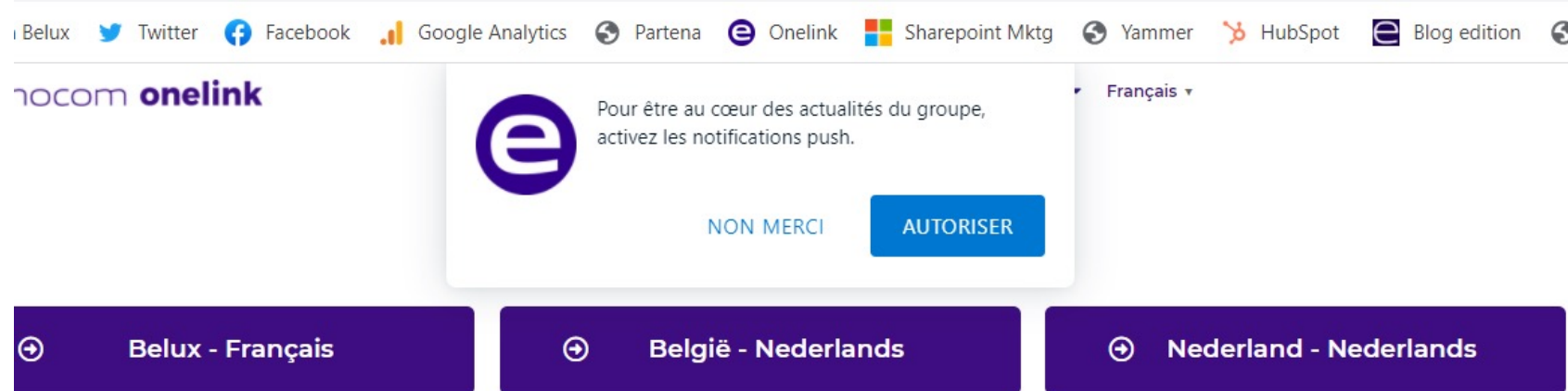
Onelink

For those of you who haven't done so yet, please connect to Onelink and activate the alert function.

Onelink.econocom.com/belgie

Onelink.econocom.com/belux

This way, you will get a notification (pop-up) whenever we publish new content.



New regulations

- ❑ WFH during 4 days = 1 day in the office from 22/11/2021 until 19/12/2021
- ❑ WFH during 3 days = 2 days in the office from 20/12/2021 until 9/01/2022
- ❑ WFH during 2 days = 3 days in the office as from 10/01/2022

CLIENT's working environment and governmental regulations are key

Practicalities - AMBASSADOR PROGRAMM



Ambassador Programm



Do you know someone who could be interested in working at Econocom?



Be quick: motivate your personal or professional circles to apply for a job with us and have a chance to win an exceptional premium thanks to our “Ambassador Program”)



Send (with their approval) the resume to recruitment.be-corp@econocom.com. We reward your ambassadorship with a nice bonus up to 2500,- EUR (conform the conditions of the Ambassador Program).



For more info, you can contact one of the HR Business partners or the recruitment team.

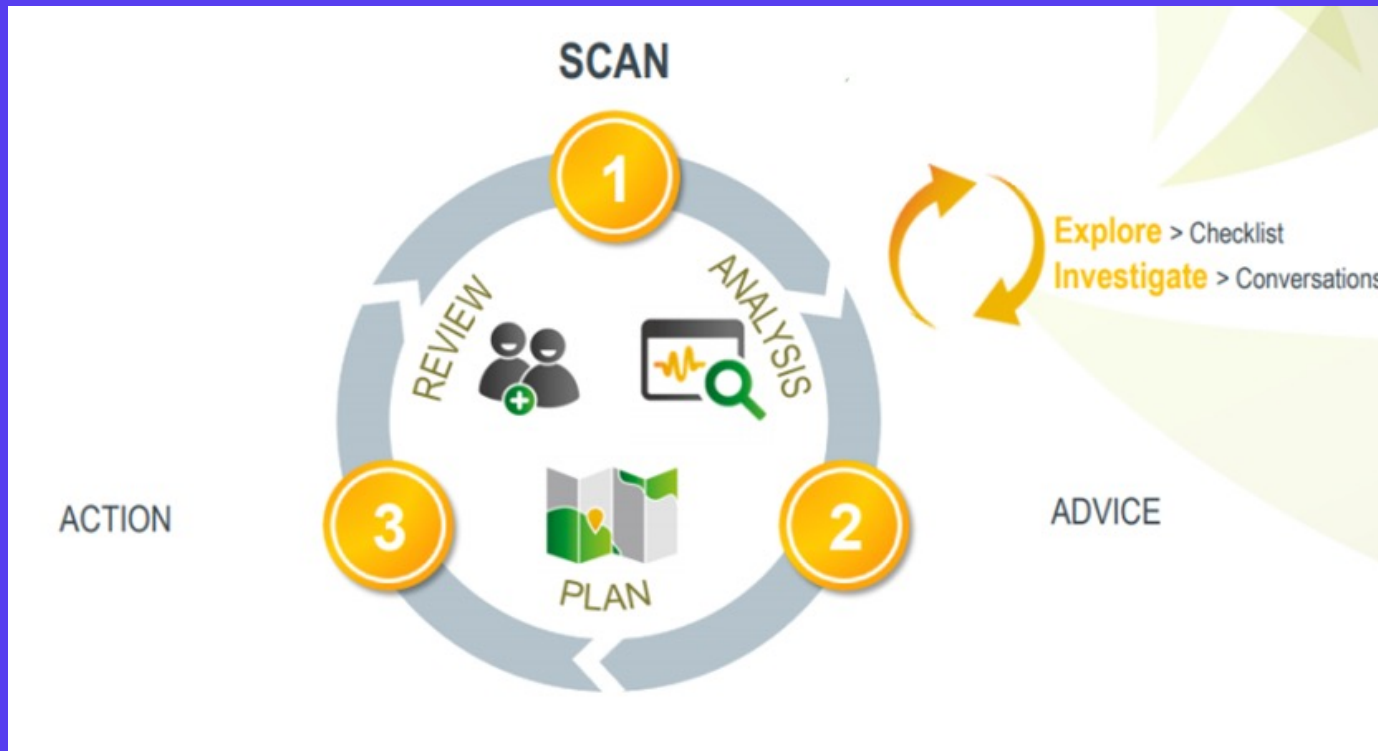


Jobs can be found on: <https://careers.econocom.be/nl/jobs>

Practicalities – SONAR

During September, the management, in collaboration with the members of the CPPT/CPBW, have invited you to participate in the SONAR survey.

To evaluate the potential psychosocial risks in our organization.



04

Call to action

05

Your input matters

<https://www.surveylegend.com/s/3ri3>

LET'S STAY CONNECTED

econocom