

# COMMUNICATION MEETING BELUX

**One**  
**DIGITAL**  
company

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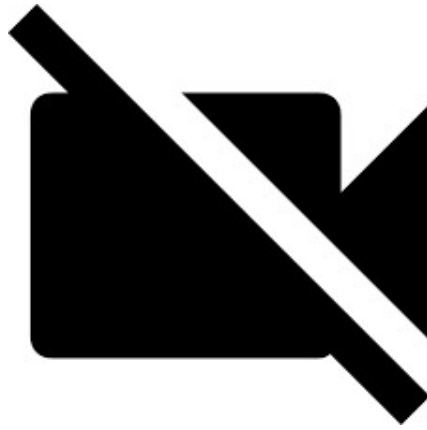


# Welcome

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Please turn off your video and  
microphone



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# Agenda

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1. Newcomers
2. Update Flexplan
3. Figures YTD
4. Organisation
5. Business update - Wins
6. Digital Roadmap - Tooling
7. Marketing

# Newcomers

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Arlind Avdija

Funding  
Manager

TMF

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Tim Pauwels

Account  
Manager

Sales EMS/EPS



Ioana Cercel

Licensing  
Specialist

EPS



Jonas Wallecan

System Engineer Apple

EPS

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Jeroen te  
Boekhorst

Project Manager



Dries  
Verelst

Technieker



Tom  
Kempener

Technieker



Fernando Cunha  
e Silva de Aguiar

Project Engineer

BIS/ ECONOCOM

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Jérémy  
Fontaine

SDM



Michael Devillet

PRESALES

EMS LUX

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Halil Top

Support Engineer

EMS  
IT Staffing



Caliskan Demiray

Support Engineer

EMS  
MSSLA

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Tom Van Hoof

Business  
Development  
Manager

Thérèse Haq Qazi

Business  
Development  
Manager

Thomas Caucheteux

Business  
Development  
Manager

Stijn Hemelings

Service Desk  
Operator

Artak Khachatryan

Service Manager /  
Product owner

Anna Theuwissen

Contract Manager  
Assistant

SEPTEMBER 2022

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Update

Flexplan

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## FLEX PLAN ECONOCOM

DECISION HAS BEEN MADE WE CONTINUE TO OFFER FLEXPLAN FOR  
INTERESTED EMPLOYEES

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## RESULTS QUESTIONNAIRE

### Preferred options as alternative for 13th month

1. Warrants
2. Exchange contribution car
3. Individual extra-legal pension

### Further clarification or information required?

- Clear policy
- Possibility to test in the tool on individual level the different options

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## NEXT STEPS

- Policy is ready and submitted for approval to unions
- Tool is currently in development
  - personalization to Econocom
  - Upload data
  - Testing
- The tool will be made available to all employees to test on individual level in the month of October.
- Offering will be limited to 3 options as chosen via the Questionnaire, we will evaluate every year if other options should be included
- People who still have interest in participating to our Flex Plan can still subscribe after the testing

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# Action Plans

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# ACTION PLAN

## EPS

1. Maintain volume to preserve our position towards vendors  
Optimise rebates strategy  
Additional focus on purchasing strategy
2. Increase added value (e.g. by acquisitions)
3. Tooling and process (automatisation)
4. Understand, continuously monitor, adapt and improve our contract handling
5. Deliver what we can in the short term (before end 2022)

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# ACTION PLAN

## EMS

1. Deliver on promises
2. Optimise projects
3. Secure/Monitor scope
4. Price adjustments towards 2023 (indexation)
5. Focus on recruitment of technical profiles

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# ACTION PLAN

## TMF

1. Focus on big new deals
2. Focus on sale & lease back operations
3. Monitoring interest rates
4. Manage bad debt risk (ATLANCE)

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# EPS Governance

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## EPS PRIORITIES

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TRANSFER

WORKSHOPS  
ORGANISATIONAL  
STRUCTURE

PROFESSIONAL  
SERVICES

---

Summer 2022

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## BIS PRIORITIES

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NEW DIRECTOR



WORKSHOPS



NEXT STEPS

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Priorities 2022

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# Organization

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## WHY

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FOCUS

OWNERSHIP  
INVOLVEMENT  
COMMITMENT

CLARITY  
ROLES  
RESPONSIBILITIES

---

New organization

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Organization

BeLux

CEO BeLux  
Chantal De Vrieze

EMS BeLux  
Christophe Vanmalleghem  
Mike Hellemans adj.

EPS / BIS BeLux  
Christophe Vanmalleghem  
a.i.

TMF BeLux  
Kris Storms

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Organization

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a.i.

TMF BeLux  
Kris Storms

Shared Operations - Mike Hellemans

Bid Management (Manu Bunkens)

Customer Engagement Management (Mohamed Sebbar)

Project Delivery (Gunther Gorris)

Competence Management (Mike Hellemans a.i.)

Back Office & Partner Management (Pascal Verpoort)

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## Organization

BeLux

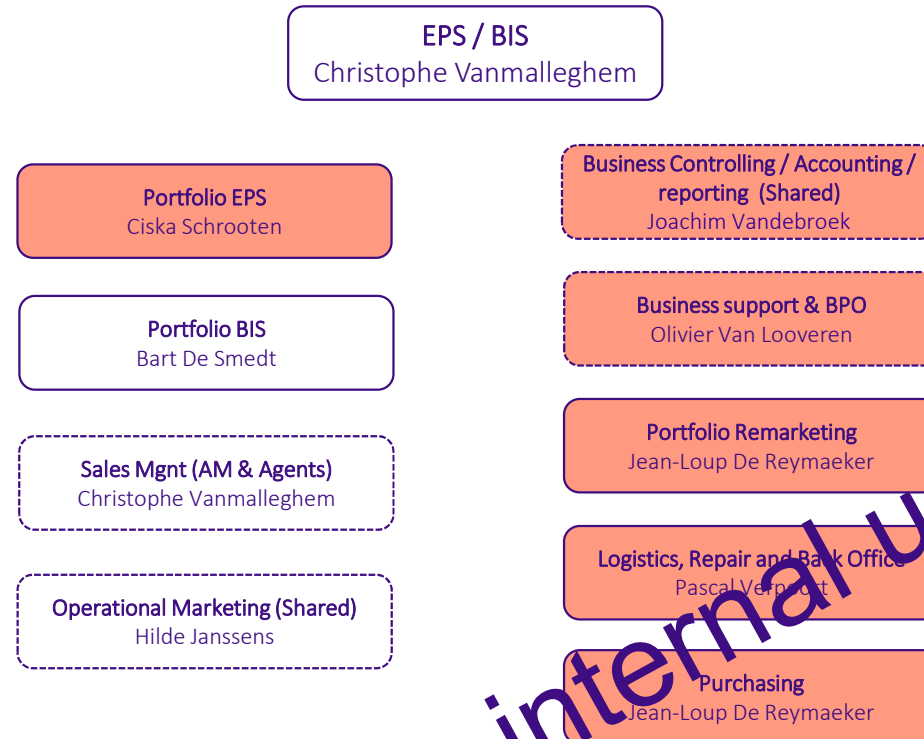




Governance

BeLux

## Management Team EPS BE



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Governance

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Management Team EMS BE

EMS  
Mike Hellemans

Portfolio MS SLA / ICS / P&C Infra /  
P&C EU  
Jan Vandebroek

Sales Mgmt (AM & Agents)  
Christophe Vanmalleghem

Business Controlling / Accounting  
/ reporting (Shared)  
Yasmina Saïdi / Christophe  
Deweert

Business support & BPO  
Olivier Van Looveren

Operational Marketing (Shared)  
Hilde Janssens

Portfolio P&C App  
Benny Goossen

Portfolio ITS  
Mick Brekoo

Shared Operations  
Ivonne Sebban & Gunther  
Gorris

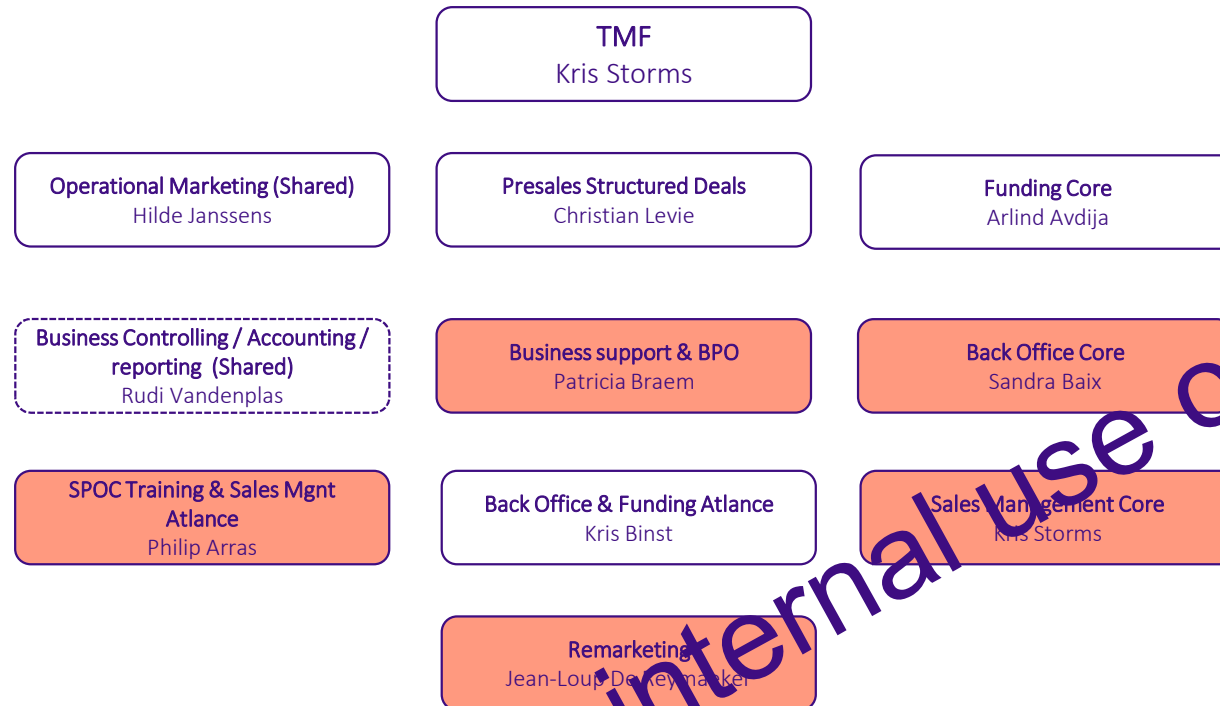
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Governance

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## Management Team TMF



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Governance

BeLux

## Management Team Operations

Shared Operations  
Mike Hellemans

Bid Management  
Manu Bunkens

Competence Management  
Mike Hellemans a.i.

Customer Engagement Management  
Mohamed Sebbar

Back Office & Partner Management  
Pascal Verpoort

Project Delivery  
Gunther Gorris

Tooling & Processes  
Bart Frijns

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# Governance

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Governance

BeLux

CoDir

Management Team EMS

Management Team EPS

Management Team TMF

Management Team LUX

Core  
Team  
ICS

Core  
Team  
ITS

Core  
Team  
EPS

Core  
Team  
Remarketing

Core  
Team  
BIS

Core  
Team  
ATLANCE

Core  
Team  
Core

Extended Leadership Team

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# Customer WINS

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# KEY WINS

| Product Based Solutions                                                                                                                             | Service Based Solutions                                                                                                                                                                         | Financing                                                                                                                                                  | ITStaffing                                                                                                                       | Luxembourg                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
|  <p>EDU - Bring Your Own Device (BYOD)/Lease<br/>10M €</p>         |  <p>Dell Storage - Win back for Infra<br/>300K€</p>                                                            |  <p>IT laptops and smartphones classic lease (2 contracts)<br/>247K€</p> |  <p>T2nd line engineer<br/>112K€</p>          |  <p>Upgrade Dell Isilon storage<br/>485K€</p>   |
|  <p>Laptops<br/>230K €</p>                                         |  <p>HPE Servers - first infra deal in education!<br/>125K€</p>                                                 |  <p>IT - TRO<br/>1.160K€</p>                                             |  <p>T&amp;M to Managed Staffing<br/>112K€</p> |  <p>New Object Storage (Dell ECS)<br/>285K€</p> |
|  <p>EDU - iPads<br/>200K€</p>                                      |  <p>Renewal of the Workplace outsourcing contract<br/>21 M€</p>                                               |  <p>Cleaning machines<br/>Structured Finance deal<br/>563k€</p>         |                                                                                                                                  |                                                                                                                                    |
|  <p>KBO Lanaken</p> <p>EDU – iPads + shared iPads<br/>175K €</p> |  <p>Management of all meeting rooms worldwide and renewal of the Workplace outsourcing contract<br/>20M€</p> |  <p>Cafeteria and corporate plans<br/>1.421K€</p>                      |                                                                                                                                  |                                                                                                                                    |
|  <p>Laptops<br/>175K €</p>                                       |                                                                                                                                                                                                 |                                                                                                                                                            |                                                                                                                                  |                                               |

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# Digital Roadmap

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# TOOLING & PROCESSES

## ISO 9001



- Certification Track
- AUDIT Stage 1 : **PASS !**
- AUDIT Stage 2 : coming weeks (september – october)

## PEPPOL

- E-invoicing platform – legal obligation B2G
- Initial tool choice : **BILLIT**
- Implementation : october

## REPAIR PORTAL

- 02/09 : 2nd Release
- New feature: **NOW MULTI-LINGUAL** (EN, FR & NL)

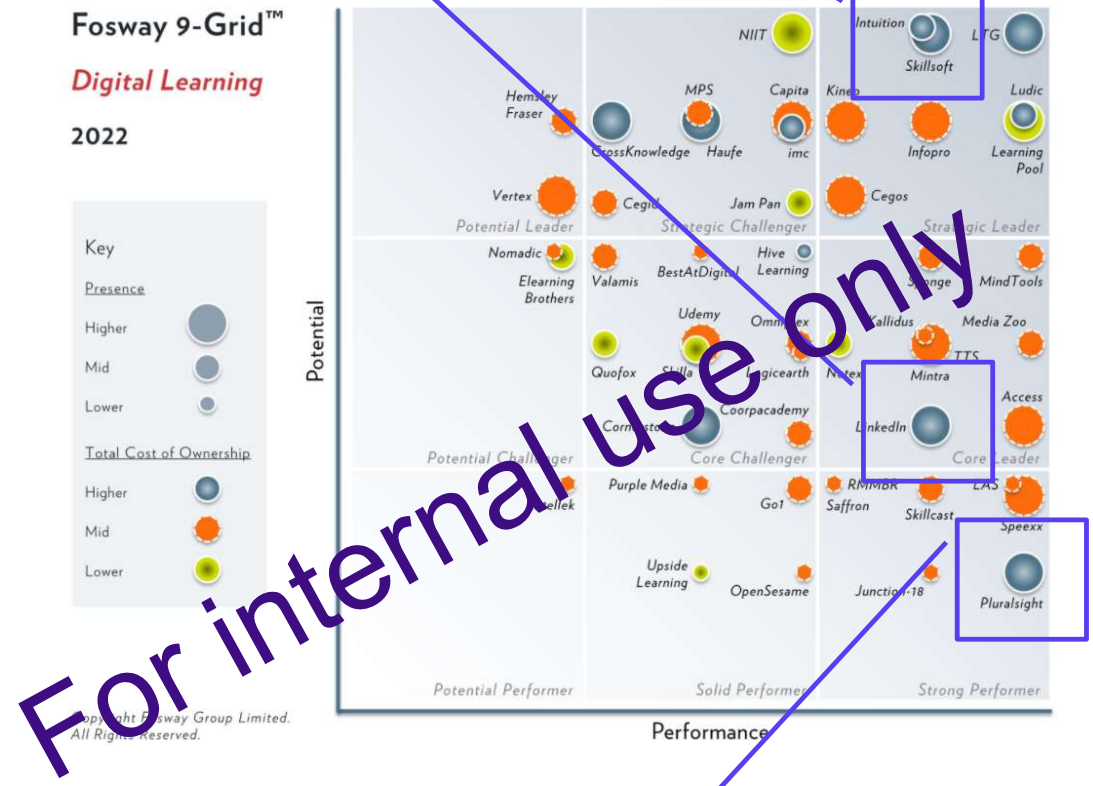
## M3 REPLACEMENT

- Well-founded Business Case with strong ROI
- No decision yet but : **promising signals**

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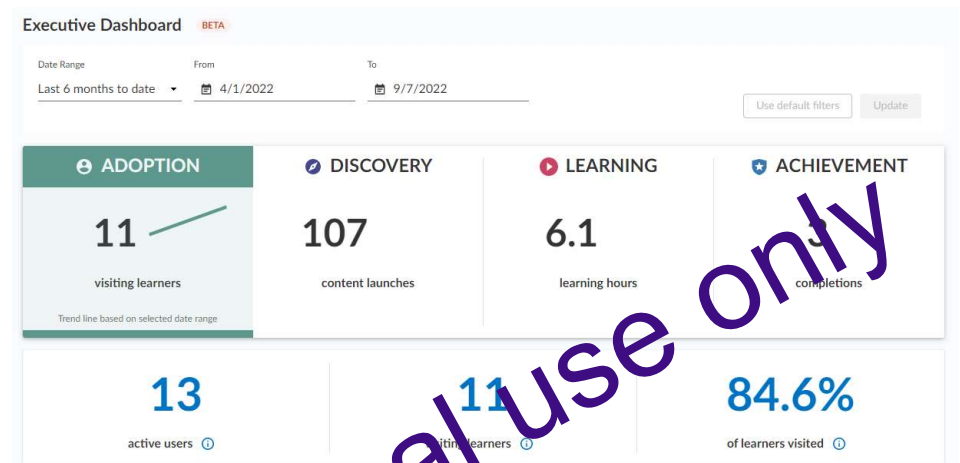
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Percipio...  
Why?  
What?  
When?

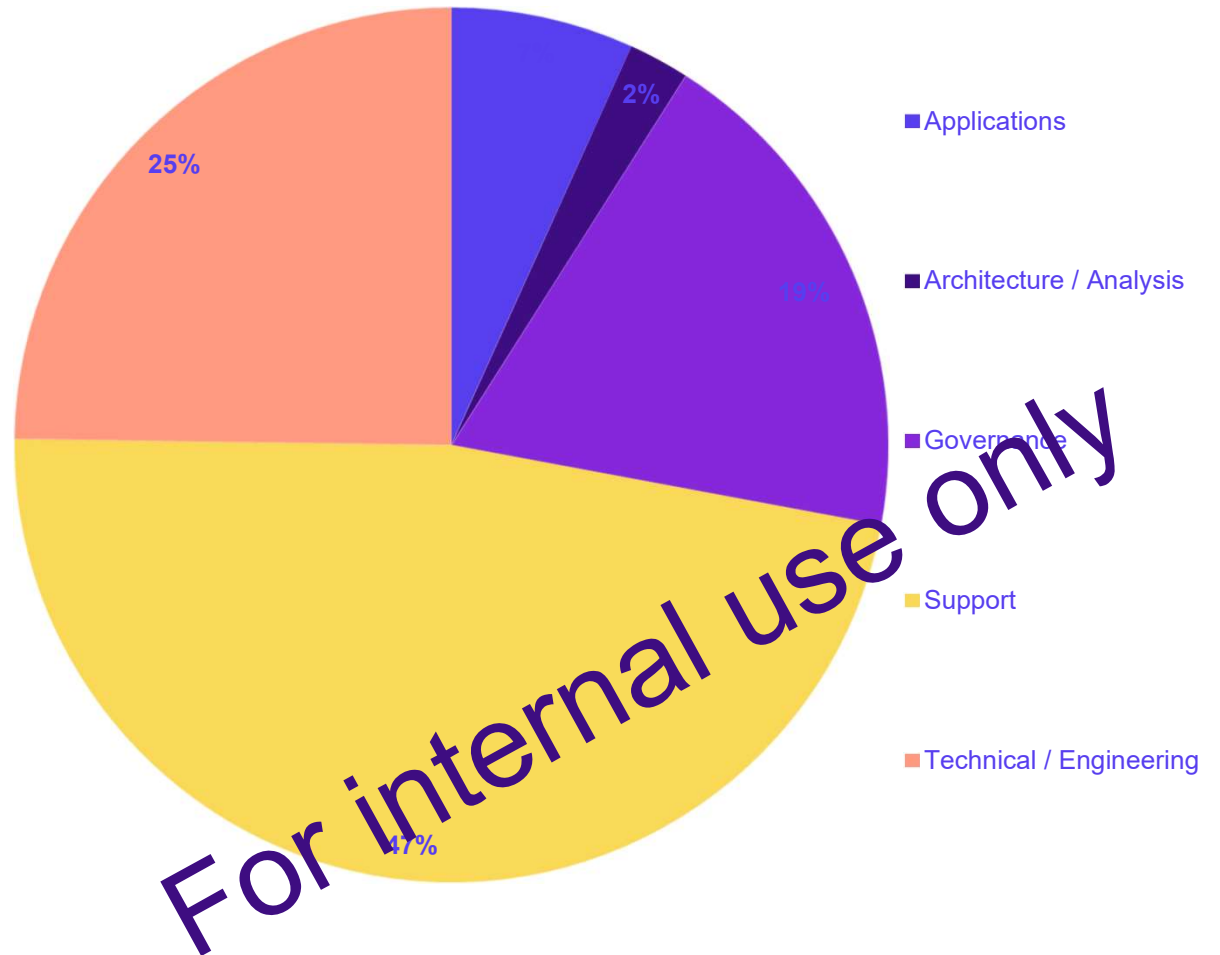


# Why E-Learning?

1. Stimulate continuous learning, anytime, anywhere
2. Broad course offerings
3. Knowledge base
4. Personal approach based on current skills and interests
5. Continuously able to monitor progress through dashboard



# Clustering employee groups...



## Percipio: E-Learning Tool



Collaboration between Skillsoft and Global knowledge



Online learning Platform to prepare for certification



Through use of video/books/testing/labo's/classical training /mock exams

**Doorway to new opportunities**

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# Talent Development & Percipio

What would you like to learn today?

I would like to learn about [All Areas](#) focused on All Subjects

## Skill Areas

Browse all Skill Areas below. Your exploration of subjects, channels, and courses starts now.



Business Operations



Cloud Services



Customer Service



Data



Digital Transformation



Diversity, Equity, & Inclusion



Infrastructure & Operations



Management



Perspectives



Product Management



Productivity & Collaboration Tools



Professional Improvement

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## Percipio: E-Learning Tool

Today platform is being tested, content added

Demos in September, October 2022

Please subscribe for 1 of the sessions. Invites 'll follow soon. Keep an eye on your inbox.

October, 1st ready to be used

**Doorway to new opportunities**

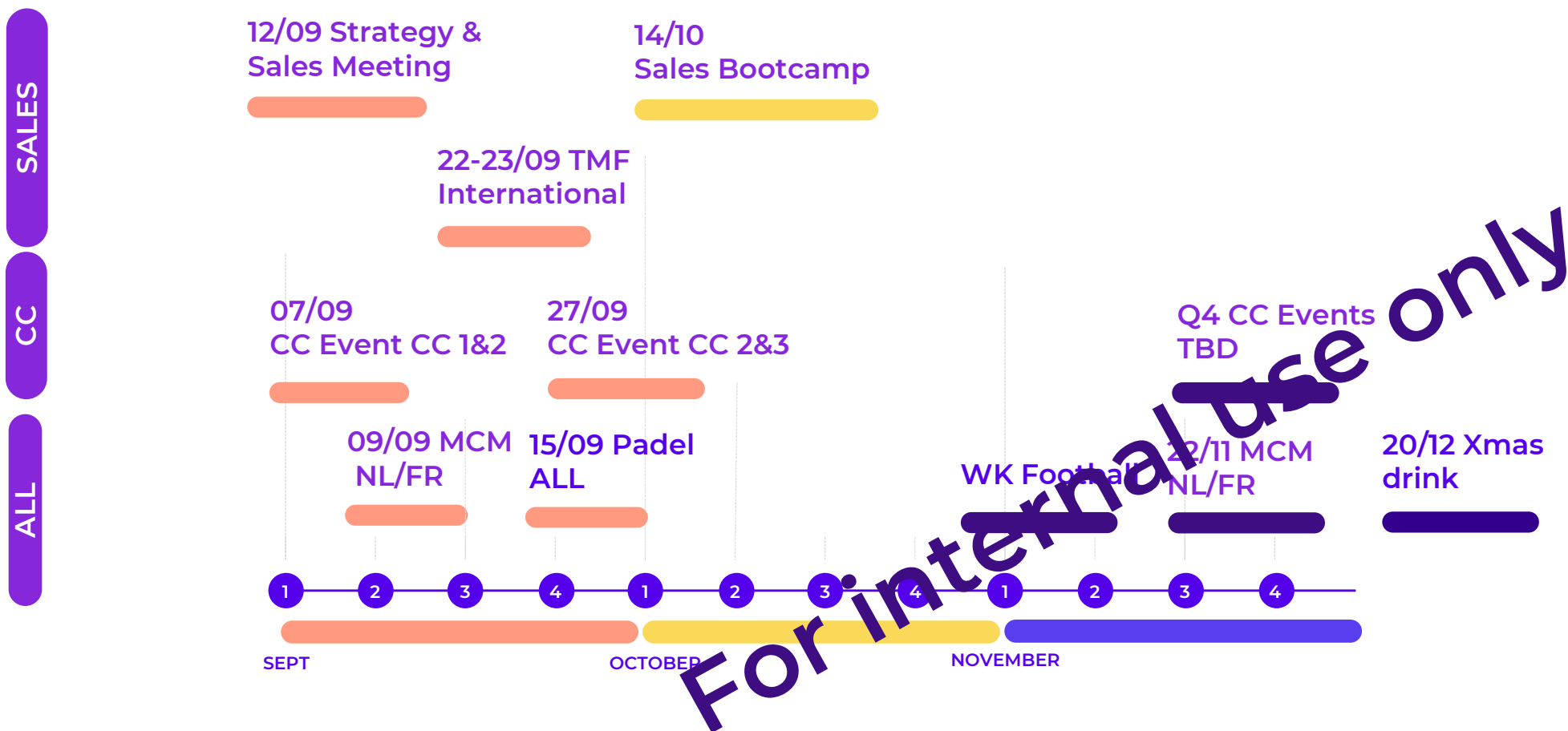
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# Marketing & Communications

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# Timeline Q3-Q4 Internal Comms





Event Team

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# Employee choice

Podcast in collaboration with ZigZagHR



# Cyber resiliency

Infographic, Linkedin Ads, e-mailings

GRATIS INFOGRAPHIC

## Wat zijn de 5 cybersecurity uitdagingen in 2022?



## Ontvang uw digitale kopie

### "Mij overkomt het niet!"

Wist u dat 56% van de organisaties pas maanden later doorheeft dat er iets mis is na een cyberaanval? Of dat 66% van alle bedrijven het voorbije jaar het slachtoffer werd van zo'n aanval? Financieel verlies en imagoschade na een hack kunt u missen als kiespijn. Zeker nu uw IT complexer is en uw data kostbaarder wordt dan ooit tevoren.

### Download de infographic

Voornaam\*  
Hilde

Naam\*  
Janssens

Bedrijf\*  
econocom

Functie\*

E-mail\*  
hilde.janssens@econocom

Telefoonnummer

# Cybersecurity

Kenniscentrum – centre des ressources – corporate website

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ict materiaal services financing kenniscentrum [contacteer ons](#) 🔍 ☰

**Type inhoud** ^

video (2)

whitepaper (1)

**Thema** ^

device-as-a-service (23)

infrastructure & cloud (22)

employee devices (16)

circulaire economie (13)

hybrid office (11)

financing (3)

it maintenance (3)

healthcare (2)

⊗ cyber security (3)



**Wat zijn de 5 cybersecurity uitdagingen in 2022?**

📖 whitepaper Cyber Security



**MAAK DRIE KOPIEËN VAN DIE GEGEVENS**

TEGEN INTERN GEGEVENSVERLIES

DISASTER RECOVERY

Cyber Resilience Golden copy : Maximum protection against ransomware

📺 video Cyber Security



**£45m of damage**

Manufacturer Norsk Hydro pays the ransomware

# 3 call-outs

Lead Generation

## Education

- Started 08/09/2022

## Retail Edge Computing

- Starting 22/09/2022

## Financing

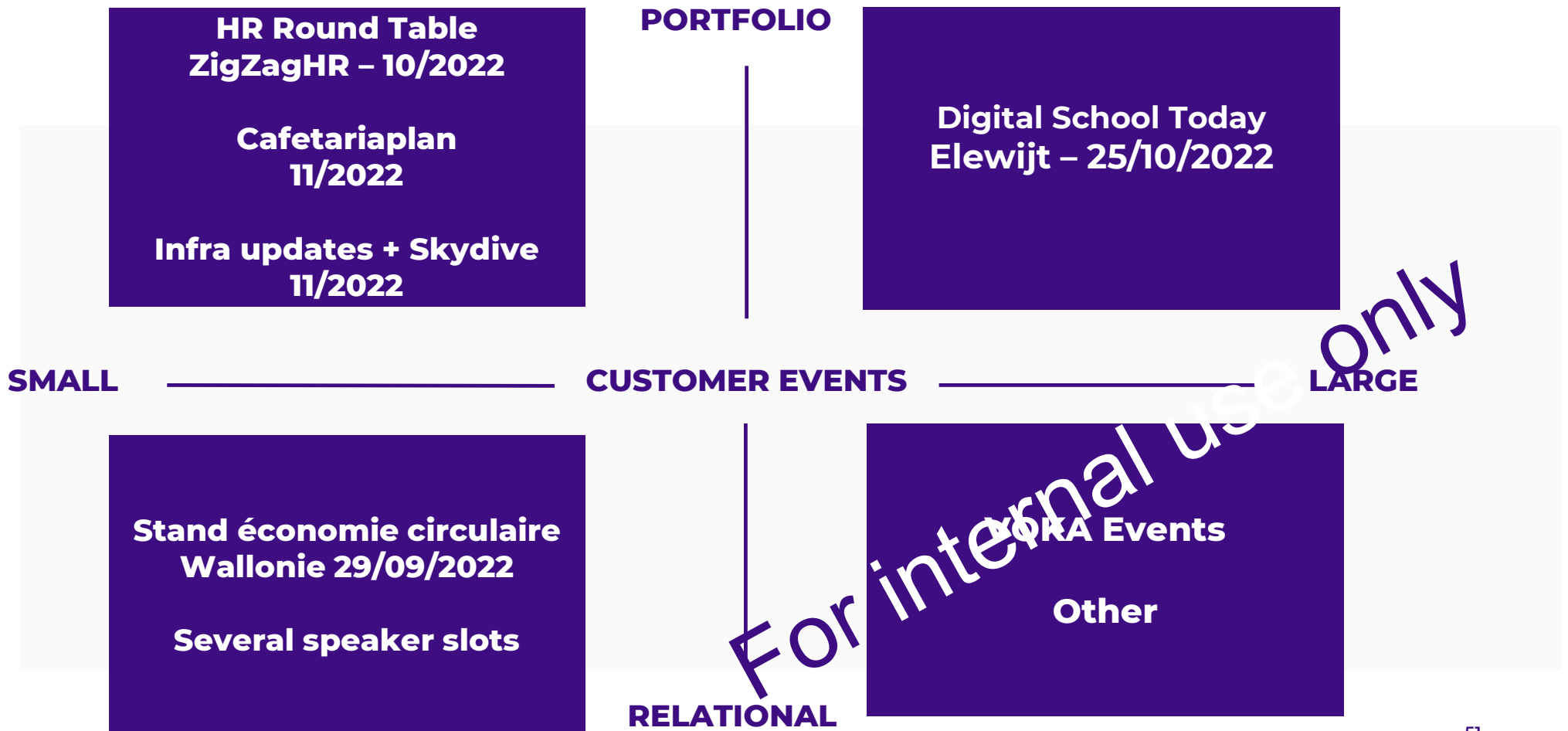
- Starting 10/10/2022



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## Customer Events

Marketing as business enabler & accelerator



# Education – Digital School Today

Live Event on 25/10/2022

← → × info.econocom.be/nl/digital-school-today

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## Duurzaam Digitaal

Schrijf je nu in!

25  
OKT

DIGITAL  
SCHOOL  
TODAY

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# Education – Digital School Today

Live Event on 25/10/2022

LIVE EVENT

**Duurzaam digitaal**

25 okt 2022

9u30 tot 16u00

Elewijt Center

Schrijf je in

### Break-out sessies 1

Voordelen van huuroplossingen tijdens en na Digisprong

▼

Inclusief onderwijs met Apple producten en diensten

▼

Je schoolteam op het juiste (digitale) spoor zetten en houden

▼

iPads op een efficiënte manier implementeren en beheren

▼

Lesgeven met virtual & augmented reality

▼

Minecraft in het onderwijs

▼

Leerlijn programmeren doorheen de basisschool

▼

### Break-out sessies 2

Een geanimeerde cursus maken op iPad

▼

Digitaal evalueren: hoe pakken we dat aan?

▼

Leren programmeren en coderen met LEGO

▼

Inclusief onderwijs met Microsoft producten en diensten

▼

Geïntegreerd leren aan sleutelcompetenties via Podcasts

▼

Alles online? 'Wifi as a service' - Realiteit vs fictie

▼

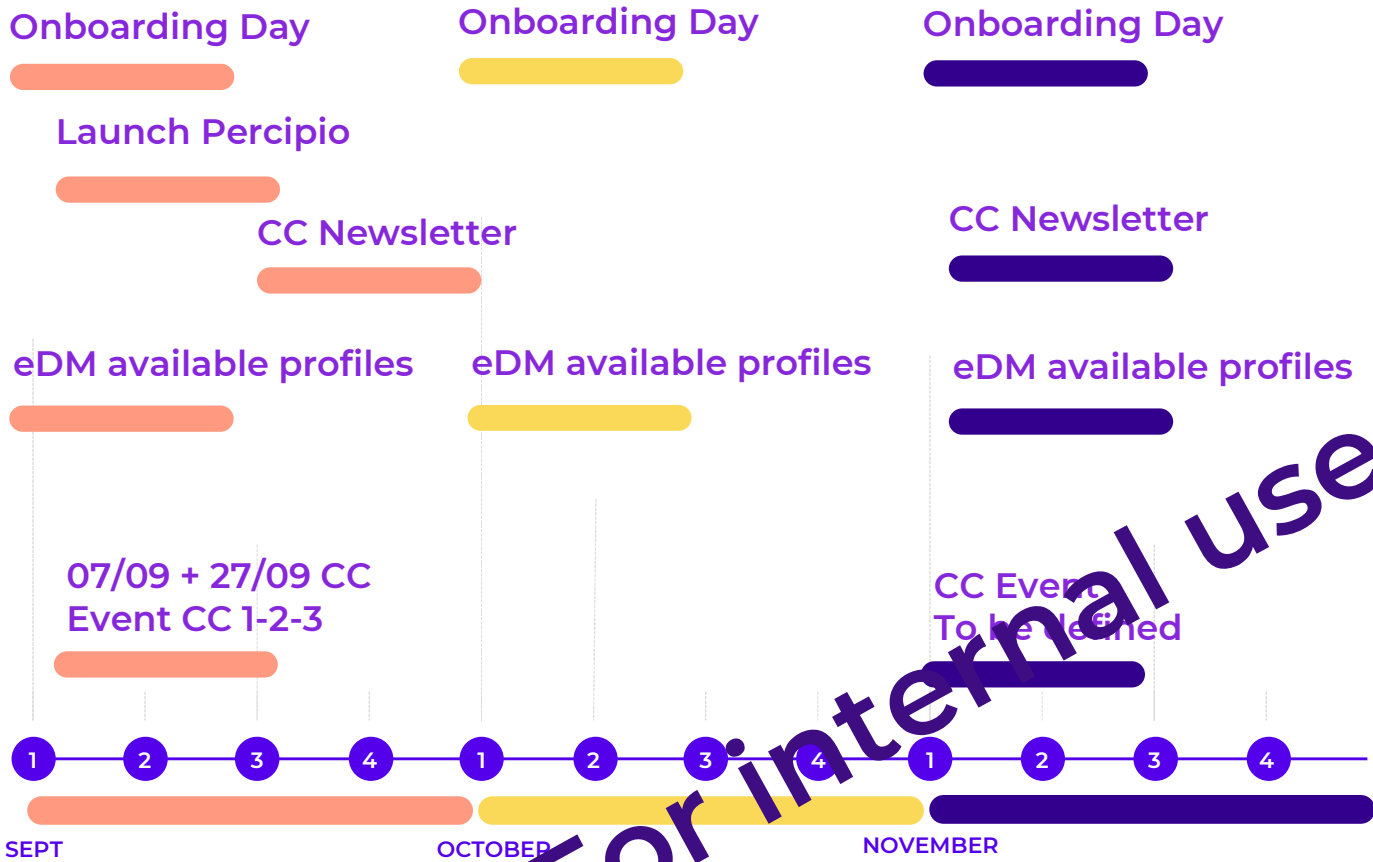
Google for education - Cloud based

▼

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# Timeline Q3-Q4 Competence Centers

INTERNAL  
LEAD GEN  
EVENTS



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# Timeline Q3-Q4 - remarketing



**Pink  
RIBBON**



**Our company is joining  
The Pink Walk**

**From 1 to 31 October**

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RESULTS  
MAY 2022

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Ranking of  
best teams



- 1 Where's The Finish!
- 2 Funny Feet
- 3 The IT Stappers



Company  
ranking  
**124**



**16,755,096**  
total steps

Daily average  
per person

**4.79** / **6517**  
km steps



**83**  
participants

**0.31x**

around the world



**€ 1,174.14**  
funds collected



**€ 1,838**  
total proceeds  
to support  
Pink Ribbon

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# Conclusion

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