



COMMUNICATION MEETING BELUX

One
DIGITAL
company

econocom

Welcome

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Please turn off your video and
microphone



Agenda

1. Newcomers
2. Update Flexplan
3. Action Plans EPS, EMS, TMF
4. Business update - Wins
5. Digital Roadmap - Tooling
6. Marketing & Communications

Newcomers

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Tom Van Hoof

Business
Development
Manager



Thérèse Haq Qazi

Business
Development
Manager



Thomas Caucheteux

Business
Development
Manager



Vincent Guillemot

Business
Development
Manager



Anna Theuwissen

Contract Manager
Assistant

LEASE SALES

LEASE
BACK-OFFICE

econocom



Christian
Vanden Broucke

Accounting Director
Interim manager



Tijs Maes

Business
Analyst Anaplan



Pierre Martiny

Fiscaliste
Groupe



Dieter
Vernimmen

SDM



Erik Van
Ruysevelt

SDM



Philip De Camps

Sales
Development
Manager

FINANCE

EMS

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Jessica
Smolders

Kelly
Oeyen

Haik
Agalovian

Sylvie
Langouche

Artak
Khachatryan

Vladimir
Stati

Clarence
Moulanier

Customer
Support

Back
Office

IT
Recruiter

Payroll
Specialist

Service Manager /
Product owner

Service Desk
Operator

Back
Office

BIS

RECRUITEMENT
& HR

OPERATIONS

LUXEMBOURG

BACK-OFFICE
EMS

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Update
Flexplan

FLEX PLAN ECONOCOM

Flex plan launched on November 15th !

TOOL MY BENEFITS MY CHOICE

Flex Plan was launched on November 15th !

2 info sessions to the tool “MyBenefits Mychoice” have been organized

NL – 15th November 2022

FR – 16th November 2022

Some connection issues to login into the platform – should be solved by now

Overall positive feedback on usability of the platform

2 sessions organized introduction of Warrants in collaboration with KBC

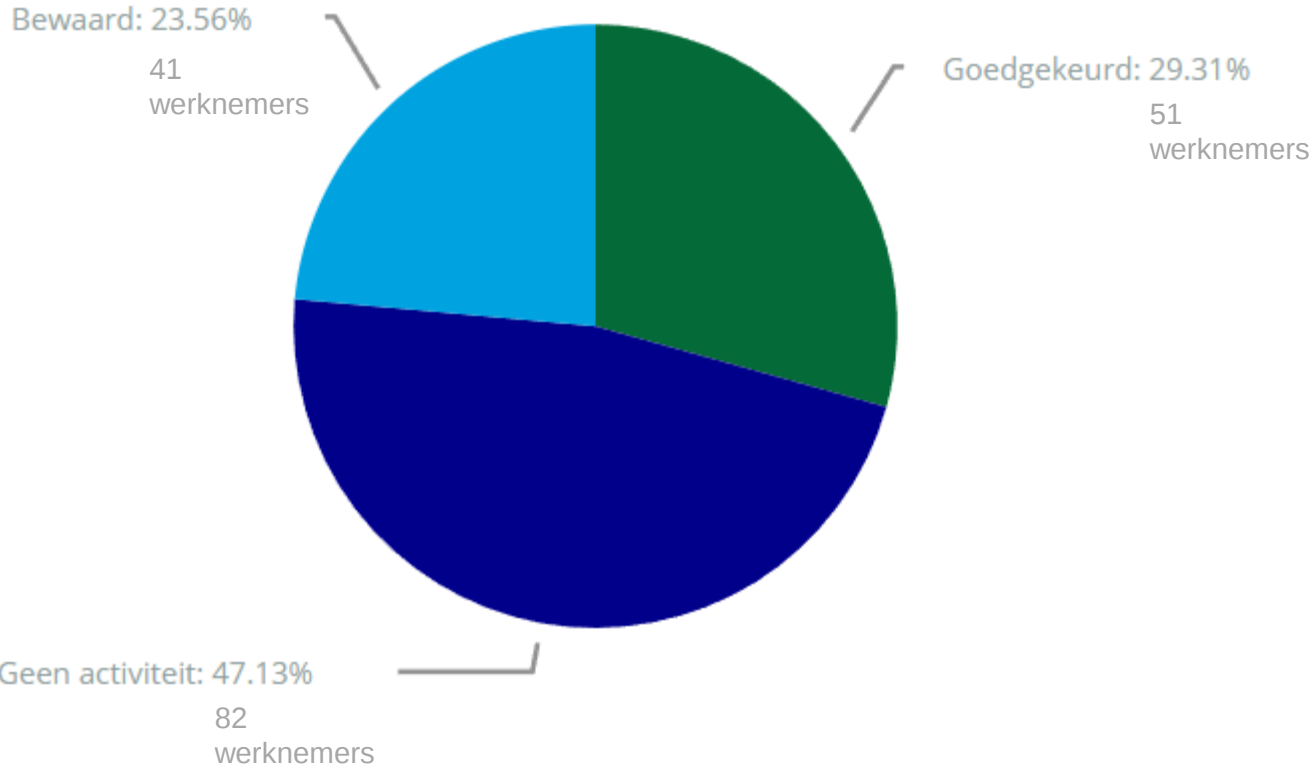
NL 17th November 2022

FR 18th November 2022

FLEXPLAN 2022 – STATUS

Enrollment activity

174 werknemers

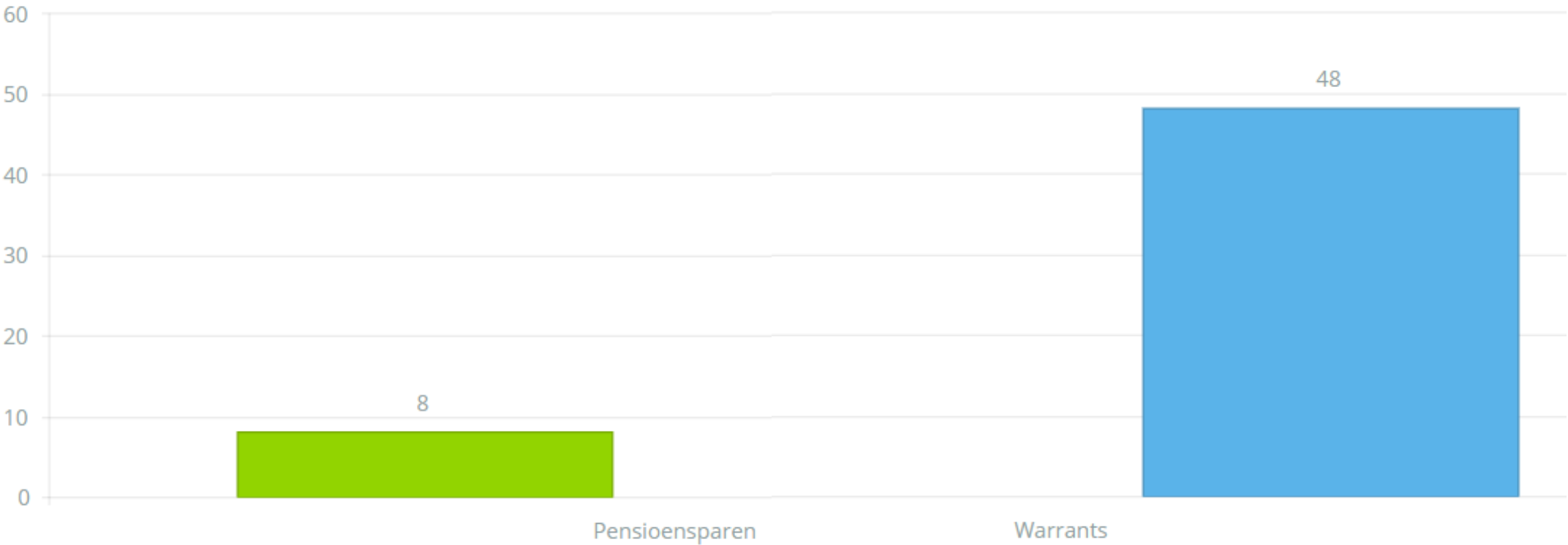


- Goedgekeurd
- Geen activiteit
- Bewaard

FLEXPLAN 2022

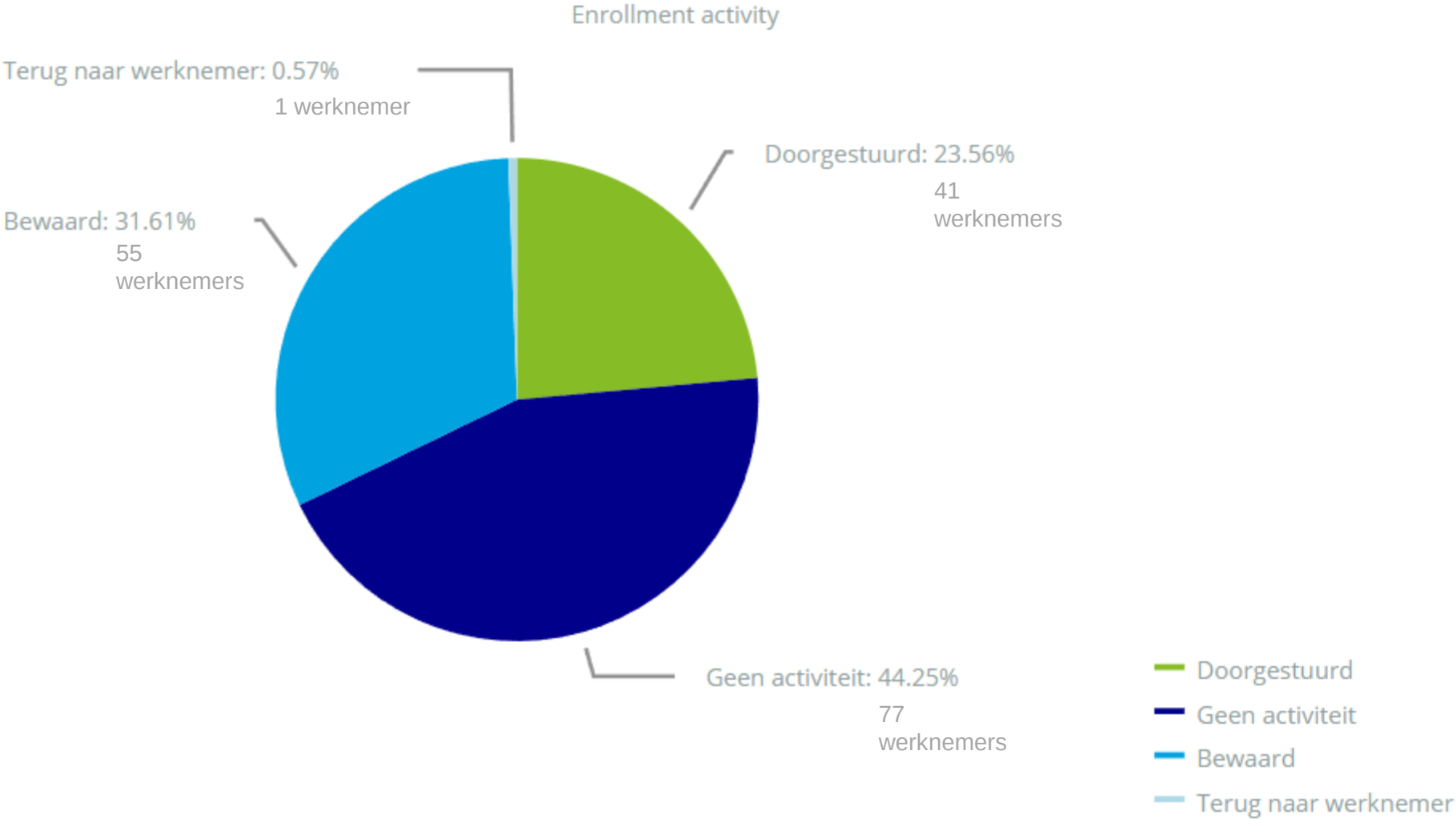
Gekozen voordelen

Care & comfort Andere

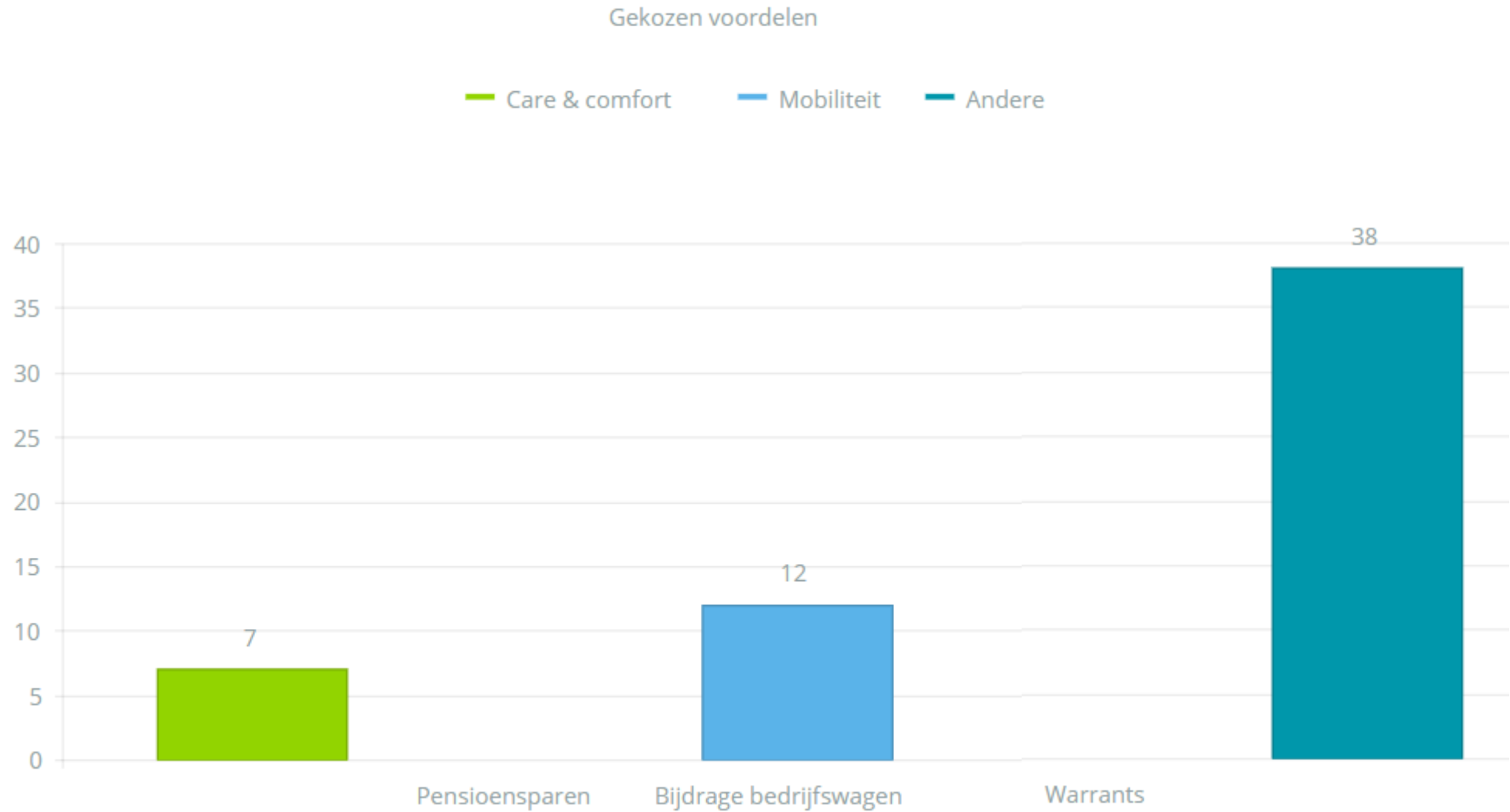


FLEXPLAN 2023 – STATUS

174 werknemers
+ 10 medewerkers voor 2023



FLEXPLAN 2023



IMPORTANT

Deadline to make the choice for 50% 2022 available budget 30/11/2022

Deadline to make the choice for 2023 is 09/12/2022

More questions? Don't hesitate to contact HR-admin.be

Action Plans
to increase
profitability

ACTION PLAN: FOLLOW UP SEPTEMBER

EPS –optimize EPS profitability

1. Purchasing strategy:

1. keeping our volumes to preserve our negotiation position (Zorgnet, District09).
2. Renegotiated contracts with distributors (4 biggest) on payment conditions and logistic costs; payment conditions moved from 30 to 45 days
3. Renegotiated logistic costs with Techdata: (11 euro to 5 euro)

2. Increase added value (e.g., through acquisitions):

1. Microsoft Services
2. SAAS Solutions
3. Sustainability solutions

3. Tooling and processes: ISG appointed to confirm scope and choice replacement M3 by the end of the year

4. Contract Management: collecting contracts from sales. Next step: structuring contract terms and conditions to provide structured overview for key stakeholders.

5. Deliver what we can in the short term (before end 2022): because of constant monitoring the forecasting was more accurate: September/October/November we will achieve our goals.

ACTION PLAN: extra actions

EPS optimization

1. Cash Management:

1. Shorten order to cash process (FAE, Payments)
2. Stock management: monitor and reduce stock levels

2. Processes: workshops planned on MDF, CRT and backrebates

3. Optimize on Plan Cafet: only access to generic webshop for small customers, new logistic partner (Saving 50% on transportation cost)

4. AAER Certification: working on 4 growth initiatives (Employee Choice, Healthcare, ...)

ACTION PLAN BIS: extra actions

1. New director (done)
2. Local P&L accountability and structure set up (done)
3. Start cleaning up existing data (ongoing)
4. Focus on delivery and invoicing (ongoing)
5. Renegotiating bleeding contracts; BNP
6. Adapt to NL tools and processes
7. Implement offer validation + improve T&C's
8. Add indexation to Services offering (ongoing) Conceptualize portfolio
9. Implement dashboarding to increase billability
10. Measure & report
11. Knowledge transfer BE / NL

ACTION PLAN EMS – Update

1. Deliver on promises

- Close follow up of sales pipeline, focus on P&C Infra
- 2 New SDM's started (Dieter Verenimmen and Erik Van Ruysevelt)

2. Optimise projects and Secure/Monitor scope

- Changes in scope Project Delivery (all customer projects monitored by 1 team) – transition ongoing
- Involvement in Presales / better handover to delivery
- New dashboards to facilitate close follow milestones)



ACTION PLAN EMS – Update

3. Price adjustments towards 2023 (indexation) – ITS + MS SLA

- Contracts Analysed >95%
- Customers contacted 78%
- Agreements found 24%
- Missions ended 5% (impact 4 FTE)

- ICS contracts, indexation included in all renewals.

4. Focus on recruitment of technical profiles

- New recruiter started - Haik Agolovian
- Recruitment plan towards start 2023 on track but challenging
- New recruiter to be found to meet targets 2023

ACTION PLAN TMF

1. Sales

- Lease back operations - 3 deals identified : Deguite (500 k) Eutraco (600 k), Lola & Liza
- Focus on bigger deals
- Colruyt (prospect) , MSC (resigned) , Daikin (signed/ important growth) , Goodyear,
- Important renewals Plan Cafet : Belfius / BNP
- International deals : Radisson / selecta
- 4 new sales as from october
- Call out action with SalesQ in order to score qualified leads
- New business Unit Green & Energy

2. Funding

- Continuous monitoring of interest rates remains important adapting ROF & Plan cafet conditions accordingly to preserve our margin
- Important challenge to shift business towards multiple funders in order to satisfy them all. At this **moment > 60 % is refinanced with Belfius ...**

ACTION PLAN TMF

3. Tooling: Migration

All actif contracts in Luxemburg have been migrated towards ECSCChange – the new platform that will replace SNI . As from 2023 we will start the migration for Belgium. One CRM will be the sales start basis for all operations.

4. Manage bad debt Risk (Atlance)

-

Action plan is being put in place for all files introduced to our lawyer aiming to look for a mutual agreement with the customer . We want to reduce significantly the number of outstanding rents due to lawsuits and the provision needed to cover them.

Customer WINS

KEY WINS



Digital Roadmap

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Percipio

E-Learning Tool for our Competence Centers



Collaboration between Skillsoft and Global knowledge

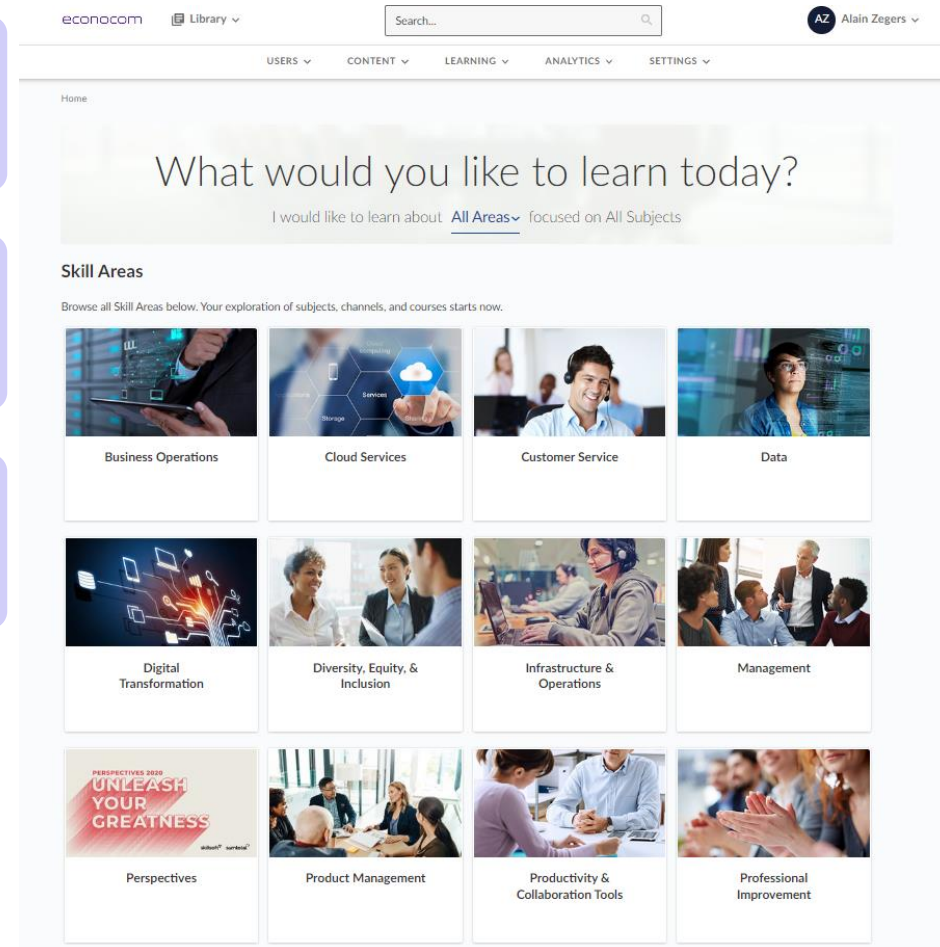


Online learning Platform to prepare for certification

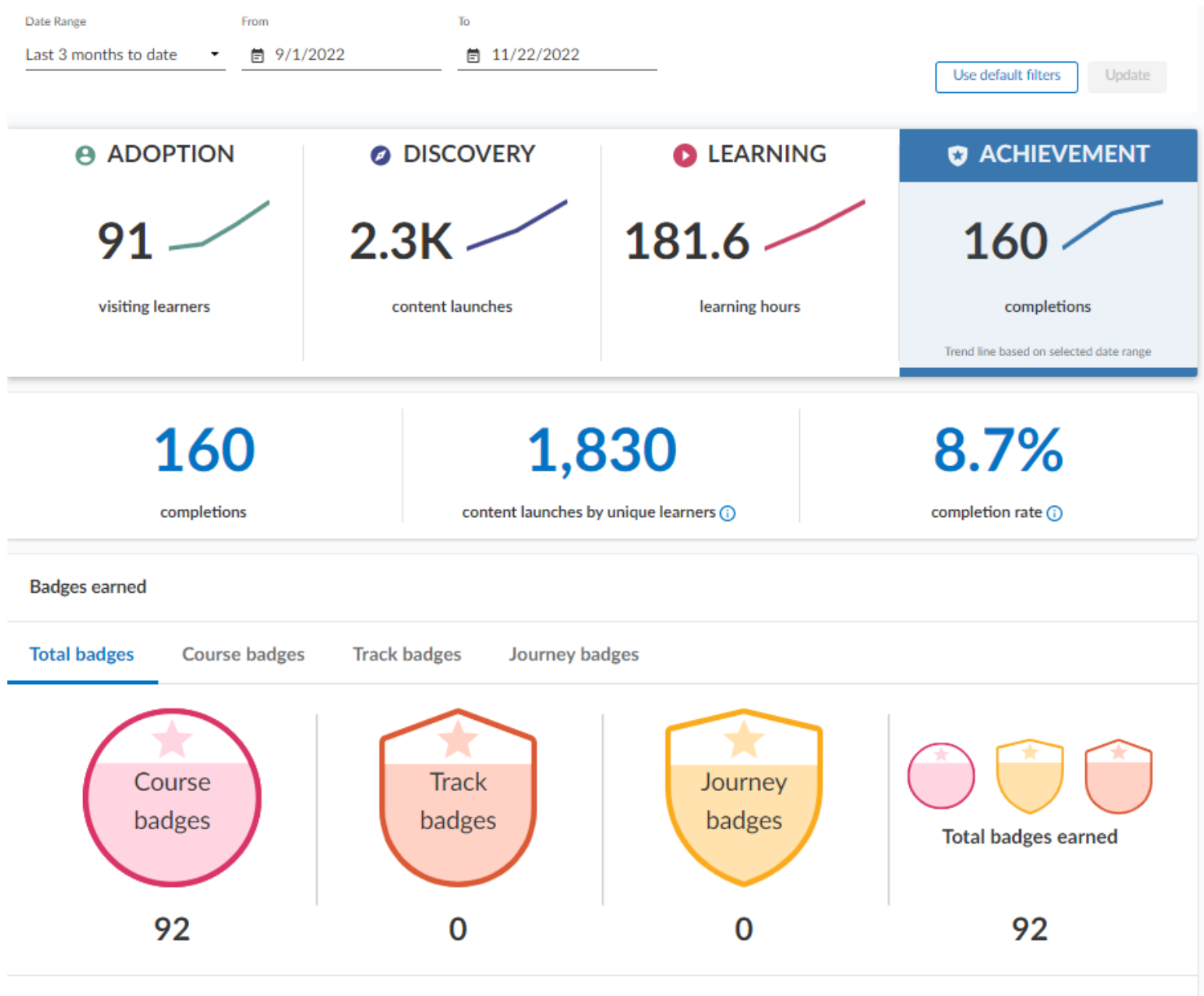


Through use of video/books/testing/labo's/classical training /mock exams

Doorway to new opportunities



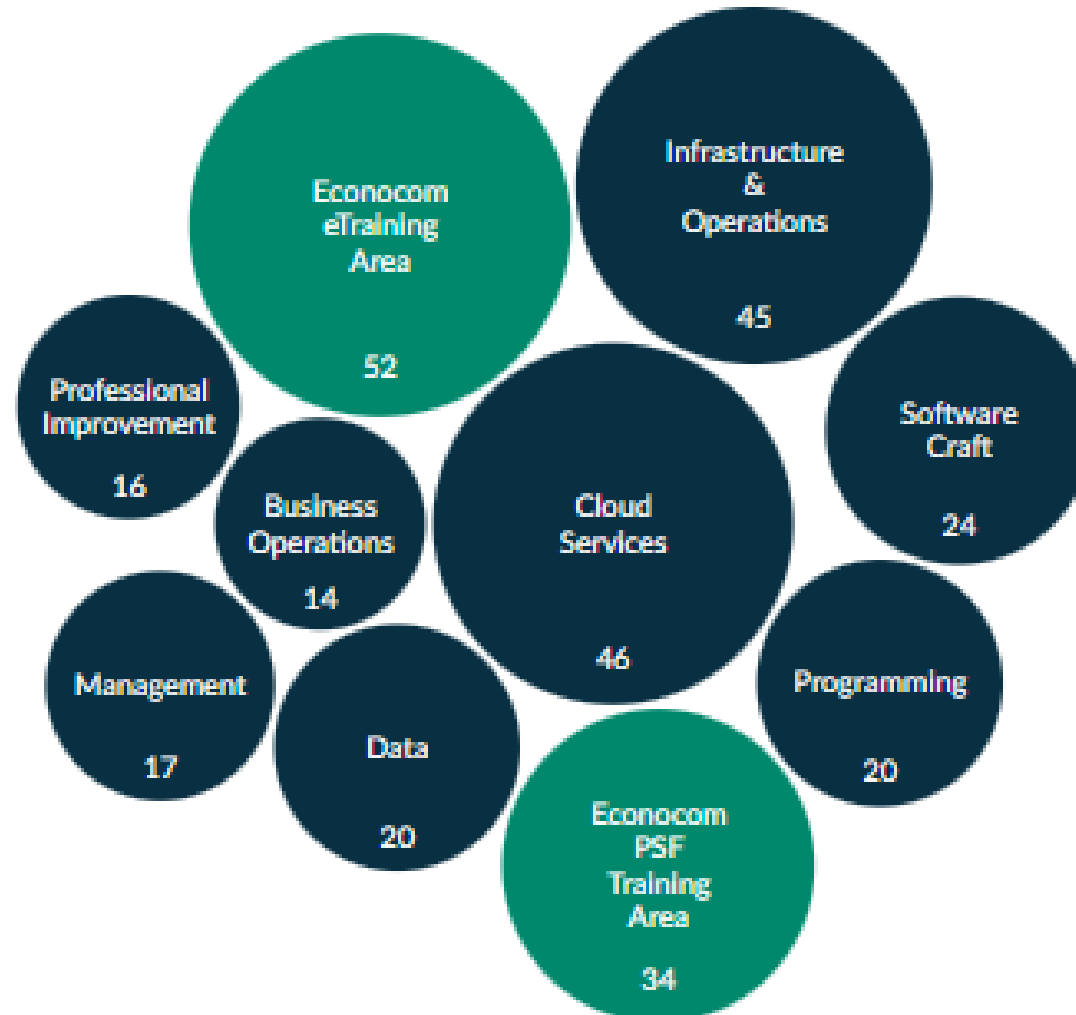
Digital Learning for our Competence Centers



SKILL AREAS

SKILL SUBJECTS

SKILL CHANNELS



Marketing & Communications

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Econocom is nominated for
• Datacenter Partner of the Year

intel.

 **Microsoft**

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







ISIT



Institute for
Sustainable IT



SUSTAINABLE IT

CHARTER

With the signing of this charter, we affirm our commitments to resolutely enter into a «Sustainable IT» approach for our organization.

①

We are committed to optimizing digital tools to limit their impact and consumption.

②

We are committed to developing accessible, inclusive and sustainable service offerings.

③

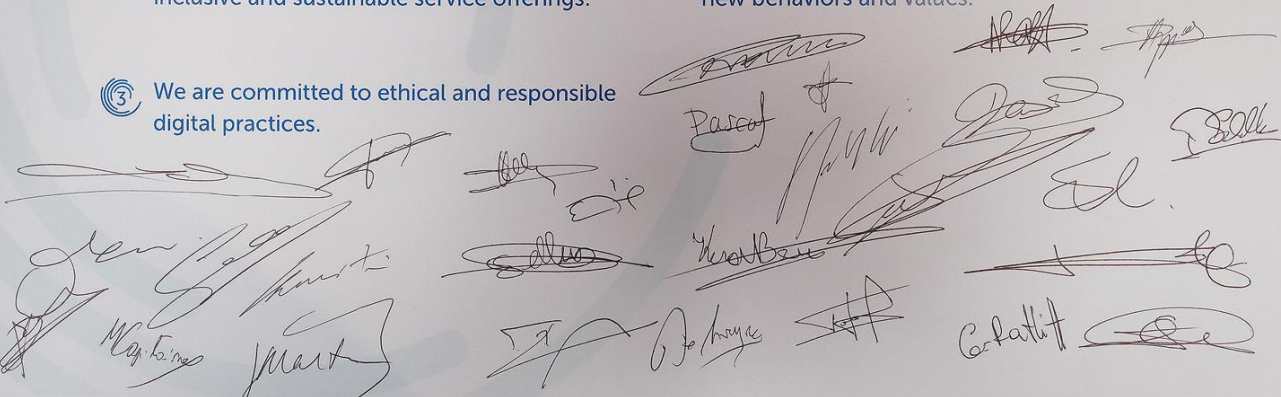
We are committed to ethical and responsible digital practices.

④

We are committed to Sustainable IT, essential to ensure the resilience of organizations.

⑤

We are committed to fostering the emergence of new behaviors and values.







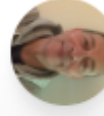
**Our company is joining
The Pink Walk**

From 1 to 31 October

econocom



1		Stef Stroobants 614.142
2		Chris Goeman 553.010
3		Joris De Greef 549.181
4		Koen Van Go... 531.562
5		Mike Hellem... 434.846

6		Kristof De Co... 427.844
7		Patrick Van ... 409.344
8		Cathy Lothist 351.047
9		Jean-Loup D... 317.402
10		Thomas Hau... 310.000



Econocom - Competence Ctr 2
La Marche Rose

f e in [Sluit je bij ons aan](#)

Teamleden		5
1	 Chris Goeman	553.010 Stappen
2	 Koen Van Goethem	531.562 Stappen
3	 Alain Zegers	269.129 Stappen
4	 Fabrice Legrand	176.805 Stappen
5	 Rifat Cami	42.539 Stappen
Totaal aantal stappen		1.573.045

Top 10 & team

PINK WALK BY PINK RIBBON OCTOBER 2022

THANKS FOR YOUR ENGAGEMENT!



Pink
RIBBON



RÉSULTAT OCTOBER 2022

econocom



Classement
des meilleures
équipes



- 1 Econocom Competence Ctr 2
- 2 Marketing Team
- 3 Econocom TMF



Classement
des entreprises

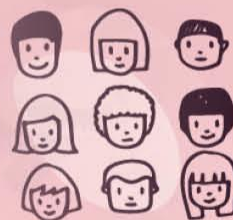
71



7.986.451
pas au total

Moyenne quotidienne
par participant

5,8 / **7.577**
km pas



40
participants

0,15x

le tour du monde



113,60 €
de fonds collecté
grâce aux sponsors



Join us!

FIFA World Cup Qatar 2022 *

Belgium vs Canada
Wednesday, 23 November

Food & drinks from 6 PM
Match starts at 8 PM

Together with



SAMSUNG

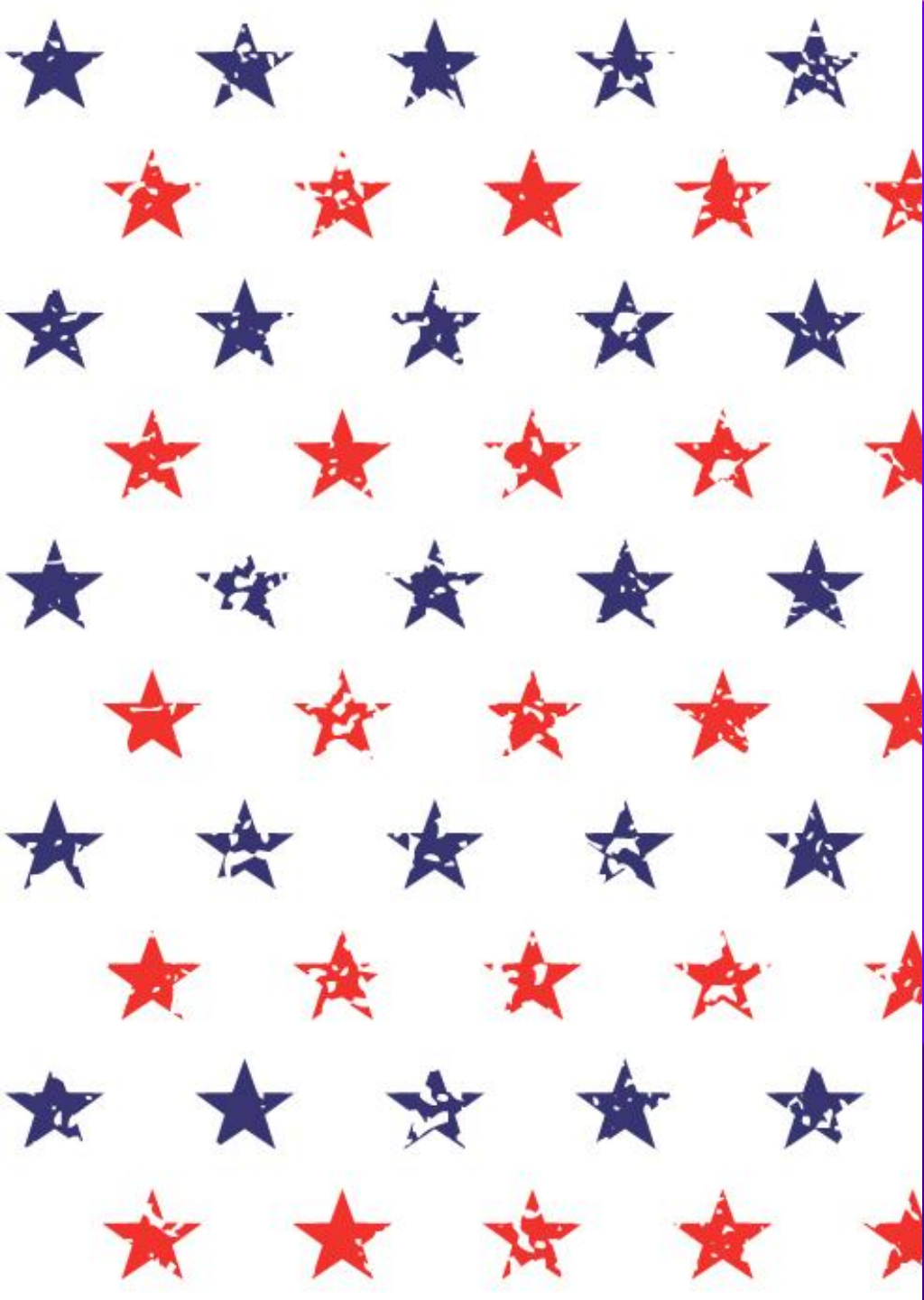
REGISTRATIONS



Please use your
Econocom email
address

Let your inner Lukaku out
on the PlayStation 5 in our
Games Corner!

(*) On the big screen at **BIS**, Mechelen



NOV. 24 2022
6:30 PM - 8:30 PM

AFTERWORK THANKSGIVING

econocom

18
CITIES
ACROSS EUROPE
AT THE SAME TIME

Barendrecht / Bordeaux / Brussels / Grenoble
Frankfurt / Lille / London / Luxembourg / Lyon / Madrid
Marseille / Milano / Nantes / Plessis-Robinson
Puteaux / Strasbourg / Toulouse / Tours

JOIN US FOR A

CHRISTMAS DRINK



TUESDAY DECEMBER 20TH, 4:30 - 09:00 PM

Accept or decline via Outlook by December 13th

Conclusion