

BUSINESS CASE

DAIKIN : Workplace Outsourcing

Daikin Industries Ltd (Daikin) is a manufacturer of air conditioners and refrigerants.

To expand its business Daikin has established its new strategic plan "Fusion 25" with three growth strategy themes:

"Challenge to Achieve Carbon Neutrality," "Promotion of Solutions Business Connected with Customers," and "Creating Value with Air."

In this context, **Daikin HQ in Belgium** was looking for an IT partner that could cover a large international scope that can support the growth strategy of the group.

GOALS

- **PROVIDE SAME QUALITY SERVICES FOR THE FULL SCOPE**
- **INDUSTRIALIZE THE END USER SERVICES**
Chain on Service Delivery & On-site services
- **DEFINE ROADMAP**
of improvements and innovations
- **PROVIDE MANAGED MICROSOFT TEAMS MEETING ROOMS**
- **1st TIME TO INTEGRATE IN THE SCOPE OF THIS CONTRACT**

KEY FACTS & FIGURES

45 M€

revenue over 6 years

29

countries

9 000

Users

150

locations EMEA

500

meeting rooms

13

languages

WHY ECONOCOM ?

- **All in one** workplace outsourcing solution integrating AV
- **Pro-active approach; Long-term upfront anticipation** of the renewal and extension of the contract scope
- Workshops with the customer on **innovation tracks:** automation, chatbox integration with Teams and ACD



WHAT DO WE SELL ?

- Onboarding new entities
- Sourcing & Packaging Services
- Endpoint Management
- Device Lifecycle Management
- End-user Service Desk
- Infra as-a-service (Citrix ...)
- Run
- Meeting Room Management
- Financing (Technology Refresh Option)

COMPETITORS

No competitors thanks to long-term upfront anticipation and negotiation

CONTACTS

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