

Computacenter – An Overview

Computacenter is Europe's leading multi-vendor IT infrastructure services provider. To us, customer proximity means understanding business requirements and reacting to these in a precise manner. On this basis, we develop, implement and operate tailor-made IT solutions for our customers. We evaluate the benefits of new technologies and swiftly and professionally integrate these into existing IT environments. Our financial strength and market presence offer customers and partners long-term stability and security.

We reach our customers through an extensive network of sites throughout Germany, the UK, France and Benelux as well as international partners in Europe, Asia and North America. In 2010, Computacenter turned over around 2.68 billion GBP with 10,500 employees.

In Germany, Computacenter has a staff of approx. 4.000 and generated a turnover of € 1.18 billion in 2010. Drawing on a network of sales and service sites and depots – some also at customer locations – allows us to provide optimal coverage throughout Germany. A nationwide consulting organisation and the decision-making competence of our employees at the customer interface are decisive to our business success. The core of the company is the central Supply Chain Services with the Logistics Centre for trading goods and spare parts, which is located in Kerpen near Cologne close to excellent transport links.

Services portfolio

We consult customers in terms of their IT strategy, implement the suitable technical solutions and provide services for all aspects of IT environments. We draw on our know-how, best practices and industry-leading tools to optimise both our own, and our customers', processes and to save time and cut costs. Ultimately, this allows our customers to receive greater benefits from their IT and to focus on their core business. Our services cover three areas: Managed Services, Infrastructure Integration and Technology Sourcing.

Source & Deploy

Acquisition and provision of IT infrastructures and commercial solutions in accordance with our customers' requirements and support during the entire lifecycle of the products.

Consult & Change

Performance of projects and provision of specialists throughout the whole process, from advice to the implementation of technology changes which improve the value of the customer's IT business.

Manage & Transform

Responsibility for IT operation in terms of management and the transformation of our customer's IT infrastructures and processes in order to improve quality, flexibility and efficiency.

We work on a multi-vendor basis and cover all standard and market-established manufacturers and technologies for clients, networks, servers and storage. We are supported by qualified partnerships with leading manufacturers and their certifications. We develop technological solutions and services, which can be quickly and simply integrated into customers' existing IT infrastructures.

In contrast to many other service providers, system integrators and IT consultants, Computacenter works in collaboration with its customers' IT departments and not over their heads. As a partner to the IT departments, we develop solutions and services in line with the customer's business model. We quickly convert new technologies into functional solutions and services. We maintain long-term relationships with our clients: 70 percent of our customers have been working with us for longer than ten years. We employ a motivated and highly-qualified staff, which has a pragmatic, positive stance and – building on this – flexibly and enthusiastically addresses the constantly changing requirements of our customers.

Quality is a fixed component of our range of services. We monitor and measure our performance with the help of stringent controlling mechanisms – the expressly requested continual feedback from our customers enables us to provide the highest level of customer satisfaction and constant service improvements. Computacenter recognised the significance of applying key methods and standards for introducing and optimising IT service processes many years ago, oriented its own provision structures in accordance with ITIL in 1989 and certified employees on a levels in accordance with ITIL.

Computacenter in figures

Computacenter plc. Group, Hatfield/UK (prepared under IFRS)

in £ million	2010	2009	2008	2007	2006
Sales (total)	2,680	2,500	2,560	2,379	2,269
Profit before tax	66.1	54.2	43.1	42.7	38.0
Employees	10,514	10,245	10,217	9,903	9,329

Source: Computacenter Investor Relations: (<http://phx.corporate-ir.net/phoenix.zhtml?c=133410&p=irol-IRHome>)

Computacenter AG & Co. oHG, Kerpen/Germany

in € million	2009	2009	2008	2007	2006
Sales (total)	1,187	1,056	1,082	1,090	1,009
Sales (service) ⁽¹⁾	408	403	407	397	366
EBIT ⁽¹⁾	24.7 ⁽⁴⁾	23.5	18.2	13.5	3.3
Employees ⁽²⁾	3,923	3,869	3,884	3,754	3,659

⁽¹⁾ Since 2007 resold services revenues are no longer listed under product but under service revenues. Previous years' results are adjusted.

⁽²⁾ earnings before interest and taxes

⁽³⁾ annual average (without apprentices)

⁽⁴⁾ 2010 adjusted by losses resulting from merger

Source: audited annual statements (HGB) for Computacenter AG & Co. oHG, Kerpen



Company Profile 2011

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Further offices operate throughout Germany. The addresses and contact information for these can be found on www.computacenter.de

Management

Board

Oliver Tuszik (Chairman)

Dr. Karsten Freihube

Hans-Georg Freitag

Frank Kottmann

Reiner Louis

Management

Ulrich Irnich

Supervisory Board (Chairman)

Mike Norris

Contact

Questions or suggestions? Please e-mail us at communications.germany@computacenter.com.

Internet

<http://www.computacenter.de> or www.computacenter.com