

getronics

Getronics

Reimagining the digital future

Your digital transformation partner

Getronics' history extends back over 130 years of constantly reimagining the use of technology. Today, we continue to guide our customers through their own transformation journeys, leveraging an integrated and secure-by-design IT portfolio with a unique focus on enhancing the digital experience.

Getronics is the leading and founding member of the Global Workspace Alliance (GWA). Together with our partners, we support our customers in over 180 countries, offering one single point of ownership, end to end visibility and accountability for the services we deliver.




Our mission

Reimagining the digital future – one customer at a time.

At a glance:

- **130+** years
- **3,700** colleagues
- **1,800** customers
96% renewal rate
- Offices in **20** countries
- Global reach to **185** countries

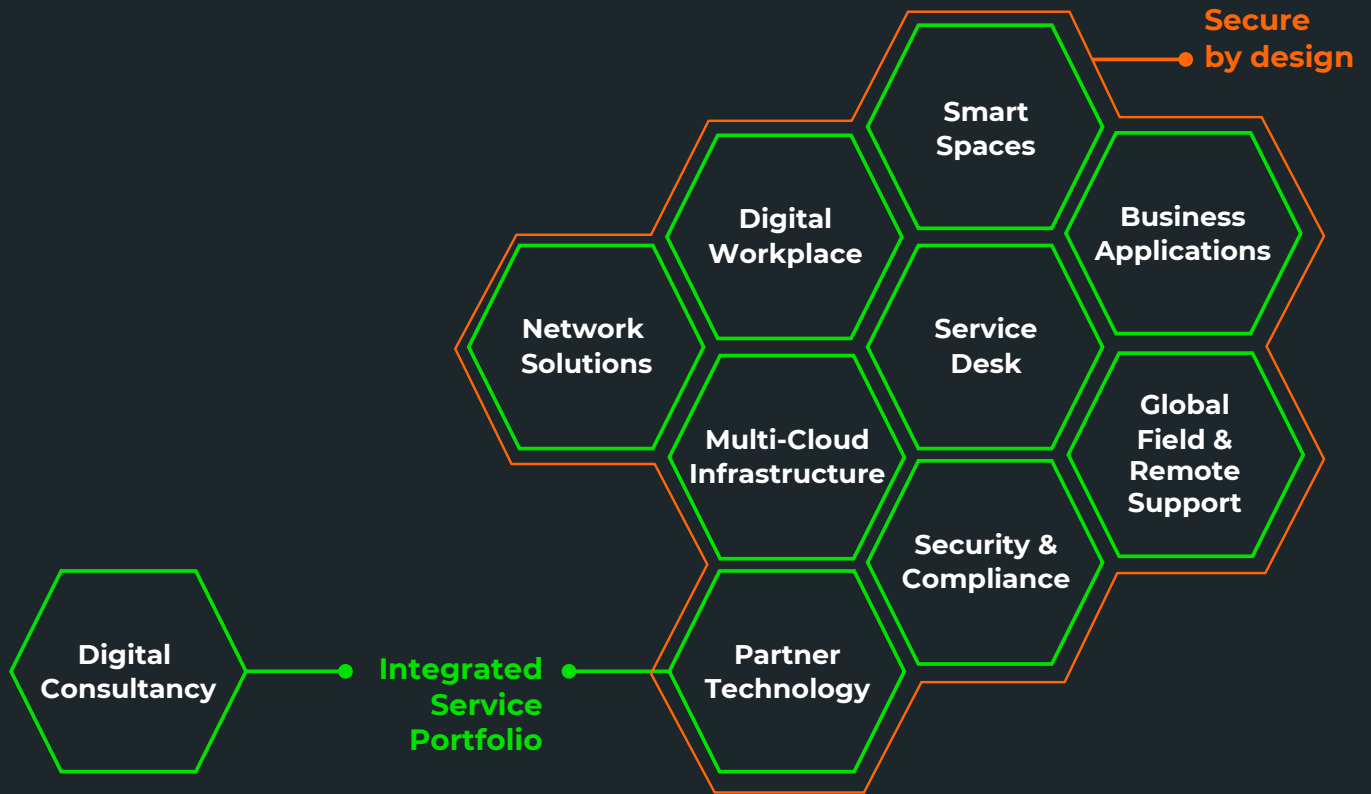
An integrated, **secure-by-design** portfolio to deliver exceptional digital experience

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|-------------------------------------------------------------------------------------|------------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
|  | Digital Workplace |  | 6 Global Service Centres supporting 22 languages |
|  | Field & Remote Services |  | 13B Monthly events handled by our own Security Operations Centre |
|  | Service Desk |  | Multi-cloud within our own 13 data centres |
|  | Multi-Cloud Services |  | +2000 developers for business applications |
|  | Smart Spaces | | |
|  | Security & Compliance | | |
|  | Business Applications | | |
|  | Network Solutions | | |
|  | Partner Technology (VAR) | | |

End-to-end solutions for the digital business

Getronics focuses on enhancing user experience through the use of technology, offering a bespoke selection of integrated services that are tailored to the unique needs of each business. Our experienced global teams provide customers with support as and when they need it on a 24/7/365 basis across 180 countries.

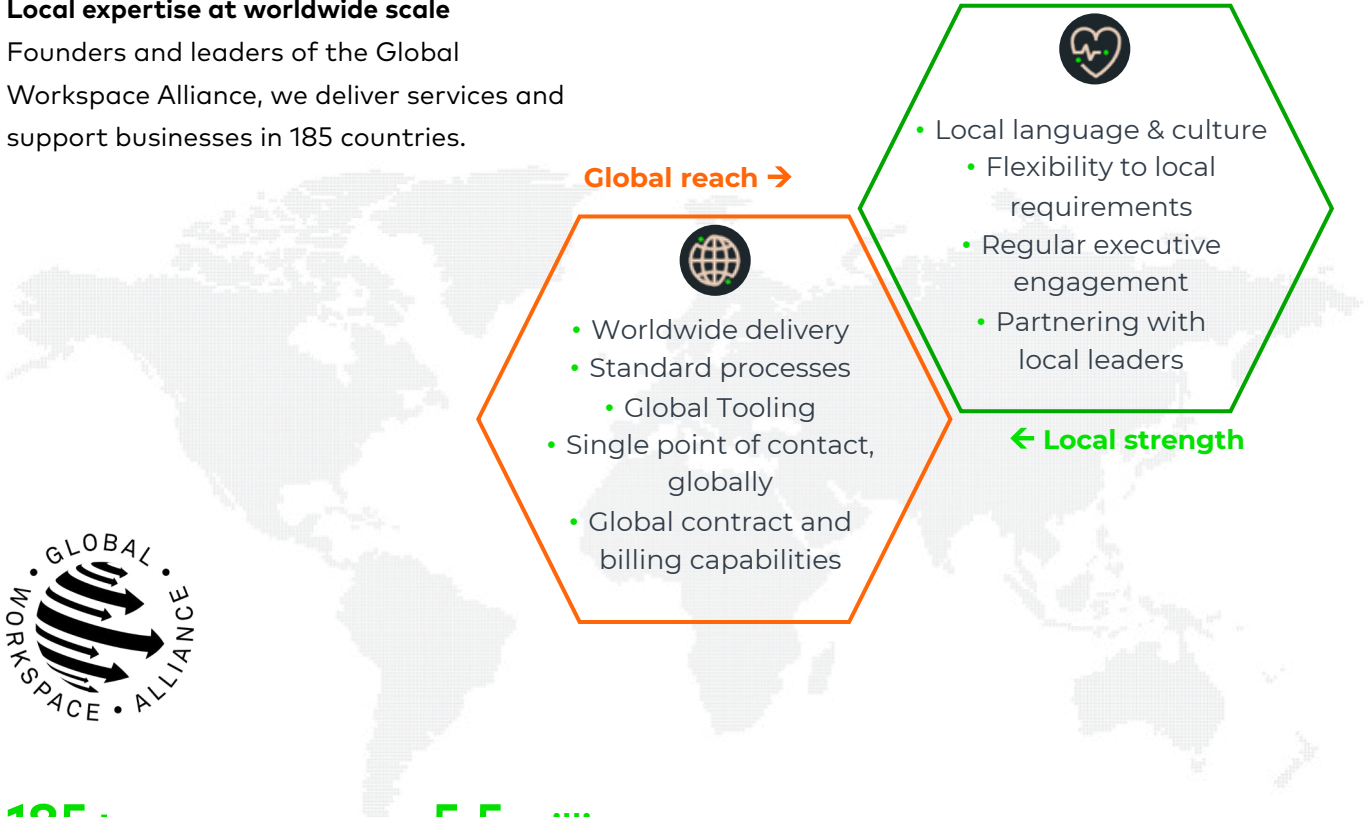
The leading-edge capabilities of our global service desks bring our services together to create powerful analytical insights and unlock new opportunities for efficiency and growth.



Global Workspace Alliance

Local expertise at worldwide scale

Founders and leaders of the Global Workspace Alliance, we deliver services and support businesses in 185 countries.



185+

Countries

5.5 million+

Workplace assets supported

300,000

end users

1

Single point of contact, contract and billing entity

30 years

Experience delivering multi-country deals

Underpinned by Getronics Global Service Delivery Model

GWA Alliance Partners have a pre-agreed operating model to ensure one seamless experience across the world.

"We've been working with the GWA for several years now and we are always satisfied with their ability to work as a single entity. We are running global IT operations located in Europe, Middle East and APAC [and] we look forward to continue working with GWA members Getronics and SPIE, taking the new challenges of INSEAD's IT for the benefit of our organisation, students, and prospects."

Alexandre Papadopoulos, Head of IT Operations & Infrastructure, INSEAD



Customer success stories

YOUR LONDON AIRPORT *Gatwick*

Business Challenge

Gatwick needed to transform its IT in line with the airport's main objective of providing a world-class customer experience for its passengers.

How we helped

Getronics overhauled Gatwick's Service Desk, making significant improvements in the way the service was delivered, and transitioned 93 critical airport operational applications from India.

"Getronics demonstrated all the values we were looking for in a services provider – a superior level of leadership and ability, as well as an energetic and agile team that felt like an extension of our business, rather than a third-party supplier." – **Anthony Lamoureux**, Head of IT Service Delivery, Gatwick Airport.

ZIELPULS

Business Challenge

Zielpuls needed an ICT partner to support its fast-growing business and to equip the company with the necessary future-proof IT tools to enable working anytime and anywhere.

How we helped

Getronics developed a solution based on the Microsoft Azure Cloud and Office365 Services. The platform contains a fully working back office, accessible 24/7, designed, operated and managed by Getronics

"We at Zielpuls are convinced that Getronics' cutting-edge solution will allow us to reinforce our services while remaining a trustworthy and innovative partner for companies in technically highly innovative industries for the years to come." - **Ilja Stucken**, Managing Partner, Zielpuls

THE PENINSULA HOTELS

Business Challenge

Peninsula sought a partner that had demonstrable experience as a Systems Integrator in the hospitality sector to improve the efficiency of its digital operations and, in the process, enhance the experience of its customers.

How we helped

Getronics deployed a highly reliable network and Unified Communication and Connectivity solution for both guests and staff, followed by continuous monitoring and support services.

"We have a really strong relationship with Getronics, our systems integrator, which has seamlessly provided crucial voice and data services since the hotel was built in 2012. Getronics is a true partner of our digital operations. We work collaboratively and adopt a team-based approach, which ensures all critical admin and guest services are running, and therefore ensures the success of the hotel." - **Hervé Philippoteaux**, IT Manager, The Peninsula Paris

Getronics Vertical Specialities



Education



Retail & Wholesale



Transport & Logistics



Automotive



Government



Sports



Finance



Professional Services



Technology & Telecoms



Food & Beverage



Manufacturing



Media

Let's Talk

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