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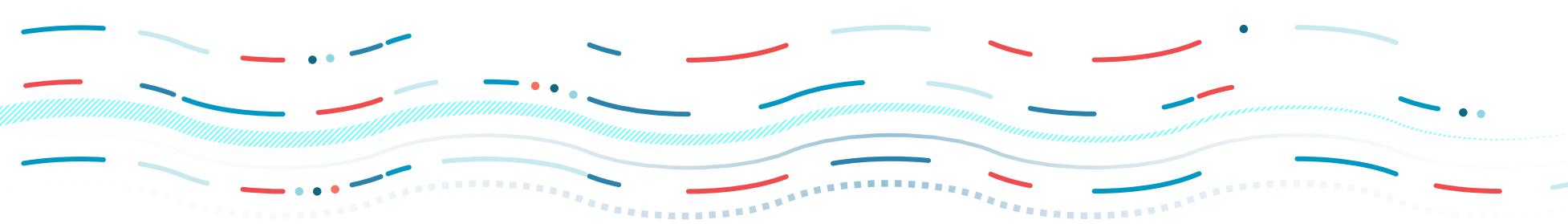
Cegeka pursues a strategy that revolves around continuous investment, improvement and innovation. It is a strategy that bears fruit, as is yet again reflected in our annual figures: 511 million euro in revenue, an increase of 16% compared to 2017. This is the 15th year running we can report solid growth, and I am proud of that.

2018 is also the year in which I decided to step aside as CEO and hand the reins to Stijn Bijmens. A fully-fledged entrepreneur, Stijn has the leadership skills, the business acumen and the IT expertise that are crucial for steering Cegeka through these fast-paced, volatile and exciting times.

Stijn will decidedly make his own mark, but I know he will stay true to the fundamentals of our *modus operandi*: cool pragmatism and a customer-centric approach. Our baseline 'In Close Cooperation' remains unchanged and is as relevant as ever: Stijn and I firmly believe that it is our accessibility, our transparency and our empathy that are the keys to our success.

I want to express my gratitude to all our customers for their continued faith and loyalty in Cegeka. Thank you also to the more than 4000 Cegeka employees who create tangible impact for our customers, every single day. A final thank you to our shareholders, investors and business partners, without whom this adventure would not be possible.

**André Knaepen**  
Founder & Chairman of the Board



## We have exciting times ahead of us.

As consumers, we have witnessed a number of seismic shifts over the past decade: how we communicate and shop, for instance, has changed drastically. Mobile devices, 24/7 online stores and social media have transformed our lives significantly.

We don't quite see the same kind of leaps and bounds when we look at enterprise IT. In the core, very little has changed in that domain: we still develop applications more or less like we did ten years ago, we still talk about ERP and CRM systems, infrastructure and so forth.

It is my belief that this is going to change. Indeed, it is already changing. And the tilt in business IT is the result of two technologies: the ever-growing world of cloud and the advent of 5G. Combined, they will change enterprise IT completely. **5G will give the cloud eyes and hands.**

**“5G will give  
the cloud eyes  
and hands”**



## Cloud: bringing order to the chaos

Nowadays, many CIO's can't see the wood for the trees in the cloud landscape. Which applications their organizations have running – and especially: where – has become hard to untangle, due to the rise of the public cloud and shadow IT. The result is cloud chaos. To bring order to that chaos, to make it transparent, manageable, stable but also malleable, that is the challenge. A challenge Cegeka is more than ready to take on.

Our approach is straightforward: we do for our customers what we think is best in the circumstances. What that 'best' is, is something we look at from a sober, economic point of view. We help customers design the cloud landscape that best fits their needs, with the exact right mix between public cloud, on-premise and private data center. In doing so, there are various things we manage: security, no lock-in, flexibility and compliance, to name just a few.

## 5G: the powerhouse behind the digital ecosystem

The advent of 5G will result in a gigantic data explosion, triggered by sensors and chips in millions of devices and machines. We can already see this happen in a number of verticals such as smart cities, mobility, connected health and farming. This begs the question: Where to go with all this data? Some parties involved might want alternatives to exporting the data to one of the major public clouds.

This is another domain in which Cegeka wants to create tangible impact. We are committed to helping our customers design and build secure and performing digital ecosystems, which will allow them to set up their own vertical mobile networks. In these networks, our customers will be able to process, manage and, if necessary, store this data. Securely, flexibly and compliantly.

## A holistic approach to IT

Another aspect that will continue to gain importance is a holistic approach to IT. Business IT has become so complex and interconnected, it requires not only deep but also broad knowledge and expertise. That is why Cegeka keeps investing in a wide range of IT solutions and services: from applications and infrastructure to IT consultancy and emerging technologies.

We also see the importance of this in our innovation projects. At Cegeka, everyone is aware of the fact that the solution for a problem will most likely reside in a combination of technologies, rather than in one single technology in particular. Blockchain or Artificial Intelligence in themselves will seldom provide a solution. Again, it is this holistic view that allows us to approach and industrialize innovation in a manner that yields business results.

## In Close Cooperation

For more than 25 years now, 'In Close Cooperation' has been the motto and modus operandi of our executive chairman and former CEO André Knaepen. It is part of the DNA of every single employee at Cegeka. The same goes for a no-nonsense can-do attitude, a customer-centric approach and a healthy dose of business flair.

Maintaining close relationships with our customers, being open and accessible, able to work together in mutual trust and complete transparency: in this family business it has always been and will continue to be of the utmost importance. I find it important that our customers are able to put a name and a face on the Cegeka people they work with.

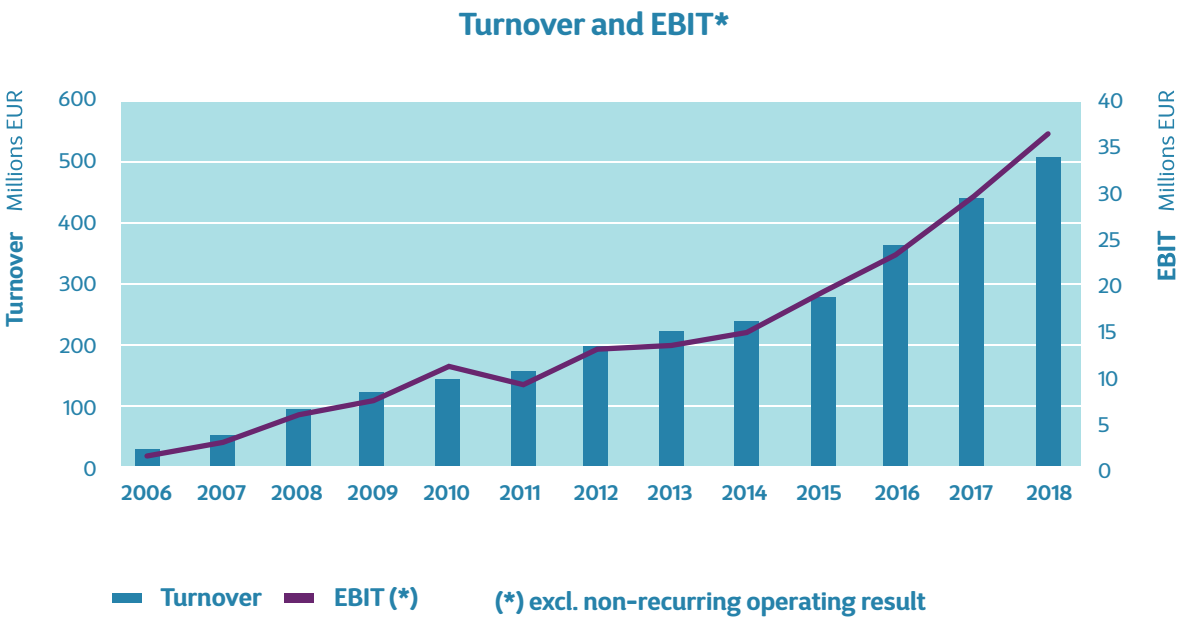
This focus on people – our customers and their customers, our employees, business partners, stakeholders and investors – has been the key to our success for over a quarter of a century.

I am extremely proud to be able to be of service to such a large group of talented people, and to be able to lead Cegeka ahead in such promising times.

**Stijn Bijmens**  
CEO

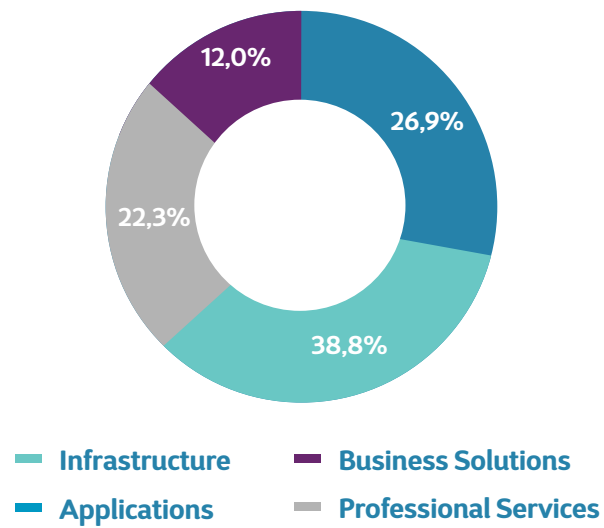


# Annual figures

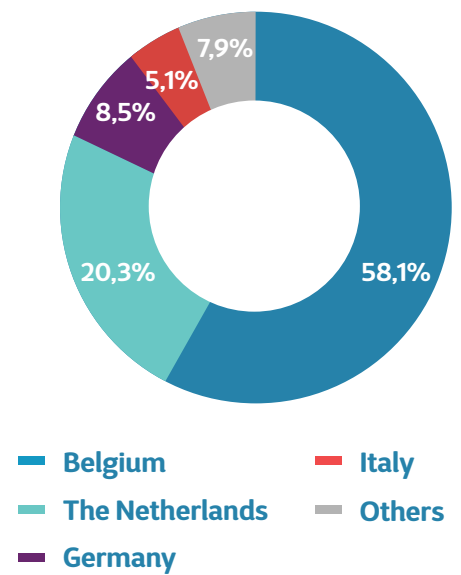


### Turnover per Business Line

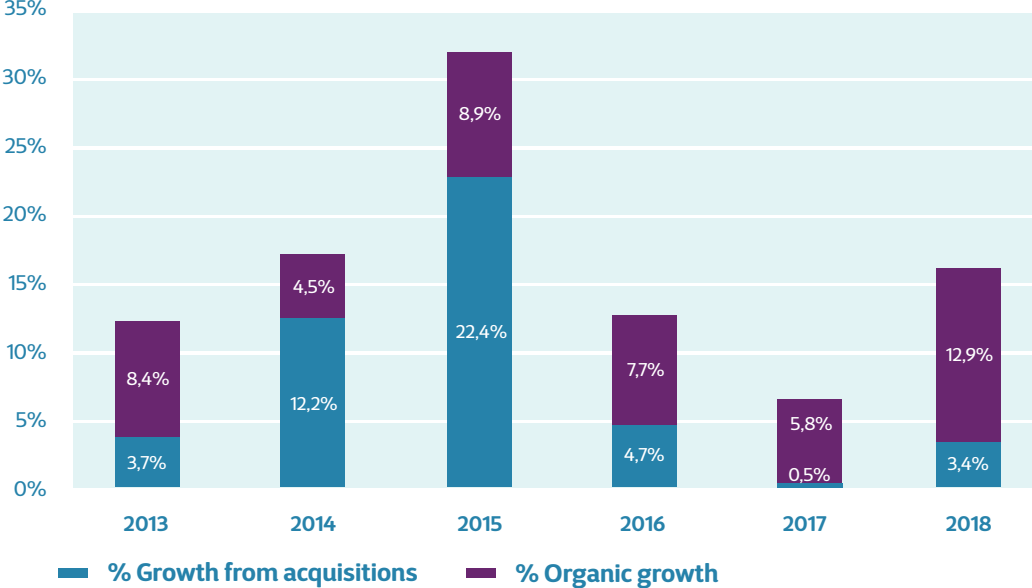
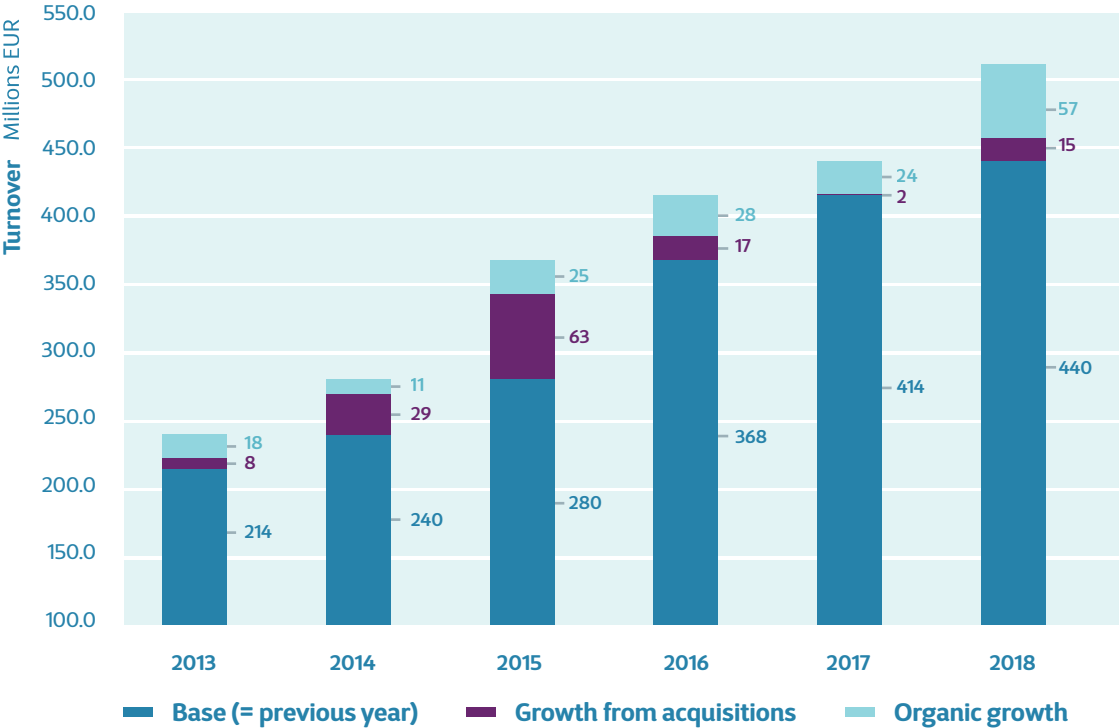
(cfr. Annual Accounts)



### Turnover per country



Growth from acquisitions vs Organic growth



# Vision

IT is about people. Everyone – consumers, citizens and office workers alike – wants to have frictionless and highly personalized digital experiences. People don't want technology, they want seamlessness, safety and speed, and they want it anyplace, anytime and on any device.

As a b2b IT solutions provider, our customers are businesses, organizations and governmental agencies. They, in turn, serve other businesses, consumers and citizens. Today, we are witnessing a shift: it's not just our customers we're being of service to, we're being of service to the customers of our customers, and increasingly so.

We do this in a world which is highly digitized, increasingly connected and constantly changing at lightning speed. A world in which cloud chaos and shadow IT are creeping up on organizations. A world also, in which gravitational forces, such as day-to-day and financial operations, are slowing businesses down.

In this constellation, it is our mission to help our customers focus on their core business. So they can maintain a high level of operational efficiency, keep a sharp competitive edge, and have the bandwidth to keep innovating as their company grows.

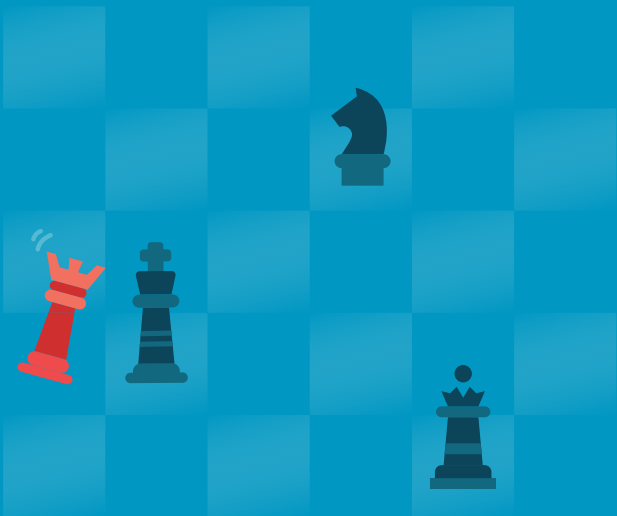


# Mission

As a family-owned IT solutions provider founded on craftsmanship, we work in close cooperation with our customers.

We help businesses, organizations and governmental agencies create frictionless and personalized experiences for their customers, for consumers and for citizens.

It is our ambition to become the leading European orchestrator of digital business platforms and ecosystems in our focus markets.



# In Close Cooperation



We provide solutions which accelerate growth and guide businesses towards digital relevance.

We do so in the belief that the power lies in the combination of technologies, trends and skills.



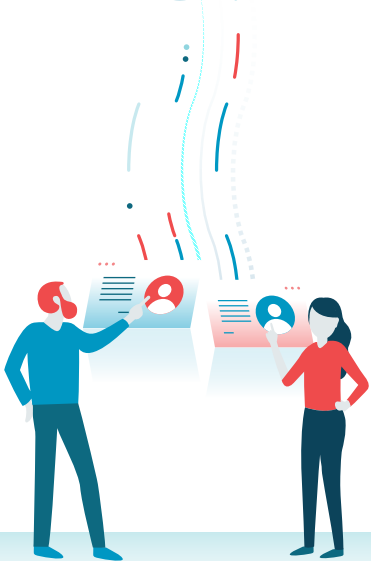
We navigate the cloud landscape with confidence and conviction, unlocking possibilities and uncovering what lies 'beyond'.



We industrialize applied innovation to maximize business impact. We demystify trends and technologies as we go. Our aim is to deliver.



We believe in the power of digital platforms and ecosystems. We want to connect people, things and businesses in order to exchange value among all partners.





# A European ICT Integrator

**BELGIUM & LUXEMBOURG**

- Hasselt (HQ + data center) ●
- Leuven
- Brussels
- Antwerp
- Ghent
- Liège
- Braine-l'Alleud
- Weiswampach
- Luxembourg

**THE NETHERLANDS**

- Veenendaal
- Eindhoven
- Geleen (data center) ●

**GERMANY**

- Munich
- Neu-Isenburg
- Cologne
- Nuremberg
- Oldenburg
- Steinfeld

**AUSTRIA**

- Vienna
- Neulengbach
- Premstätten

**ROMANIA**

- Bucharest
- Iasi

**ITALY**

- Milan
- Padua
- Rome

**CZECH REPUBLIC & SLOVAKIA**

- Prague
- Olomouc
- Bratislava

**FRANCE**

- Paris

**RUSSIA**

- Moscow

**3 PUBLIC CLOUDS**

- Azure, AWS, Google



# Retrospect 2018



**Oliver Schneider**  
Managing Director Cegeka Austria/Solutions Factory



**Manuel Möser**  
Managing Director Solutions Factory

Our footprint on the Austrian market continued to grow in 2018. Together, Solutions Factory and Cegeka Austria became the leading cloud partner for Austrian companies in the field of ERP.

We have expanded our expertise to include Enterprise Architecture competencies, enabling us to offer applications for different deployment environments (cloud, on-premise or hybrid) as stable foundations for robust business processes. In general, the usage of the Dynamics 365 Power Platform – a complementary tool for Dynamics 365 Finance and Operations as well as for Business Central – is the key to easier integration of applications into ERPs and the automation of processes.

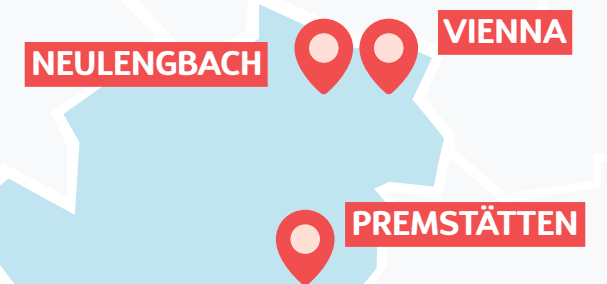
For example, business intelligence (BI) can now be added much easier to Dynamics ERP environments. In addition to BI based on Microsoft Power BI or our Controlling Suite, we worked hard to bring the Cegeka Business Insight Suite to the Austrian market and, in fact, have already successfully launched two CBI projects.

As an extension to Dynamics 365 Finance and Operations, the CBI Suite combines business analytics with artificial intelligence.

The first go live of Dynamics 365 Finance and Operations on-premise and five new customers for Business Central not only mean unique practical experience in providing solutions but also led to budget overperformance and therefore a very successful 2018.

We are confident that our full-scale offering for small, medium-sized and large enterprises with specialized knowhow in the manufacturing, processing, food, printing and packaging industries, will also result in a successful 2019.

## Our offices



## Milestones 2018

1

In September 2018, the Austrian Dynamics 365 solution provider Solutions Factory became part of the Cegeka Group. The local team grew to about 60 ERP experts, who now provide end-to-end solutions based on Microsoft Dynamics technologies for companies of all sizes. Furthermore, the local team will now be supported by a nearshore center in Moscow.

2

Cegeka Austria joined the international ERP network Pipol. Pipol is a global network of leading Dynamics partners through which international companies can access local support for their branches with no need for an additional contract. Shortly after joining the network in June 2018, Cegeka Austria took on local support for an international pharmaceutical company.

3

Microsoft released Dynamics 365 Business Central in April 2018 and thus set new standards in ERP. Besides its regular functionalities, Business Central also meets modern requirements such as artificial intelligence, business analytics, mobile working, and many more. Cegeka invested heavily in Business Central, resulting in five new projects by the end of the year.

# Solution portfolio

## ERP for enterprises

For enterprises and group structured companies, Dynamics 365 for Finance and Operations offers integrated standard procedures, flexible scalability, a familiar user interface, and much more – both on-premise and in the cloud.

## ERP for medium-sized enterprises

Dynamics NAV (Business Central) supports growth-oriented companies with integrated standard procedures in finance, production, the supply chain, etc. and combines them with modern technologies such as artificial and business intelligence.

## ERP for small businesses and start-ups

High and easy scalability, Office 365 integration and an intuitive interface, all make Dynamics 365 the best foundation for small companies that are just at the outset of their growth trajectory.

## Business analytics

Regardless of company size, it is always important to have clear and transparent insights into your company and market trends. Our solutions for business intelligence and controlling fit seamlessly into the environment of Dynamics ERP solutions.

## Talent

Focusing recruitment on social platforms such as LinkedIn and combining integration and administration within your Dynamics ERP solution when hunting for new talent.

# Sector solutions portfolio

More than 20 years of experience in providing ERP solutions for discrete and project-related production has ultimately led to extensive experience in the manufacturing industry.

For enterprises and medium-sized companies, Cegeka offers specialized business process knowhow as well as solutions based on Microsoft Dynamics technology.

We offer a fully validated ERP sector solution for the food, chemical and pharmaceutical industries, both on-premise and in the cloud, and based on Microsoft Dynamics technology.

# Offices

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# Facts & figures



€ 511 Mio EUR  
turnover in 2018



+ 2500  
happy customers



1992  
Founding date of our  
family-owned company



Offices in 10  
European countries



+ 4270  
engaged employees



2 high performance and  
redundant data centers



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