



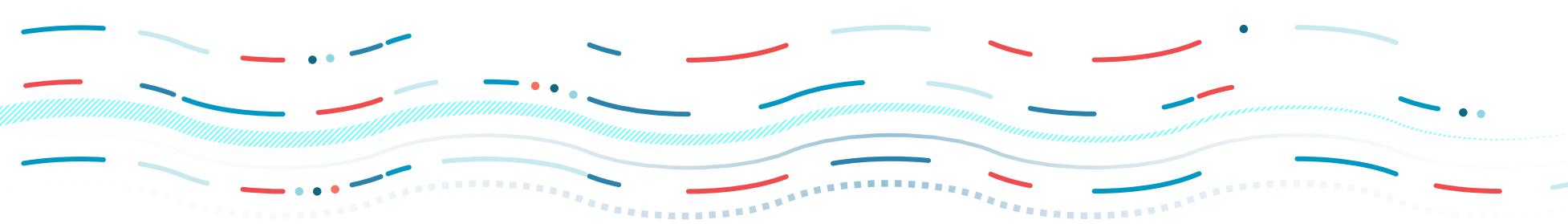
Cegeka pursues a strategy that revolves around continuous investment, improvement and innovation. It is a strategy that bears fruit, as is yet again reflected in our annual figures: 511 million euro in revenue, an increase of 16% compared to 2017. This is the 15th year running we can report solid growth,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

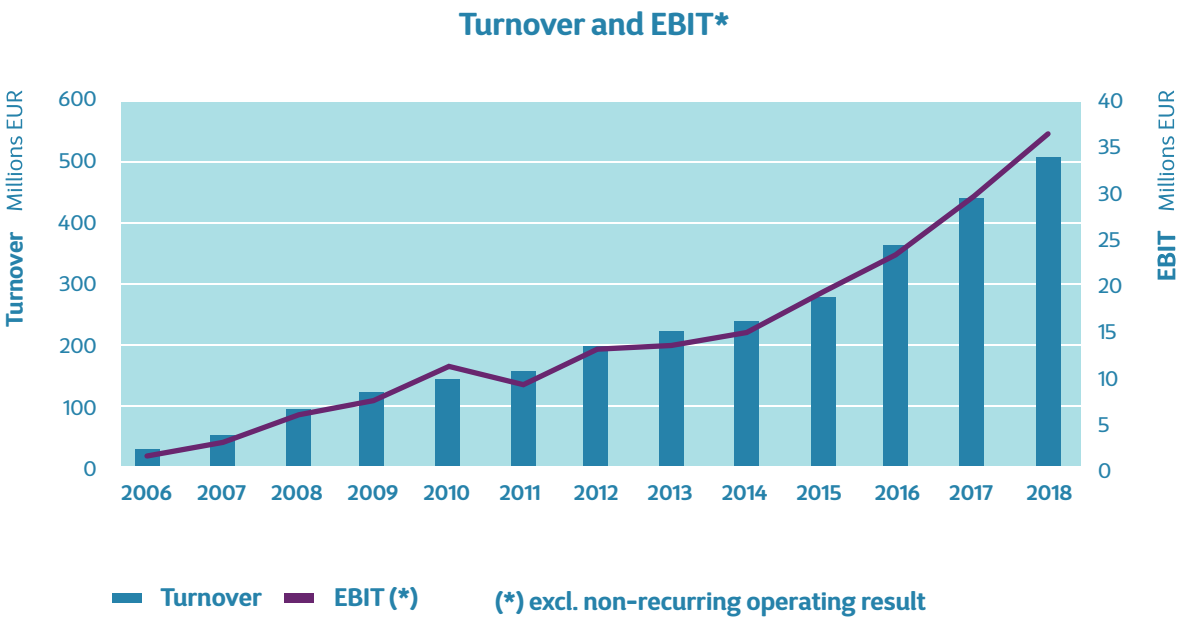
This focus on people – our customers and their customers, our employees, business partners, stakeholders and investors – has been the key to our success for over a quarter of a century.

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

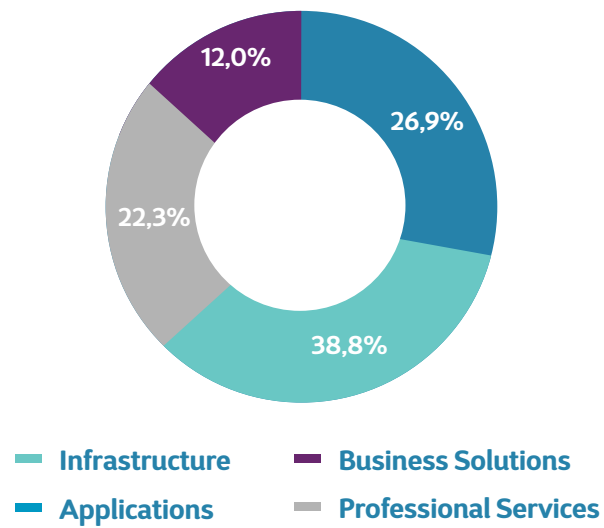


Annual figures

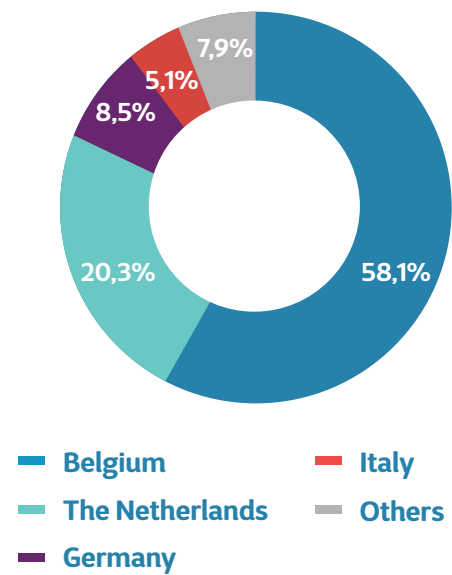


Turnover per Business Line

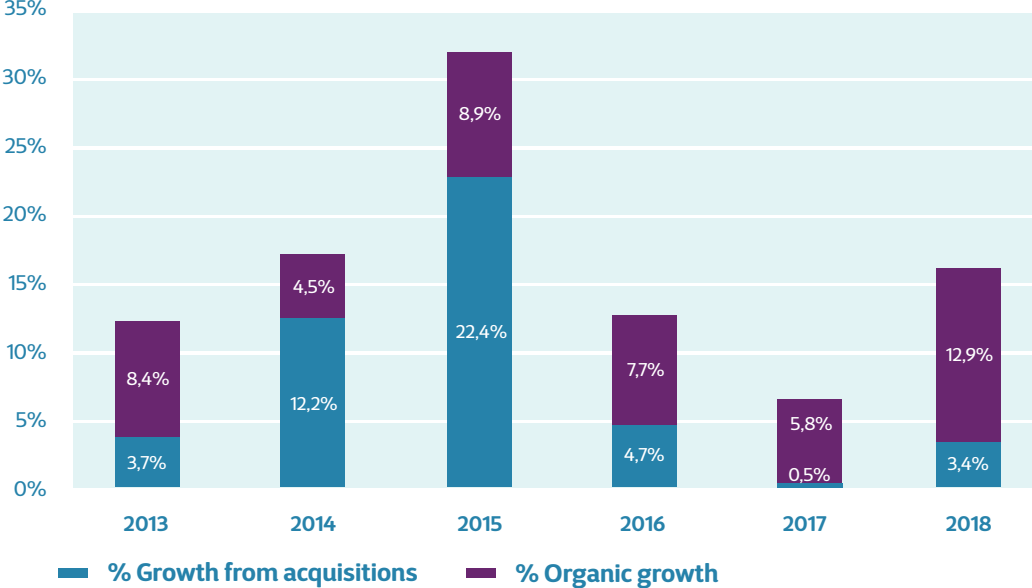
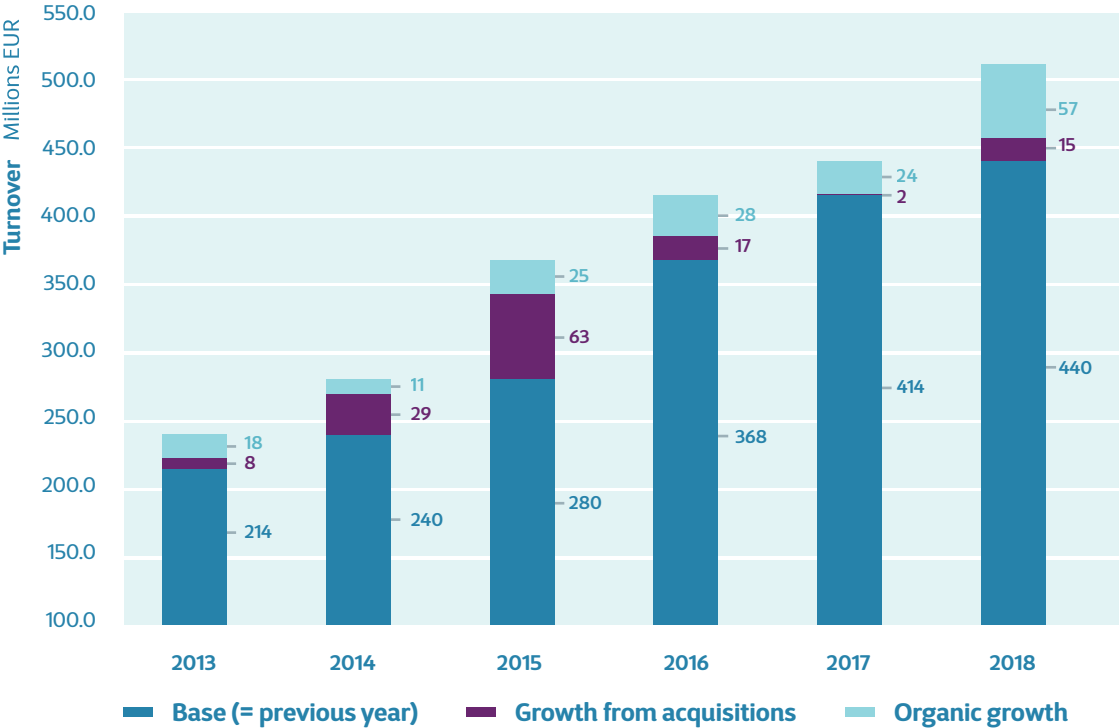
(cfr. Annual Accounts)



Turnover per country



Growth from acquisitions vs Organic growth



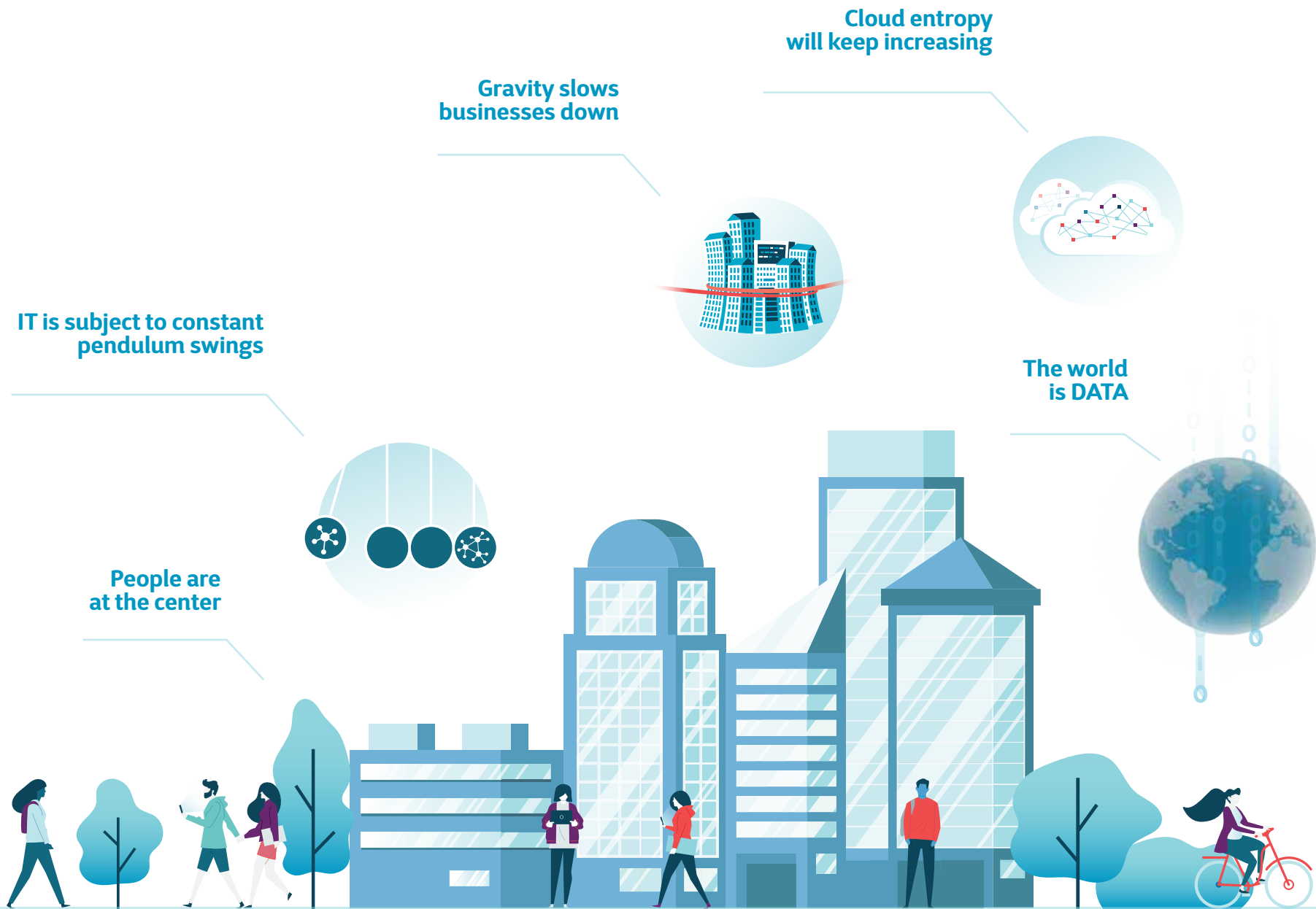
Vision

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.

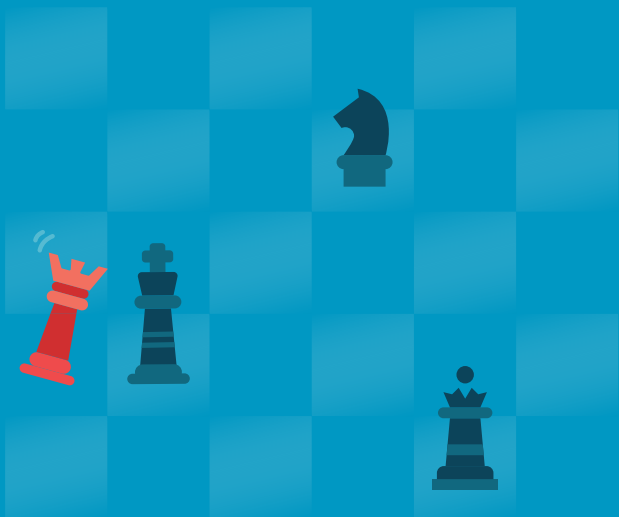


Mission

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.



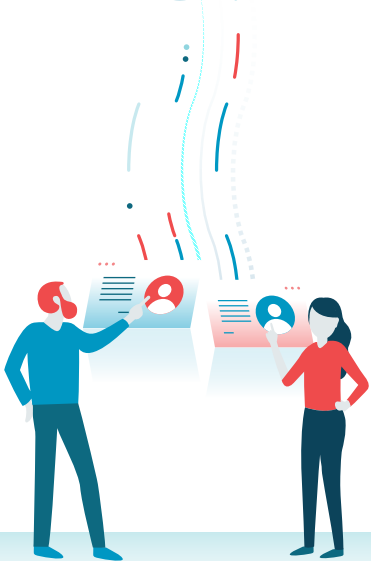
We navigate the cloud landscape with confidence and conviction, unlocking possibilities and uncovering what lies 'beyond'.



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



Martin Friedrich
Country Director Germany

Cegeka Germany is growing!

In 2018 we not only succeeded in **increasing our total revenue**, but we also stepped up our number of employees: 42 new colleagues joined Cegeka Germany in 2018, bringing **the total workforce to 400** - full-time employees and freelancers - in all German branches by the end of the year.

Our goal for 2018 was to **increase overall efficiency and to improve results**. We did so by growing the number of employees in our existing branches and by entering into new markets in new locations. Our German Software Factories, for instance, expanded by bringing in new staff on the one hand, and upskilling senior employees on the other.

Our **aviation business line made major progress**, and we are happy to announce we have promising new deals in the pipeline which predict a bright future. Our **Agile Training and Coaching division** also witnessed significant growth, both in size and in the range of activities: we see an uptake in non-IT related areas benefiting from agile expertise.

Finally, we invested considerable effort in winning the ongoing War for Talent. **Continuous and advanced in-house training and various corporate benefits** are just two of the measures taken to boost our reputation as an attractive employer on the German market.

In short: 2018 was a promising and successful year for us. Let's keep going!

Our offices



Milestones 2018

1

Our customers matter to us in every aspect, wherever they are located. That is why we opened up a new branch in Nuremberg in early 2018. What started with only 2 employees at the start of 2018, grew to a total of 25 employees by the end of the year.

2

We invested heavily in the future workplace concept. We provide an end-to-end solution from start to finish: consultancy, design, migration, configuration, support and so on.

3

We doubled down on our efforts in agile transformation. By setting up cross-functional teams that combine skills in IT and non-IT areas and at all organization levels, we are able to provide fast and sustainable economic success for our customers.

Solution portfolio

Professional Services

We provide carefully chosen and high-skilled IT professionals at all levels, not only to support projects but also to help businesses make the most of IT.

Agile Coaching and Training

Our agile coaching department currently consists of 13 highly qualified coaches with up to 15 years of experience in agile software development and agile methodologies for organizations. We help businesses deal with the challenges that occur during agile transformation projects, and we do so with a firm focus on the long term.

Infrastructure

We provide suitable solutions for the public and private clouds, on-premise environments and hybrid combinations of all of these systems. Our solutions are future-proof, highly customized and flexible.

Additionally, professional consulting and continuous feedback loops with our customers, help us improve our services.

Software Development

Our Software Factories are focused on developing and implementing top-quality and right-first-time software solutions with tangible business value. DevOps and testing allow us to continuously improve quality and minimize errors.

Business Solutions

- Solutions for future workplace, hyperconverged infrastructure, managed services.
- Our FINAS business solution is a highly customized sector-specific solution for the insurance, banking and finance industries.
- Our position as 'trusted partner' in the aviation industry allows us to offer a total solution, including strategy, operations and implementation.

Digital Workplace

Our digital workplace empowers employees to exploit technology to its fullest, creating a digital culture which drives efficiency.

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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