



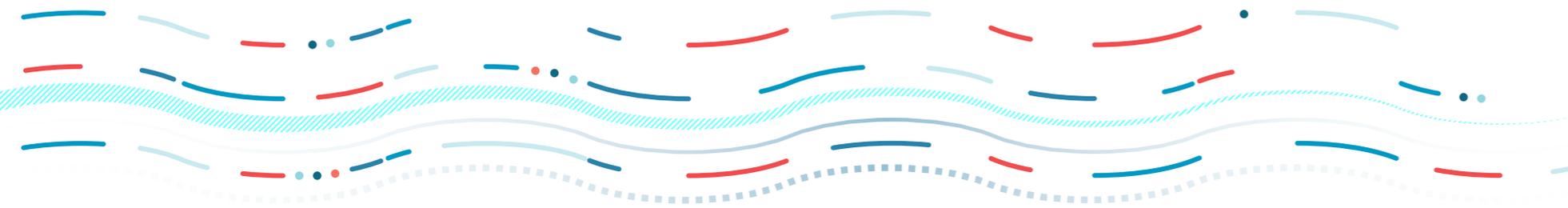
Cegeka pursues a strategy that revolves around continuous investment, improvement and innovation. It is a strategy that bears fruit, as is yet again reflected in our annual figures: 511 million euro in revenue, an increase of 16% compared to 2017. This is the 15th year running we can report solid growth,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

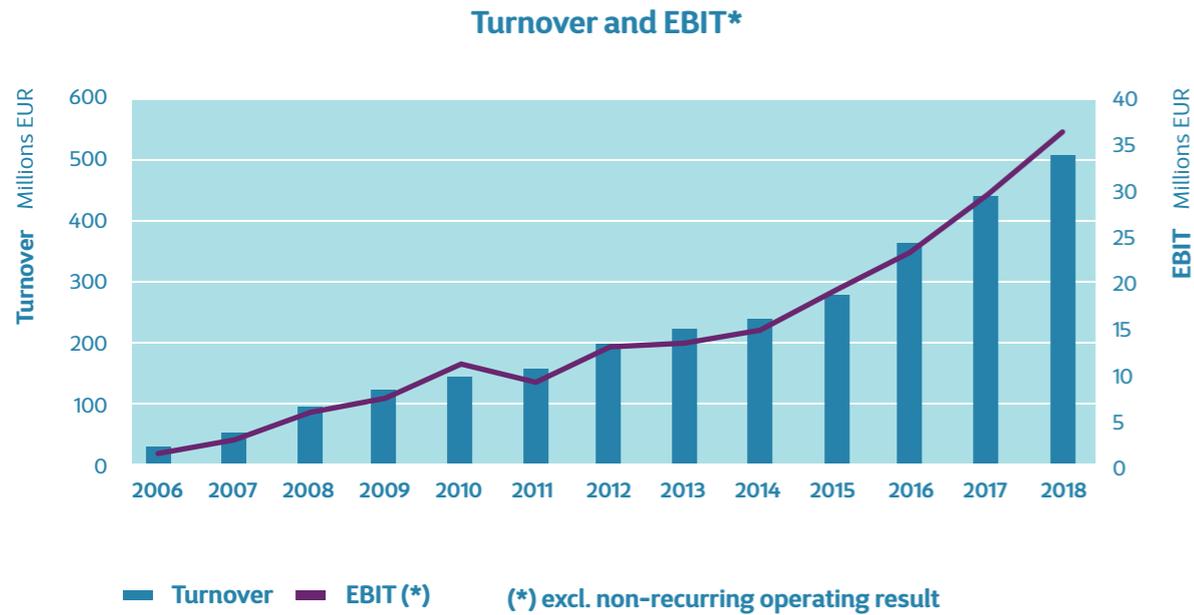
Maintaining close relationships with our customers, being open and accessible, able to work together in mutual trust and complete transparency: in this family business it has always been and will continue to be of the utmost importance. I find it important that our customers are able to put a name and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

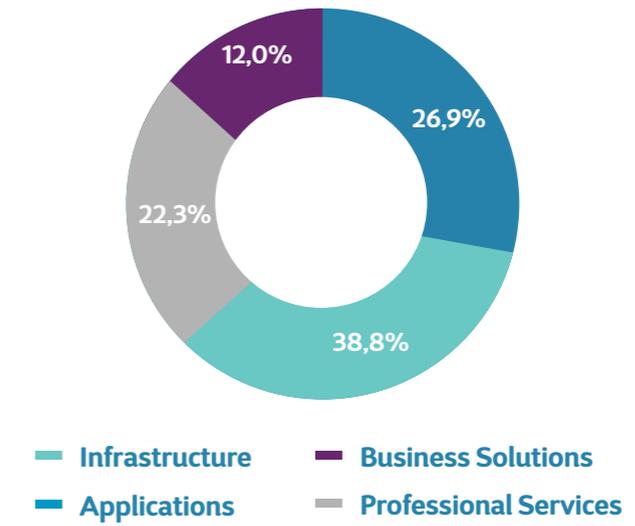


Annual figures

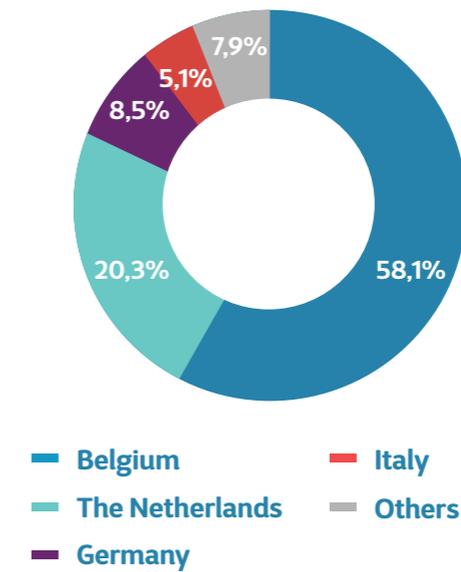


Turnover per Business Line

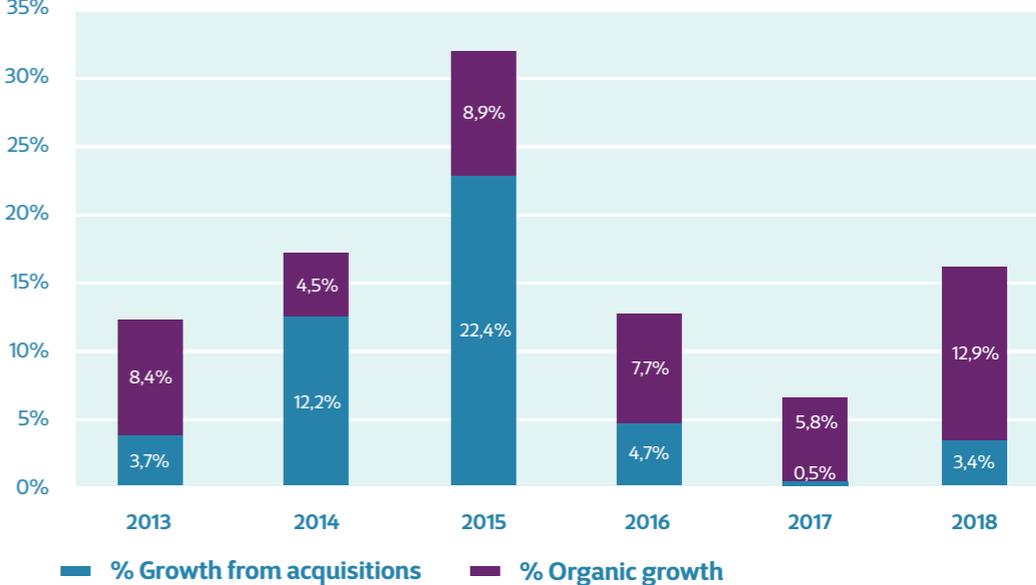
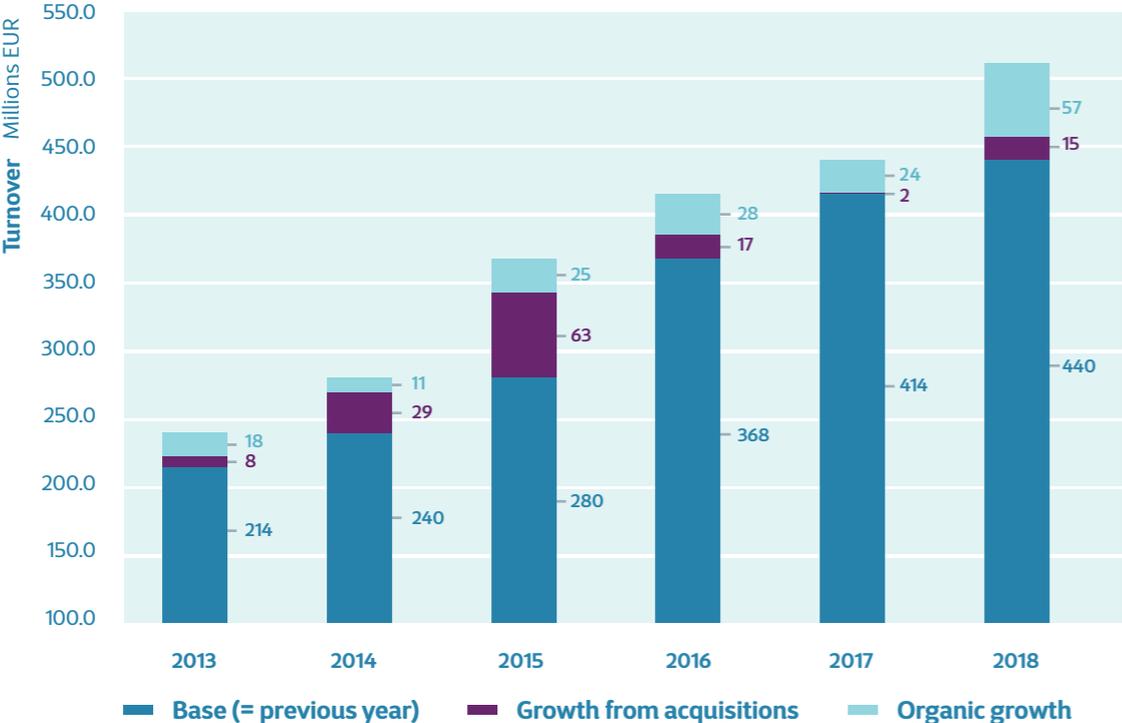
(cfr. Annual Accounts)



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.



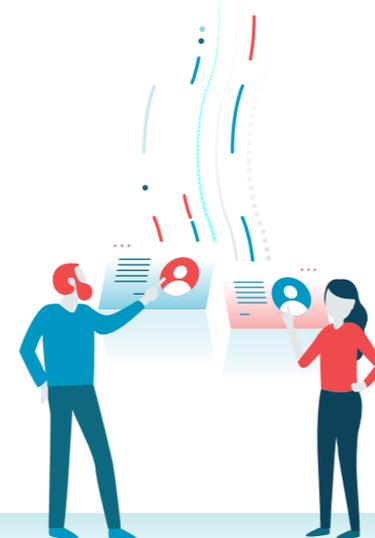
We navigate the cloud landscape with confidence and conviction, unlocking possibilities and uncovering what lies 'beyond'.



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



Stefania Donnabella
Managing Director Italy

Looking back at 2018, we faced a very complex challenge: how do we make sense of an extremely fragmented and ever-changing digital landscape, while consolidating our position as a trusted IT player on the market.

Fulfilling this ambition is no mean feat for any IT solution provider. It is especially daunting in times when IT services are increasingly considered as a commodity. Digital solutions, therefore, must make a tangible impact on helping customers face their challenges and meet their expectations.

Our role in such a context is straightforward: combining innovation with continuity and pragmatism.

IT trends can't be overlooked, but blindly following them is not how we want to approach the market. We believe it is imperative that organizations are prepared for a digital-first future. Cloud, Blockchain, IoT, AI ... they are all featured in the 2018 list of "the most hyped tech trends",

and we're already supporting customers in making transitions based on those emerging technologies. But we want to go beyond that: we want to support our customers throughout the entire digital transformation journey and deliver the best solutions in each of our focus sectors.

The Italian IT market grew slightly in 2018. Companies did not want to lag behind in the race for digitization, so we seized the opportunity and kept the pace. 2018 was also a year in which we gave our customers a glimpse of what the future holds in terms of digital innovation. I am proud to say that the successful Cegeka Customer Event was instrumental in helping our customers have a much clearer view of digital transformation, what it entails, and what it can mean for them.



Our offices

Milestones 2018

1

The way customers interact with a brand, has the power to make or break a business. That's why we have invested considerably in "User Experience" projects, with a twofold goal: give customers the key to unlock true customer satisfaction and provide them with a springboard for digital growth.

2

Our organization was reshaped to include an increased focus on industry-specific solutions. In terms of our ERP solution portfolio, this meant we were much better equipped to meet the specific needs of customers in food and manufacturing. For the latter industry, we launched myPlan4.0: a solution for production planning, scheduling and optimization.

3

Whether IT workloads are running in private, public or hybrid clouds, our automation-supported multi-vendor and multi-cloud approach ensures that services are delivered quickly, in a controlled and secure manner and with optimal performance for all our customers.

Solution portfolio

Applications

Cegeka develops end-to-end solutions starting with the strategic design of the customer's digital ecosystem, all the way to data analysis and the provision of tools to help define the business strategy. We also help our customers adopt the principles of design thinking, so they are able to deliver the best user experience through their portals and apps.

Business Solutions

Cegeka offers a complete suite of solutions covering business processes, performance optimization and business control across ERP, CRM, EPM and BI platforms. Our offering includes:

- The Microsoft Dynamics suite, the ERP for medium-large sized companies
- SpaceNET, the ERP for medium-small Italian companies
- myPlan, Cegeka's solution for production planning, scheduling and optimization

Infrastructure Solutions

IT Infrastructure has become the nerve centre of innovation enablement and a driver of change. Cegeka helps customers manage the complexities of new future scenarios:

- Automation
- Transformation and Optimization
- Security
- Cloud

Dev Your Future

Dev Your Future is Cegeka's commitment to promoting growth and development of digital skills among young people. From primary schools to post-graduation, we want to help people acquire the tools to make the most of the opportunities offered by the digital world. Dev Your Future is a path designed to train "digitally aware" users who could, one day, embark on a professional career in the IT world.



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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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