



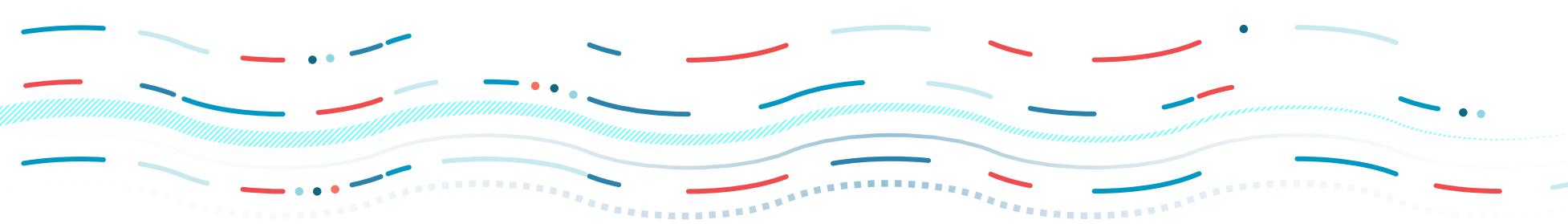
Cegeka pursues a strategy that revolves around continuous investment, improvement and innovation. It is a strategy that bears fruit, as is yet again reflected in our annual figures: 511 million euro in revenue, an increase of 16% compared to 2017. This is the 15th year running we can report solid growth,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

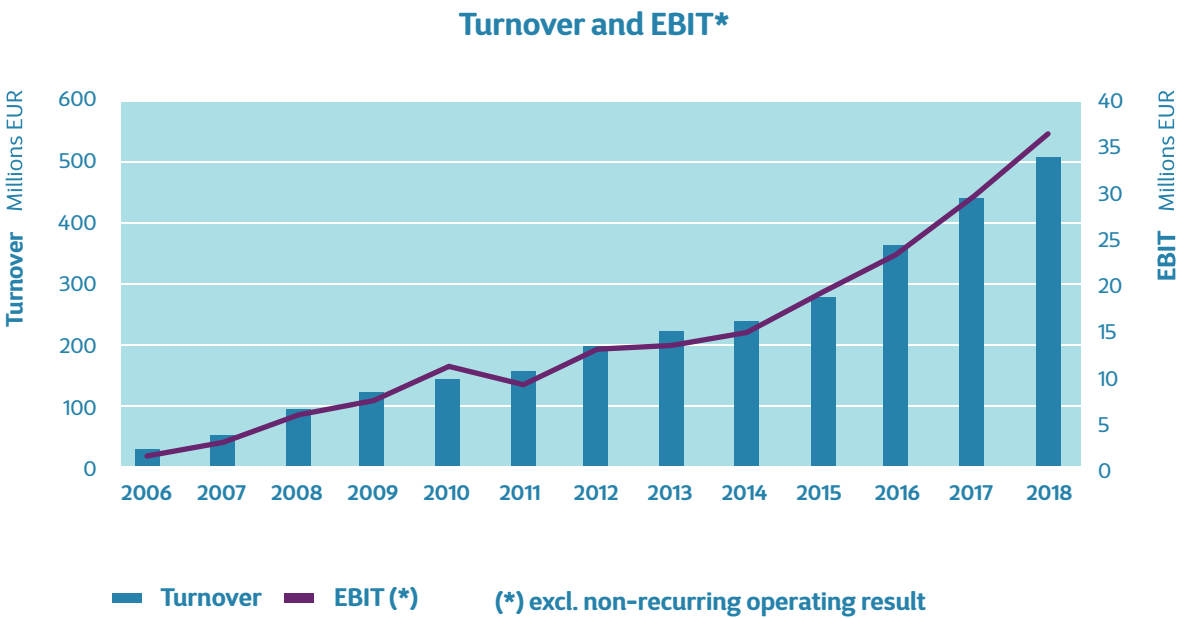
This focus on people – our customers and their customers, our employees, business partners, stakeholders and investors – has been the key to our success for over a quarter of a century.

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

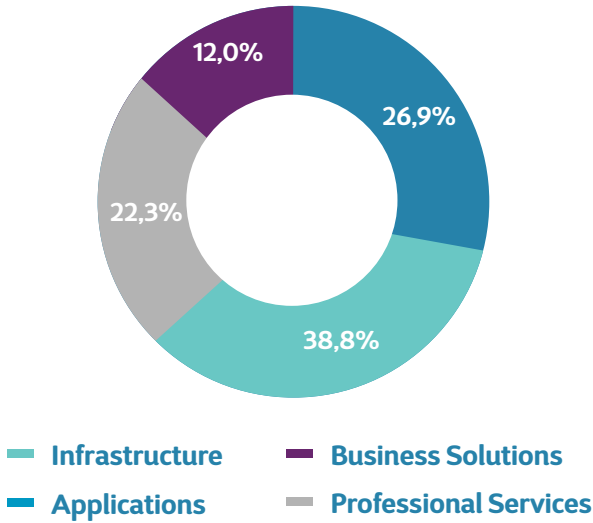


Annual figures

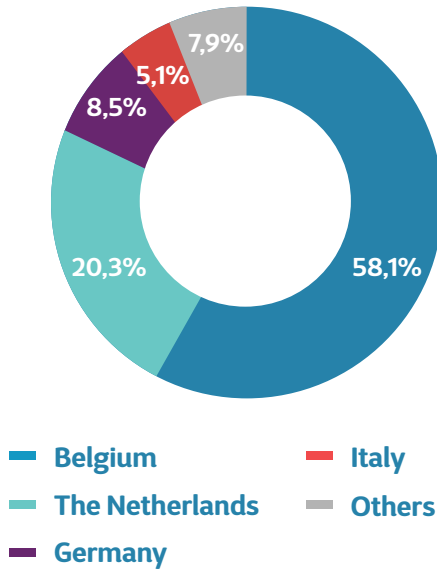


Turnover per Business Line

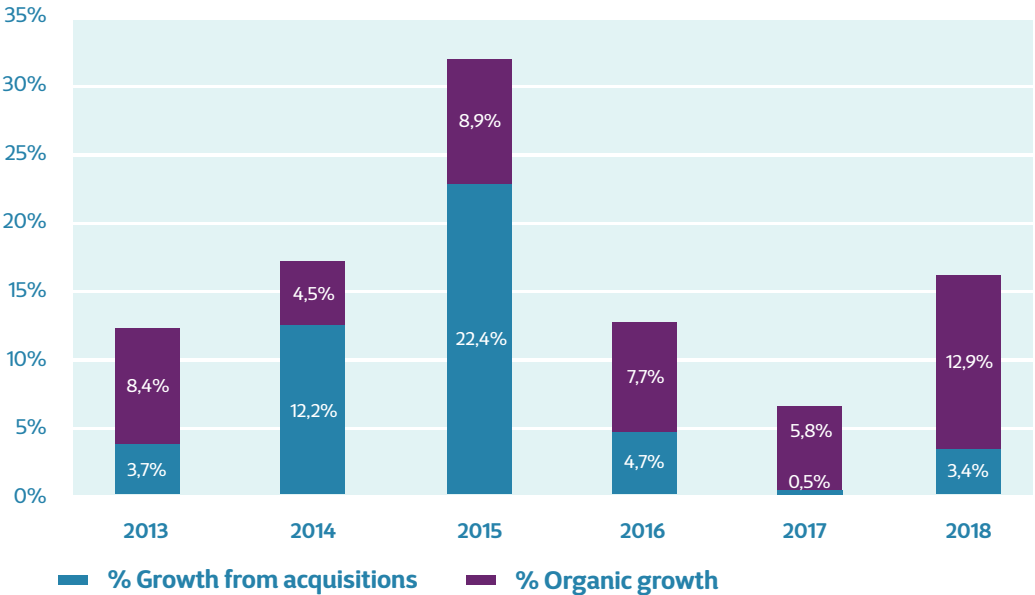
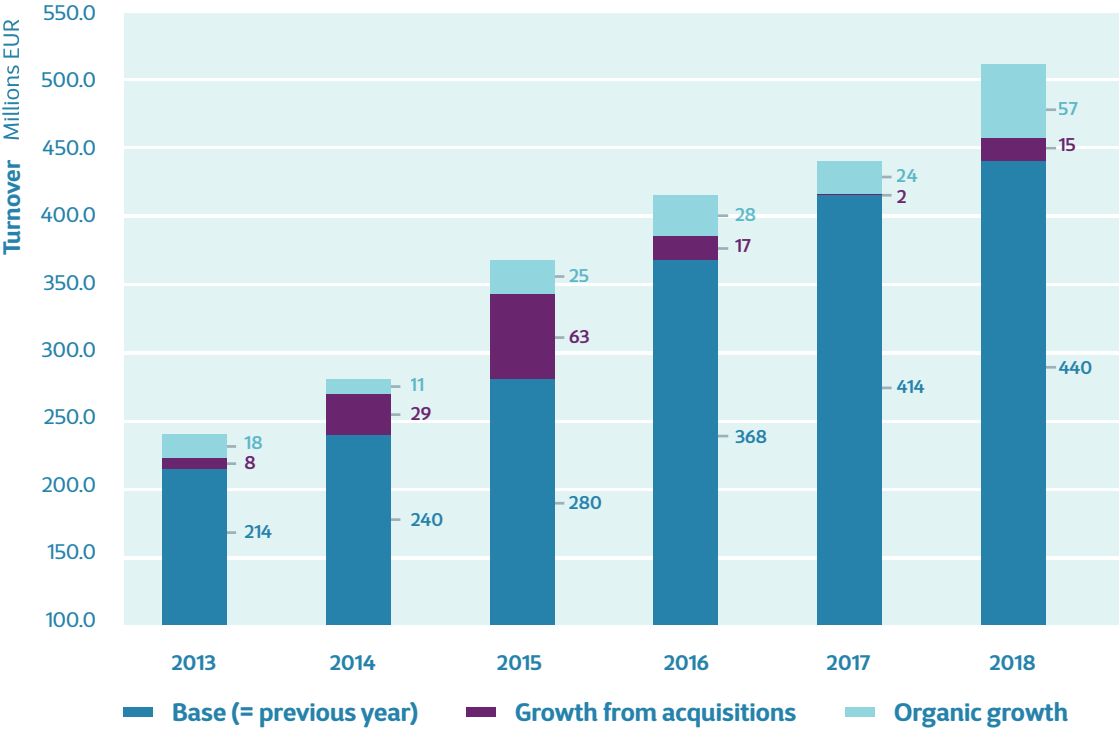
(cfr. Annual Accounts)



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.

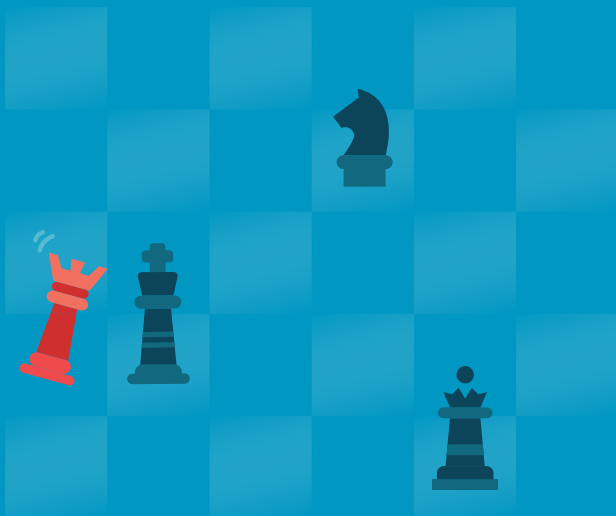


Mission

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.



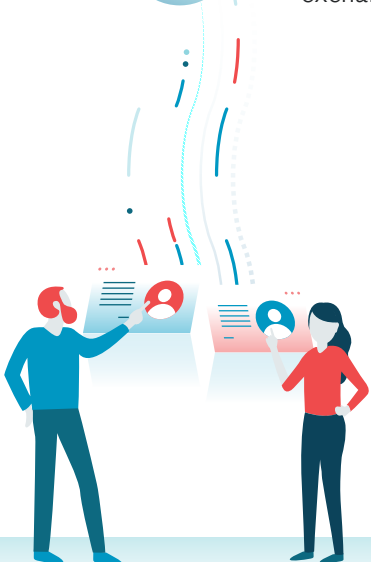
We navigate the cloud landscape with confidence and conviction, unlocking possibilities and uncovering what lies 'beyond'.



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



Lucian Butnaru
Country Director Romania

2018 was a year of continued growth for Cegeka Romania. We doubled down on our efforts to refine our development directions and our USPs (unique selling propositions) for the Romanian market as well as for foreign clients.

We were lucky enough to be chosen as the go-to partner for a number of multinationals in Romania in search of technology talent, and as such were able to soar above established players. This despite of the fact that our Professional Services division started out less than two years ago.

In terms of industries served, we gathered momentum serving customers in the banking and logistics verticals, accumulating valuable domain know-how with partners like ING Bank, Société Générale, Alpega and Champ Cargosystems.

These two verticals complement our existing offering for technology vendors – the traditional base of our clientele, and will continue to be expanded by new customer acquisitions in these areas.

Cegeka Romania's team also continued its steady growth, adding another 100 engineers to its existing number throughout 2018, pushing the total number of employees past the 550 mark. Recruitment performance was significantly improved, through a re-thinking of the process and the successful communication of our HR philosophy – “CEO of Your Own Career”.

Our offices

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BUCHAREST

Milestones 2018

1

Our Professional Services division sees a growth of 300% as compared to 2017, pushing the total number of employees past 50.

2

In November, we were proud to recruit our 550th employee at Cegeka Romania.

3

We successfully completed our 6th Cegeka Academy Program. This program is designed to give young talented people the chance to immerse themselves in the world of technology, and as such provide them with a head start as software engineers.

Solution portfolio

Applications

- Software Product Research and Development: building software products from business goal discovery and UX research to TDD-based development, CI/CD deployment and lean maintenance.
- Application Development and Maintenance: complete application outsourcing solutions, including Managed Services and Legacy Transformation.
- Outsourcing: service management E2E, 2nd and 3rd line engineering, 1st line service desk, application management, infrastructure, end-user management, network & telecom

Infrastructure

- Cloud Solutions: cloud consulting, cloud integration and cloud brokerage
- Managed Services: 24/7 multilingual service, outsourcing of day-to-day IT management offering remote infrastructure and workplace management, security, app performance, identity and access management
- Average time to on-board 2-4 weeks, employee engagement rate 85%, the largest team delivered consisted of 30+ engineers
- Main customers in Romania are: ING Bank, Orange, PayU, BRD Group, Société Générale, Vodafone, Allianz, MetroSystems

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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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