



Getronics **Information Processing** European Microsoft SharePoint Conference 2007

Getronics Information Processing
Ander van Poppel
February 12th to 14th, 2007
Convention Center
Hotel Estrel, Berlin, Germany

 Microsoft®
Office SharePoint®
Server 2007

Getronics, an international enterprise

- 12m service calls p.a.
- 4.6m of managed clients' assets

Global Portfolio

- Workspace Management Services
- Technology Transformation Services
- Communication Services
- Security Services
- Application Services



- 25,000 employees worldwide
- 1,400 locations with service opportunities
- Network in 90 countries
- Locations in more than 25 countries
- 2.6 billion Euro turnover (2005)
- 1 worldwide coverage through remote services

Strategic alliances

Gold Partner
1000 specialists



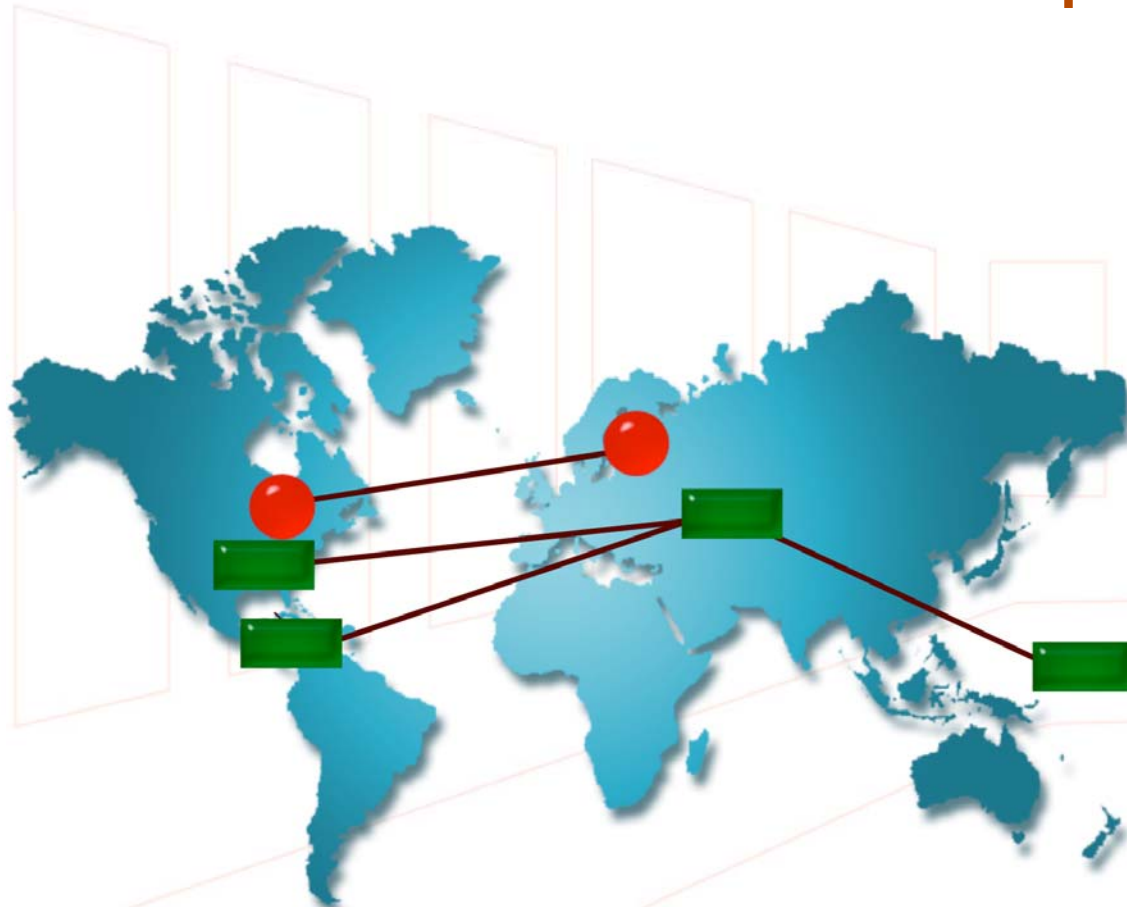
Gold Partner
2000 specialists



Global Partner
2000 specialists



Vision of creative ICT service provision



- 2 primary data centers
- 4 primary remote service centers
- 2 network Security Operations Centers
- Supported by 'in-country' network remote user resources

Getronics Enterprise Content Management



process wise creation, storage, delivery,
of
Information for business effectiveness

Managed, monitored, controlled and maintained

Central administration ↓ Decentralized administration
Integrated business chain

The Getronics ECM Information Processor starting points

- Satisfy the customer
 - Deliver in time
 - One shot, one hit
 - Provide quality info
 - No double questions
- Well organized
 - Motivated employees
 - focus on personal skills
 - Information sharing
 - Cost reduction
 - Document Management -/-20%;
 - Process Management -/- 30%
- Show your company value
 - Quality information delivery
 - In time & documented
 - Processes at ISO level
 - Quality staff
 - Right person 4 the right job
 - Motivated and Ready
 - Prove performance
 - Business Score Card
 - Audit and Report

The Getronics ECM Framework

Portal, the desk

Process, the factory

Data, the warehouse

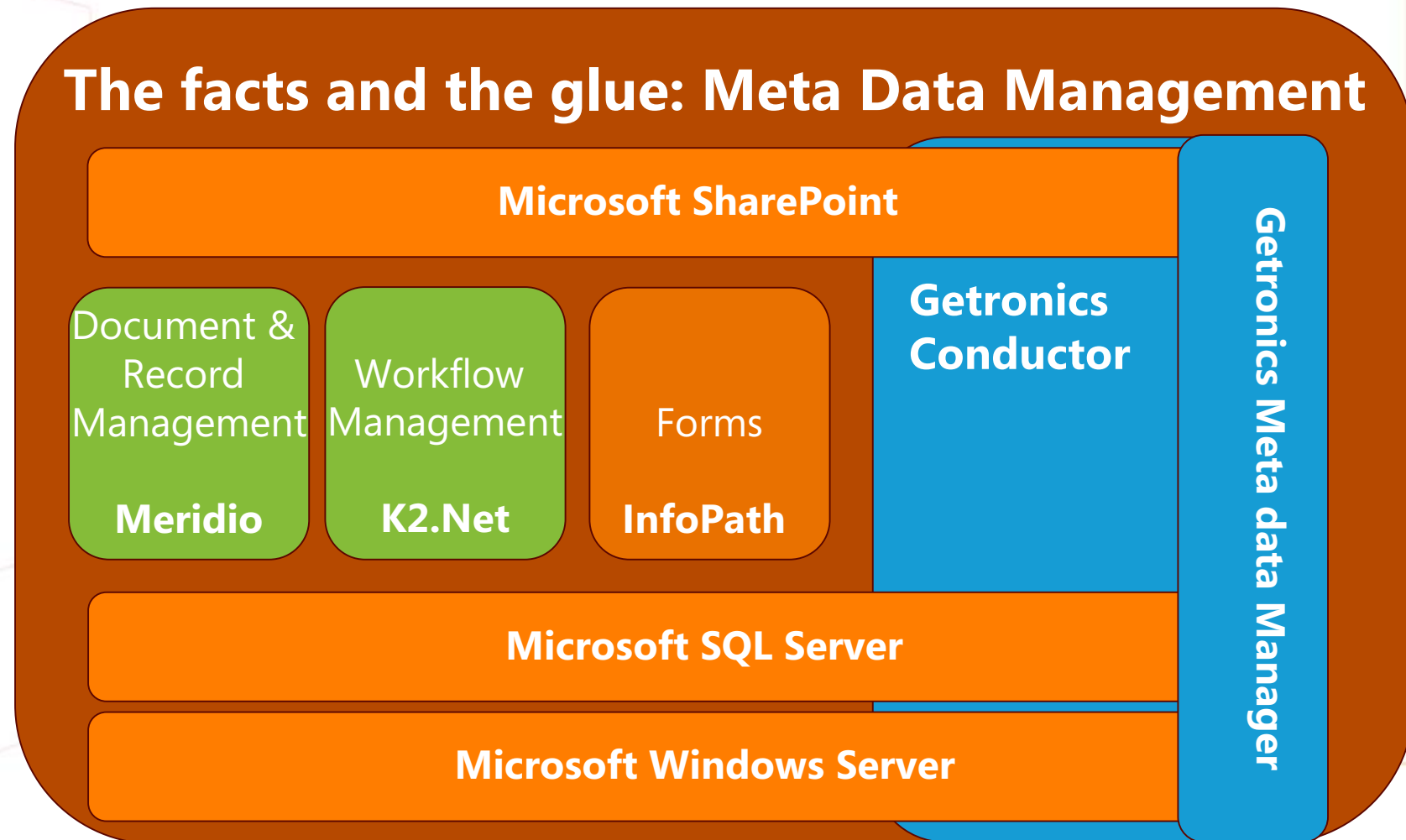
Archive

Disclose

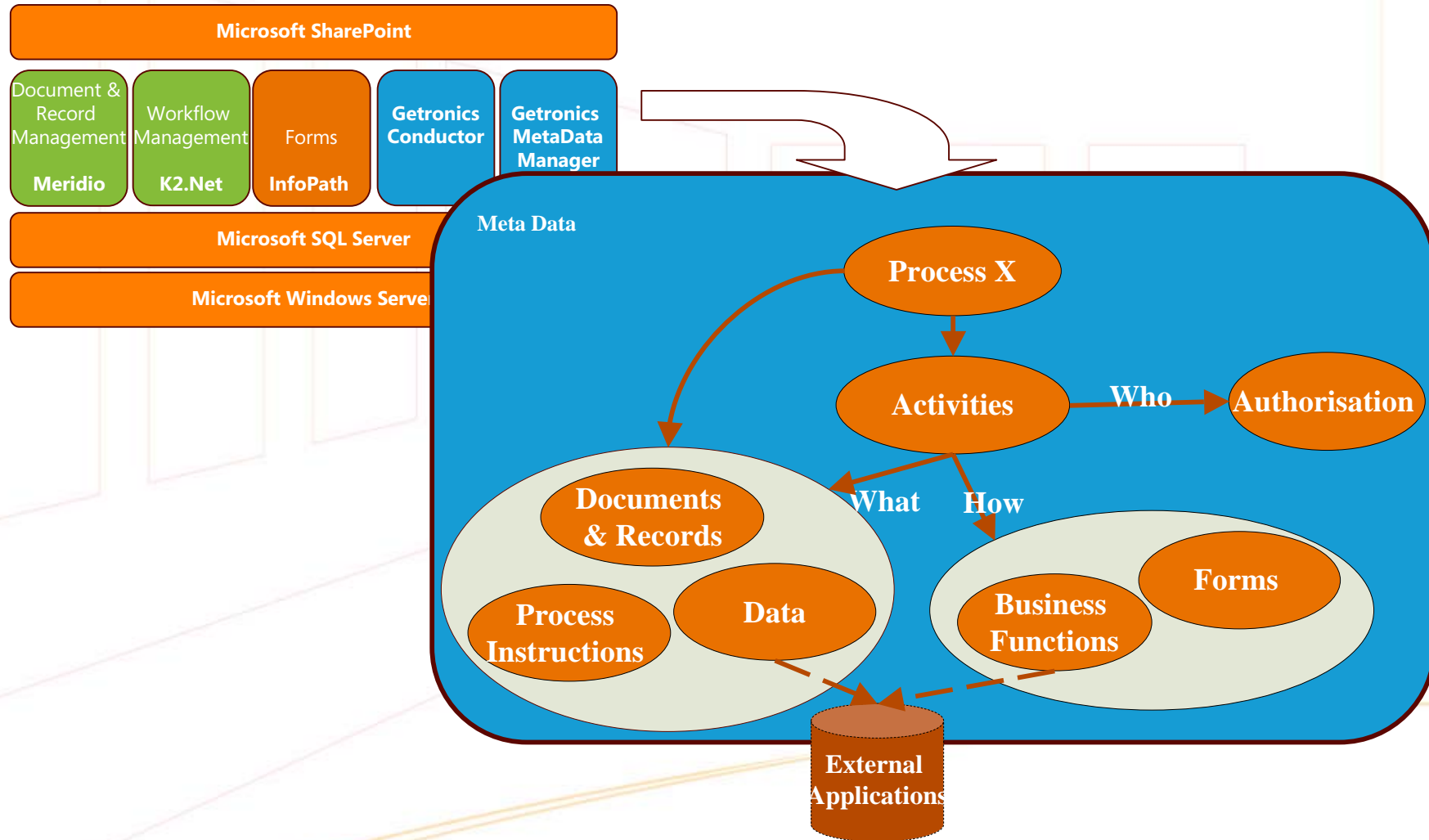
Receive , process , decide , complete and archive

The Getronics ECM Architecture

The facts and the glue: Meta Data Management



The Getronics ECM Process management



Getronics ECM Information Processor

Key Benefits

- Fast, efficient and standardized implementations
 - **Configuration** instead of customization
 - **Competitive advantage** –the parts & the glue
 - **Reduce implementation costs** – 2 month POC in a week
 - **Reduce risk** of non-delivery – proven functionality
 - **Visibility** of end product during decision process
 - **Leverage** the full power of your Microsoft platform
- Provides an ECM proposition on the Microsoft Platform
 - Full **Records Management** with Meridio Records Manager
 - Full **Process support** with K2 and WWF
 - Application and **SAP Integration**

Getronics ECM Information Processor Business Benefits

- Transparency in decision making
- Progress monitoring, insight in cases outstanding and closed
- Quick access (anywhere, anytime) to the digital case dossiers
- Business in one overview through BI strategy maps
- Pro-active and re-active monitoring of process effectiveness
- Management and control over the execution of processes.
- Effective case management
- Fast, efficient and standardized implementations
- World wide service delivery

Solutions demo's @ stand 45 and win a Zune player!

- Information Profiler
 - Profiles
 - Today and Tomorrow
 - Important Items
 - Speed and value of implementation
- E-Message Archiving
 - Compliance copy
 - Automatic archiving
 - Full Records Management
 - Full Outlook functionality
- Business Scorecard
 - Strategic steering info
 - Business at one view
 - Easy as e-mail
- The ECM Information Processor
 - The Desk
 - The Factory
 - The Warehouse

Sweepstake

Complete your Feedback form
and have a chance
to win a Zune!*



* English US version