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Introduction by André Knaepen

2020 has been, to say the very least, out of the ordinary. For individuals and businesses alike, the COVID-19 pandemic means a re-examination of long-established truths and unquestioned business assumptions. The global shift to lockdown mode and remote work was sudden and unstoppable. For many businesses – large and small – the COVID-19 crisis revealed itself to be a sledgehammer as well as a digital enabler.

Resilience proved to be a crucial quality. Businesses that were quick off the mark to question hard-wired beliefs, to look for weaknesses in their 'business as usual' way of doing business, to be alert for new opportunities: those companies did well. It is my sincere hope that Cegeka has been and remains instrumental in helping customers become, not just more digitally relevant, but also strategically resilient in what will be 'the next normal'.

Cegeka did remarkably well, realizing 640 million euros in revenue, a growth of 14% compared to 2019. Stijn Bijnens not only succeeded in navigating this ship through a storm, he also successfully redesigned Cegeka's blueprint to better fit our customers' needs. Our core offering – comprised of closely cooperating business lines for data solutions, infrastructure and applications – enables us to handle a great deal of complexity, while servicing our customers end-to-end.

I am also proud we persevered with a number of acquisitions that strengthened our market position. In the Netherlands, we finalized the acquisition of KPN ICT Consulting and Call2, and acquired data specialist Finavista. In Belgium, we joined forces with Gridmax and Citymesh, thus building a foundation for becoming the fourth mobile operator in Belgium. In 2021 and beyond, we will continue to expand our European footprint, both in existing regions and new ones.

In everything we do, every project we tackle, 'in close cooperation' is the promise we make to our customers. It stands for many things:



technical skill, affinity with our customers' business challenges and a focus on delivering tangible value. But above all, it stands for proximity, accessibility and an ease of doing business. Our strong European identity and local presence, as well as the fact that our customers can look us in the eye: I firmly believe this makes a difference.

It has been a rough year. Everyone at Cegeka did far more than 'go the extra mile': it seems like we ran a whole marathon. I know that none of our success would have been possible without the people that 'make' Cegeka every single day: our customers, employees, stakeholders, investors and business partners. For your dedication, loyalty and perseverance, I am most deeply grateful.

André Knaepen

Founder and Chairman of the Board



Introduction by Stijn Bijns

A little over a year ago, phrases such as ‘the new normal’, ‘unprecedented times’ and ‘post-corona’ were relatively fresh. Today, they are so overused they’ve become meaningless, which is why I will avoid them. But I can’t ignore COVID-19 altogether: many of us are weary after a nerve-racking year, with one lockdown on the heels of another, and the light at the end of the tunnel still too far off to instill much optimism.

And yet. I am an incurable optimist. Which is why I want to look back and forward through the combined lenses of resilience and innovation. In 2020, many organizations and individuals have discovered they could do hard things in difficult circumstances. We humans are masters of moving on, of getting things done, of thinking beyond and around the obstacles. COVID-19, ironically but not surprisingly, turned out to be a digital accelerator, as well as a global pause-button.

Cegeka has done very well, and I can’t stress enough how proud I am of that. This comes courtesy of so many people. Our existing customers, who kept faith in us. New customers, who decided that we were the best possible partner for the road ahead. Our more than 5000 employees, who kept going, kept us

going, and soldiered on from as many home offices. Our business partners, shareholders, stakeholders. All of you have contributed to this success. For this, I thank you.

On the brink of a post-pandemic renaissance

I firmly believe that resilience and innovation will fuel a post-pandemic renaissance. During the past year, many companies have found themselves in a ‘do or die’ gridlock on so many levels: enabling their employees to work remotely overnight, tackling the security issues that came with that shift post-haste, having to rethink their processes to keep doing business in a world where the rules had changed abruptly. Going digital became essential.

As an IT company, we are holding many of the trump cards, both to keep reinventing ourselves and to help our customers do the same. From a resilience point of view, our focus is on enabling customers to be always on, anywhere, on any device, securely and cost efficiently. Cloud infrastructure, security, digital workplaces: they simply must work, without hassle. It is our mission to ‘unburden’ CIOs of the headaches of operational IT, so they can focus on the business of innovating.



In 2020, we stepped up investments in our cyber security and cloud enablement programs, whilst maintaining the focus on our 'cloud first' strategy. I am particularly pleased with the progress we made with **Cegeka Horizon**, our multi-cloud customer engagement platform. Horizon ties in with CIOs' need to have a holistic view and maintain control, providing them with a 'single pane of glass' unifying all services and solutions they subscribe to.

Innovation happens on the cutting edge of applications and data, with 5G and Artificial Intelligence as the game-changers for the next decade. The massive amount of data that AI needs to provide tangible business value, can be unlocked by 5G. And as for 5G, it gives the cloud 'eyes and hands'. Hence our collaboration with 5G-pioneer Citymesh, which allows us to lay a strong foundation for becoming the fourth mobile operator in Belgium, and the first with a purely b2b focus.

2020 was also the year we doubled down on our efforts to **build and market our own IP**, with renewed investments in our smart mobility and healthcare solutions. In a year where all eyes were on the healthcare sector, I

am proud of the work the nexuzhealth team is doing in building a cloud-native SaaS solution, unifying all patient records in a single version of the truth. With this project we aim, not just to digitize healthcare, but also to contribute to a world where care is efficient, transparent, as well as accessible and affordable for all.

'In Close Cooperation' as our North Star

We value our European identity. **We are a European player with HQ in Belgium, a second home base in the Netherlands, and many local footprints, embodied and driven by strong local leadership and teams.** There are more than 5000 of us today, and each and every one of us is easy to do business with. This is the idea behind our 'in close cooperation' tagline. It's not just a slogan: it's our North Star and the way we work, communicate and relate with one another.

As a European IT provider of digital ecosystems in many sectors of industry – from health to manufacturing, from government to finance, from energy to logistics - we are continuously setting the bar higher. We need to go both wide and deep: **we aim to serve customers end-to-end in the interconnected fields of applications, data and infrastructure.** And we do so based on a deep understanding

of their specific business processes, their opportunities, their challenges. We 'do' IT, but we mean business.

We thrive on real-life connection

On a more personal level, the past year has been rough going for many of us. Working from home is one thing, but when remote is the only way to connect, we feel we miss out on something. Yes, we are more resilient than we thought. Yes, working remotely on a global scale has opened up avenues we had missed before. But the COVID-19 crisis has also made clear that we are a social species and that we thrive on real-life connection.

That is also what 'in close cooperation' is about. We're an IT company, we're highly digitized, helping customers become highly digitized. The world is digital. But we're also people, and we're in a people business. I hope that 2021 will be the year where we can reconnect in real life again, and look each other in the eye. This proximity, this familiarity, the fact that our customers know our names, know our faces, can pick up the phone and call us, is one of the success factors of Cegeka.

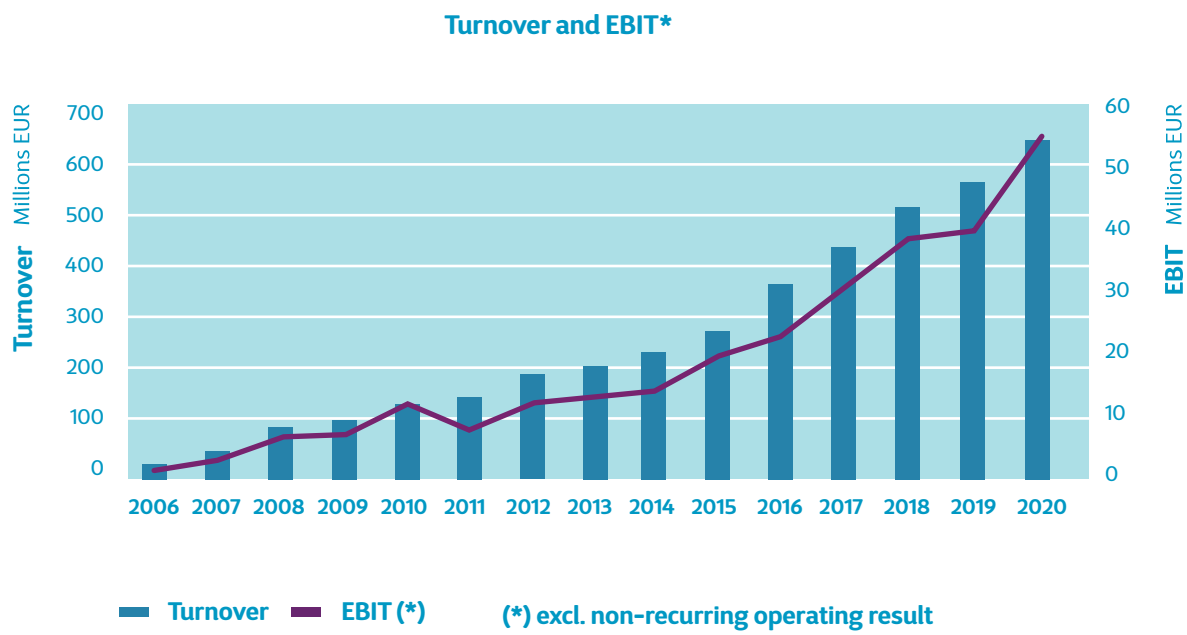
To conclude, it is said that the world needs a crisis sometimes. That is far too harsh, but I do believe that out of hardship come opportunities for change, and change for the better. This crisis – deeply tragic as it is – allows us to delete some of our hard-wired assumptions, challenge 'old' ways of thinking and reset the world in a smarter and more sustainable way.

Let's do this together

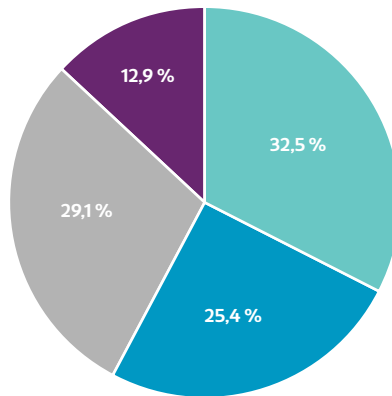
Stijn Bijmens
CEO



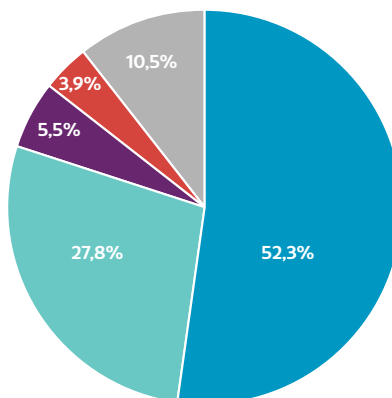
Financial Results



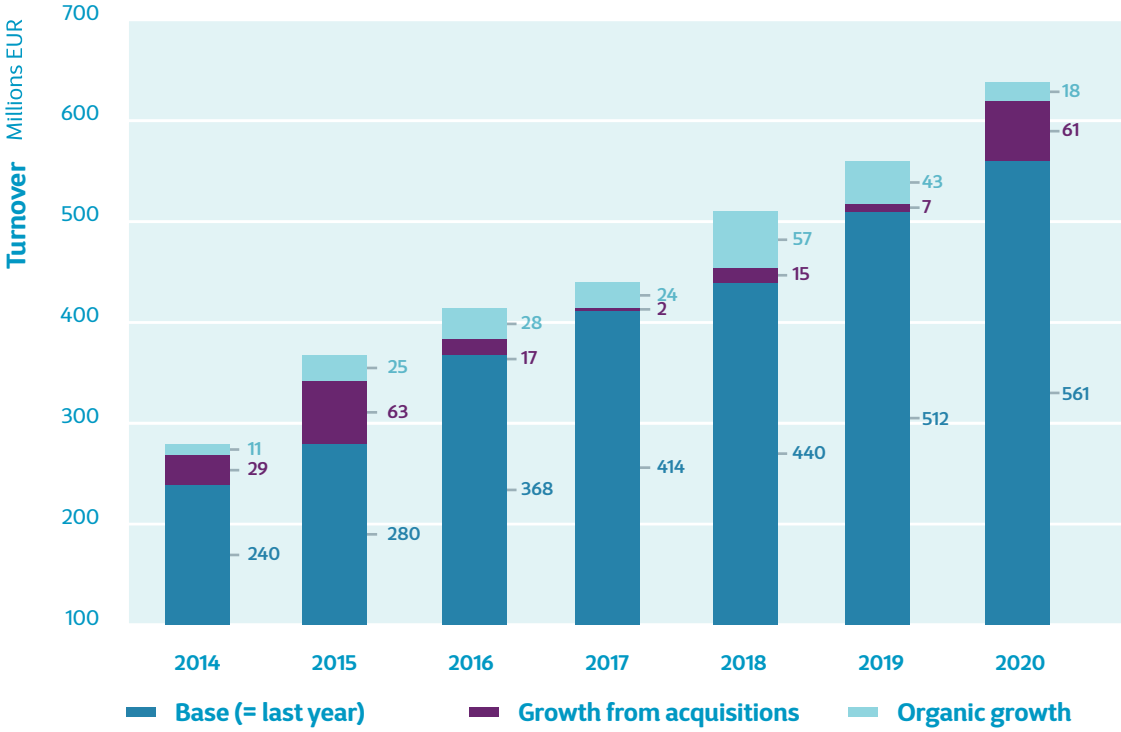
Turnover per Business Line
(cfr. Annual Accounts)

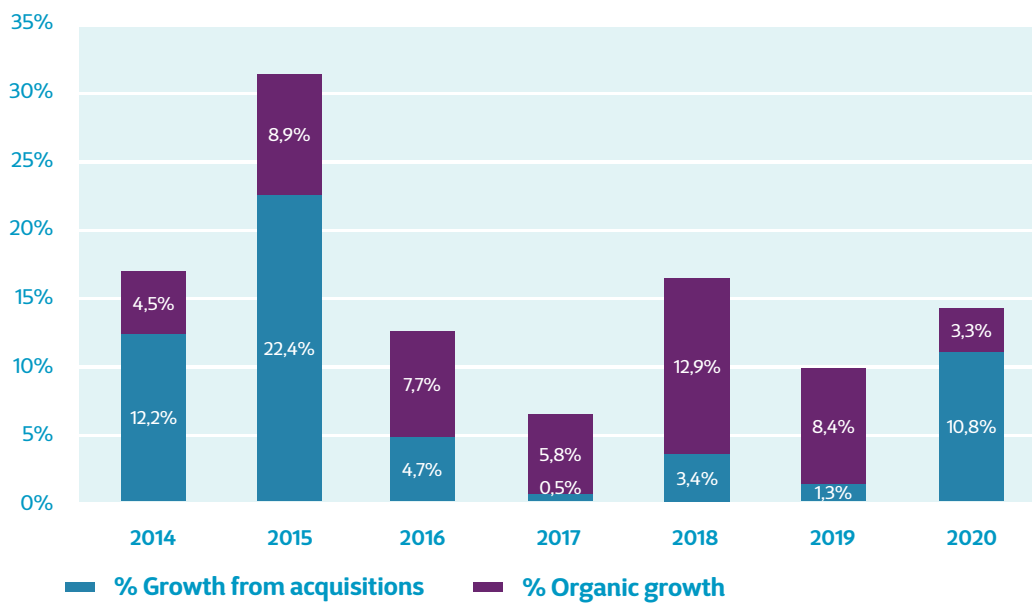


Turnover per country



Growth from acquisitions vs organic growth





Year in review by Anik Stalmans, CHRO

Looking back at 2020, it is impossible not to mention the COVID-19 crisis. The effects of the pandemic are legion: our mental and physical well-being have been put to the test, the global shift to remote work was sudden and non-negotiable, 'business as usual' ceased to exist, and many of us had few options to reach out and connect, except digitally. We discovered that, while we *can* work remote 24/7, we are all human and we crave human, real-life interaction.

It is a sign of the resilience of our 5000+ employees, that we are coping with this once-in-a-lifetime situation admirably. Our annual engagement survey indicated that, even in a year of social distancing and home office isolation, we can count on committed, engaged and yes: happy and motivated employees. This makes me more than a little proud. It also shows that Cegeka's core values, such as ownership, entrepreneurship and 'in close cooperation', are ingrained in all of us.

COVID-19 made us re-evaluate the hard-wired assumption that office work ideally happens at the office. Last year proved, not only that remote work was possible, but that people remained on track, were productive, and

business continuity was guaranteed. Today we, like many others, are ready to adopt a more flexible smart work culture, promoting a healthy and efficient mix of work at the office, at home, or at the customer, depending on the circumstances and tasks to be performed.

The pandemic did not blow us off course. And while we had to deal with a number of urgencies – such as the immediate organization of remote work on a European scale – we stayed on track with the projects we had planned for 2020. These included the 'Aspire to More' recruitment and employer branding campaign, which was kicked off in the Netherlands, and will be rolled out in other European countries in the course of 2021.

'Aspire to More' is more than 'just' a catchy campaign: it is a mindset. Cegeka is a fast-evolving organization and we make considerable investments in the development, employability and well-being of our employees. What we ask in return is the drive and ambition to keep evolving, to keep aspiring to more, together with us. This 'always-be-learning' mentality is a crucial quality for everyone who aspires to work for us.

Skill management has always been a priority at Cegeka, on all levels: technical as well as managerial. We are currently in the middle of a journey which brings into focus the strategic technical and leadership skills we need to invest in. This goes far beyond what we need today: everyone at Cegeka needs to be fully-equipped for how we envision the near-future. This focus on continuous learning, relevance and employability benefits everyone, our customers and employees alike.

At Cegeka, we see Corporate Social Responsibility as an opportunity to contribute to society, empower our employees and strengthen our business. In mapping our CSR space for 2021, we decided to focus on three areas. One: to provide a diverse and inclusive work environment. Two: to help make the digital revolution an opportunity for all by building bridges between technology and society. Three: to positively impact our environment by decreasing our carbon footprint.

Let me conclude with the hope, which I know I share with all of you, that 2021 will be the year we can connect in real life again. As Stijn Bijmens says in the introduction to this annual report: we're highly digitized, helping

our customers become highly digitized. But we're also in the people business. Proximity, accessibility, 'in close cooperation': they are part of the Cegeka DNA, and they define how we work together, communicate with one another and lift each other up.

Anik Stalmans
CHRO



Corporate social responsibility

Proof of sustainable entrepreneurship

Our commitment is

1. to provide a diverse and inclusive work environment where differences are a leverage for the self-development of our employees
2. to help make the digital revolution an opportunity for all by building bridges between technology and society
3. to positively impact our environment by decreasing our carbon footprint and to ensure the ethical use of technology.

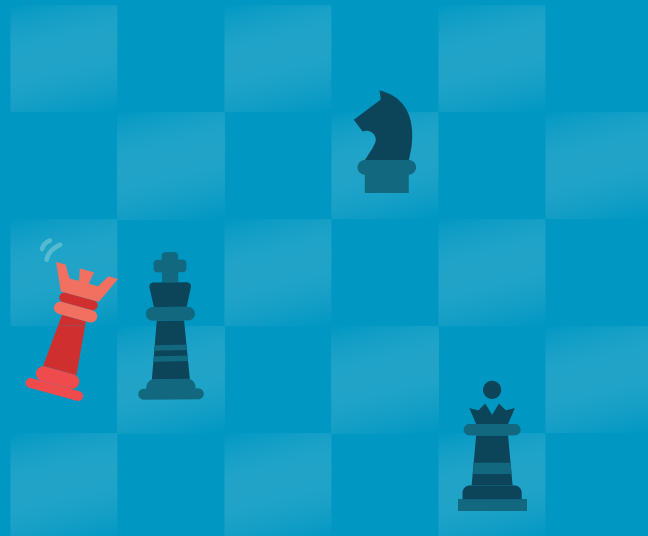


Mission

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



Our solutions guide businesses towards digital relevance

Our focus is on solutions that solve business problems and have tangible business impact. They accelerate growth in a way which is seamless and which does not disrupt day-to-day operations.

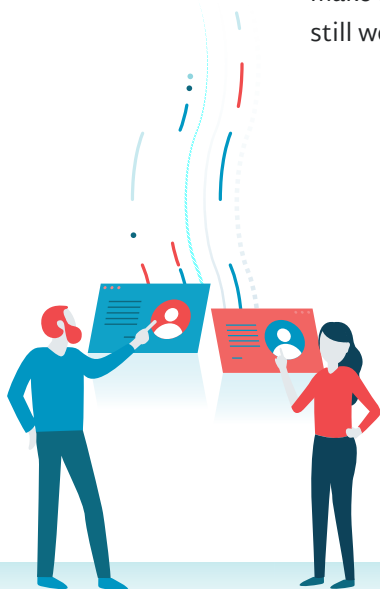
Our solutions guide organizations towards digital relevance. Organizations nowadays need to master the dynamics of digital engagement in order to be(come) extremely relevant.



We navigate the cloud landscape and uncover what's beyond

Today, organizations are faced with a myriad of cloud solutions and suppliers, as they move about in a cloud landscape that is complex, tends towards disorder and is hard to navigate.

Customers are in need of guidance to keep an overview, and to make sure that their applications, infrastructure and people are still working together in as smart and efficient a way as possible.





We apply a pragmatic innovation approach

Our focus is firmly on pragmatic or applied innovation, and not on innovation for innovation's sake. Our aim is always to maximize business impact; in order to do so we often have to bridge the gap between industrialization and innovation.

We de-hype innovation: we start small (but think big) and we focus on results and delivery, both short and long term.

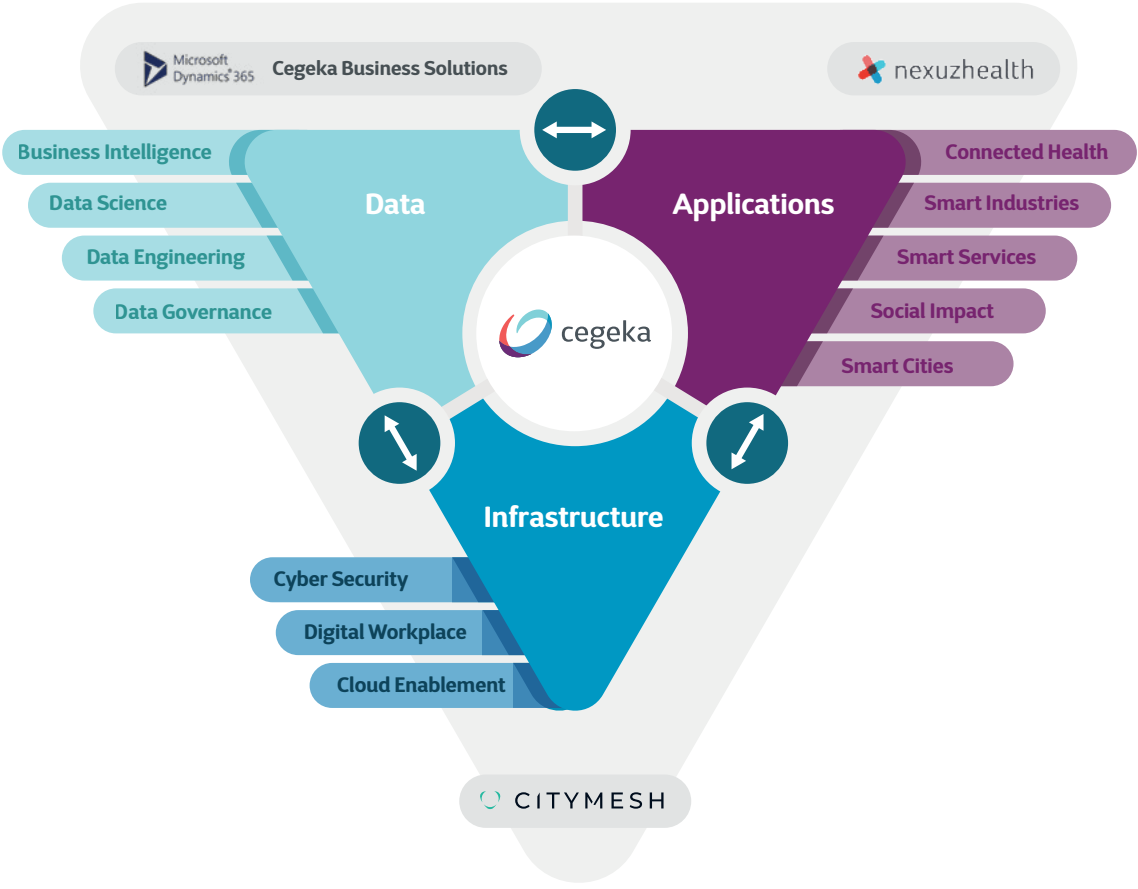


We believe in the power of the digital ecosystem

Because we offer a very broad portfolio and have both a wide and deep understanding of technology and trends, we are able to connect the dots and offer the customer a solution that leverages the best of several worlds.

Connections often also means applying the ecosystem/platform thinking and building bridges between companies, partners and business models. The aim of functioning in a hyper connected system is to unlock and exchange value between all the parties involved.

Our Market Approach



Tom Knaepen, Global VP Applications

Today, customers are no longer interested in an IT partner whose expertise is purely operational. They want to work with a partner who can help them nail down the strategy, and connect it with end-to-end operations. In order to adequately address that need, two things are absolutely crucial – apart from top-notch IT skills in the interconnected fields of applications, infrastructure and data.

First: In-depth, boots-on-the ground knowhow of the processes, challenges and opportunities in our customers' particular line of business. Whether it's health, logistics, manufacturing, finance, government, or any of the other verticals we build applications for: we speak the language, we know what's at stake, we can visualize success, and what we don't know, we learn fast.

Second: the ability to think and act as one, with a well-defined, clearly articulated and commonly shared goal. Together with our customers, we strive to move the needle. This is what our tagline 'in close cooperation' is about: we're doing this together, we're in it for the long term, and we do so in a way that is pragmatic and results-driven.

Many of the projects we tackle revolve around supporting customers in the unavoidable journey to the cloud. This includes complex and scalable cloud-native development, application modernization, migration and integration (iPaaS), as well as the implementation of IoT on the workflow.

While building cloud-native capabilities is key in digital transformation projects, legacy modernization – including the lift and shift to the public or private cloud – is a cost-effective way to turn application landscapes from technical liabilities to business enablers.



“ we speak the language, we know what's at stake, we can visualize success, and what we don't know, we learn fast.”



Kristel Demotte, Global VP Data Solutions

2020 was a pivotal year for Data Solutions. We became a separate business line, alongside infrastructure and applications. We were able to showcase our expertise for a growing number of customers in several lines of business. We delivered complex projects all along the data spectrum: from BI to AI, from engineering to governance.

What sets us apart from many other players in the field is our pragmatic first-things-first approach. In their journey towards becoming data-driven enterprises, many companies don't always realize there is still a massive amount of data engineering work to be done. In order to build the modern data platforms that will shape the future, in order to unleash the power of Artificial Intelligence, the data infrastructure basics need to be absolutely right.

Hence our focus on data engineering as the first step towards data 'maturity'. We help customers build and get the most out of their data

**“yes, we can build
a state-of-the-art
future-proof data
platform”**

lakes. Data-driven companies continuously feed the business with crucial insight, from customer behavior to the production process. Data-driven companies use data as a strategic resource. They put data at the core of their decision-making processes.

Another thing that makes us a strong and unavoidable partner, is our ability to go beyond data: yes, we can build a state-of-the-art future-proof data platform, but we can also create the information portal you need, set up the integration with your current front-office applications, and build new cloud-native ones. This end-to-end approach is very valuable and valued by customers.

Bart Watteeuw, Global VP Infrastructure

Cegeka actively pursues a cloud-first strategy. Not only do we offer customers end-to-end advice and support at every step of their cloud journey, we also help make business-driven decisions as to which workloads are best positioned where: the public cloud, the sovereign cloud in one of our own highly secured private data centers or a hybrid combination.

We stand at the dawn of a post-pandemic era. It is my firm belief that the ‘cloudification’ of services is at the heart of the digital transformation story in every industry. ‘To cloud or not to cloud’ is no longer the question, and that has consequences. Hence, next to cloud, our continued and increasing investments in managed cyber security services and digital workplaces to secure and enable the digital business models of our customers and their employees.

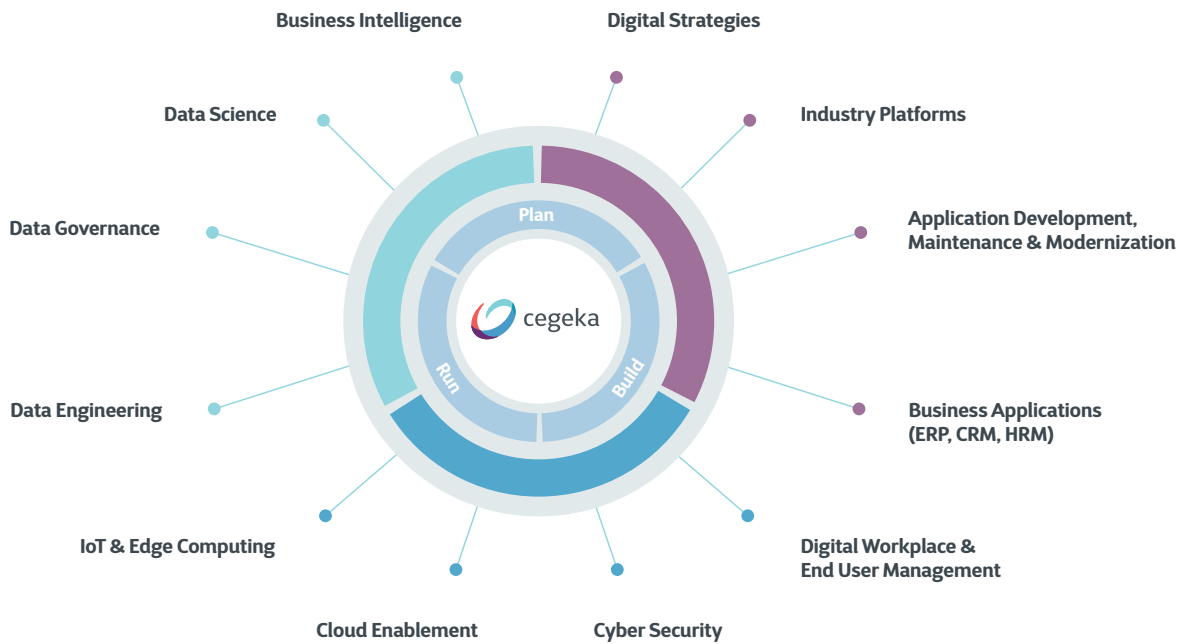
Our focus on automation and orchestration – fueled by a cloud-first digital-first mindset – enables us to take major steps in our own digital transformation trajectory. Horizon, the Cegeka customer engagement portal, is a prime example of a multi-cloud platform that focuses on continued automation and is highly customer-driven.

One of the strengths of Cegeka is both the breadth and depth of our solution portfolio in the interconnected domains of infrastructure, applications and data solutions. In all three domains we set great store by our integrated end-to-end approach, with (cloud) infrastructure as the ultimate enabler of applications and data. This approach puts, not the technology, but the customer at the centre.



“ It is my firm belief that the ‘cloudification’ of services is at the heart of the digital transformation story in every industry. ”

Solution Portfolio



Offices in Europe

BELGIUM

Hasselt
(HQ + datacenter) ●
Leuven
Brussels
Antwerp
Ghent
Liège
Braine-l'Alleud

LUXEMBOURG

Weiswampach
Luxembourg

THE NETHERLANDS

Veenendaal
Eindhoven
Geleen (datacenter) ●
Zoetermeer
Groningen
Utrecht

GERMANY

Munich
Frankfurt (Neu-Isenburg)
Cologne
Nuremberg

AUSTRIA

Vienna
Neulengbach
Graz

ROMANIA

Bucharest
Iasi

CZECH REPUBLIC

Prague
Olomouc

SLOVAKIA

Bratislava

MOLDOVA

Chişinău

ITALY

Milan
Padua
Rome

SWEDEN

Linköping



Region North

The Netherlands / Germany

‘Two different regional contexts, a new way of working and an even stronger reputation’

In 2020, the pandemic had very different effects on customers in the two countries of Cegeka North: the Netherlands and Germany. However, taken overall, our story is one of adaptation, expansion and exciting prospects for the future.

It's a simple fact that 2020 was an excellent year for our business in the Netherlands, which more than tripled in size through the acquisition of three companies: KPN ICT Consulting, Call2 and Finavista. This key strategic move enabled us to **grow to 1,100 team members** and approach the market with our own business lines for infrastructure, applications, data solutions and consulting services. We also embarked on ambitious integration and rebranding exercises in the wake of these evolutions – all while achieving excellent customer satisfaction ratings.

In addition, we partly split the Cegeka organization in the Netherlands from its peer office in Belgium, allowing us to **have a dedicated local presence** in the Netherlands and to assist our customers with their entire IT landscapes, from data and applications to infrastructure, digital transformation roadmaps and even IT strategy. No other player in our market is able to offer this broad offering in combination with deeply collaborative customer relationships.

Although we expanded our team as well as our service offering in Germany, COVID had more of an impact on our customers there. Despite the pandemic's considerable effects on the aviation industry, our multi-industry customer base and our strong market position **enabled us to stabilize our sales volumes**. Our future in Germany looks bright: we anticipate kicking off a significant public sector project for which we won a contract in 2020, and we look forward to continuing our acquisition strategy in 2021.

Today, our way of working is much different than it was pre-COVID. In fact, after witnessing the possibilities of remote working firsthand, we downsized office expansions and rental plans in progress. However, we also invested enormously in our company culture and the well-being of our people throughout the year through a wide range of digital initiatives. These included employee engagement programs, activities in the fields of vitality and resilience, informative company updates, fun activities, tips and tricks for working from home and training sessions on managing remote teams, among other opportunities.

We are especially proud of the Dutch employer branding campaign we launched in 2020 and that will be rolled out in Germany in 2021. We involved employees from every division, function and location, inviting them to help

us define an employer value proposition that firmly establishes Cegeka as one of the very best IT companies to work for.

In 2021 and beyond, we look forward to further expanding our business into the Nordic region through acquisitions.

Karim Henkens

Managing Director Cegeka North



Milestones

Regional milestones – the Netherlands

- We made our largest-ever acquisitions in the history of Cegeka, leading us to become an end-to-end service provider for the Dutch market. In the process, we shortened workflows, separated the Dutch and Belgian business organizations, and developed a market approach that is tailored to local needs.
- Our multichannel ‘Aspire to more’ employer branding campaign was launched in December, leading to strong employee engagement as well as the identification of a large number of potential candidates.
- We won the public tender of a governmental organization that supervises the financial markets. This comprehensive project encompasses the full breadth of the organization’s IT activity: infrastructure, software development, digital workplace, service desk and security services.

Regional milestones – Germany

- We strengthened and expanded our existing core business transregionally, and established four new core areas to add new value for our customers: future of insurance, integration services, security and IT support services.
- We implemented immediate measures, such as strict cost management, to minimize the impacts of the pandemic on our aviation team, resulting in notable economic stability. This challenge was offset by the remarkable success of our Professional Services team and our agile coaching department, which recorded record sales numbers and contributed to our financial foundations.
- We won the European Union Aviation Safety Agency’s invitation to tender – an incredible opportunity to offer our services to an EU government agency.

Locations

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Region East

Romania / Czech Republic / Slovakia / Republic of Moldova

‘2020 took us outside our comfort zone – and shaped us into better versions of ourselves’

2020 was an amazing year from our perspective, but nobody would say that it was an easy year. However, it's a fact that progress – personal, professional and in the business world – happens outside of the comfort zone. 2020 stretched us all, both our organization and our customers' organizations, and shaped us into better versions of ourselves.

The switch to remote work went very smoothly across our region. We have been working in distributed teams across multiple locations in Romania, Czech Republic and Slovakia for quite a while now, and all of **the technical foundations for productive remote work** were in place. However, ensuring strong management, cohesion and engagement completely virtually was a challenge that

we addressed through a number of different initiatives throughout the year.

Communication was our biggest priority – both internally, and with our customers. Like other Cegeka businesses, we observed a **strong acceleration of digital transformation initiatives** among our customers due to their strong desire to stay in close contact with their customers. Thanks to this high demand, we welcomed plenty of new projects and extensions of current agreements, and we expect this trend to continue.

Meanwhile, the war on talent rages on, pandemic or not, and retention remains one of our most important goals. Through **excellent employee engagement**, standup calls, contingency plans, high-frequency communication, well-being, mindfulness and nutrition sessions and even guides for parents – and all of this delivered online –, we successfully reduced attrition to record low levels and increased engagement to record

highs in 2020. CSR also took the spotlight, with the company donating emergency funds to fight the spread of the pandemic.

2020 also marked the opening of our Moldovan offices, with slight delays due to COVID-19. We already observe strong traction on the Moldovan market and expect to scale very quickly through our new shared delivery center as well as strong differentiators. In combination with our entrepreneurial approach to the pandemic crisis and increasingly strategic partnerships with our customers, we look forward to great prospects in 2021 – and beyond.

Lucian Butnaru

Managing Director Cegeka East



Milestones

Regional milestones - Romania

- We surpassed a milestone of 600 full-time equivalents employed and maintained our high organic growth rate of over 30% year over year for the fourth year running.
- Thanks to proactive employer branding and employee engagement initiatives, Cegeka is now recognized as one of the top ten IT employers in Romania, with attrition below 15%.
- We finalized a key strategic partnership with NN, the Romanian leader in life insurance and private pension services, for the end-to-end transformation of their customer experience.

Regional milestones - Czech Republic and Slovakia

- Profitability targets were exceeded in 2020 through a number of new contracts as well as cost reduction measures.
- Our team further enhanced the Jupiter suite for banks, financial services customers and bond issuers, adding a risk-scoring solution, and integrated the solution with EU legislation.
- We grew significantly in new verticals such as leasing, and won new customers in professional services. We also doubled our number of Microsoft Dynamics 365 consultants.

Locations

Romania

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Moldova

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Republic of Moldova

‘We enabled our customers to adapt seamlessly to an unfamiliar context – and gain critical advantages’

2020 forced us into a reality that nobody had ever previously imagined. We learned new concepts, such as social distancing, we discovered that we could pose hazards to other people, and we became more adept at smiling using only our eyes above our masks – something we never hoped to become accustomed to.

In this context, our company never stopped. We immediately responded to the crisis by assuring our customers of our unceasing ambition to help them maximize the value of their technologies. We – and our customers – demonstrated incredible resilience in the face of uncertainty and change. But what surprised

me the most was the sheer determination that everybody showed in becoming self-driven individuals and teams.

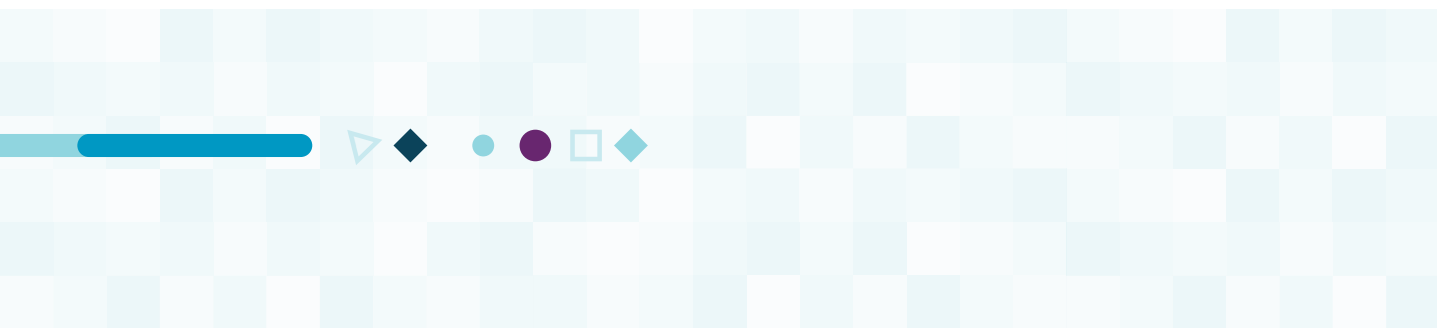
Within the first few months of the COVID-19 pandemic, we prioritized the use of cloud connections and technology sharing at an accelerated pace – and this has led to extraordinary advantages for Cegeka as well as our customers. In terms of business performance, 2020 was a successful year for us.

Pushed by the effects of the pandemic, our customers had to meet new needs, rapidly implementing e-commerce platforms, digital tools and portals, and other cooperation-enabling solutions. As we were already using agile methodologies and familiar with the logic of digital sharing and collaboration, we were well prepared to meet their demands. Through our managed services offering, we ensured business continuity, unceasing

data activities and excellent security as well, enabling our customers to shift seamlessly to remote working with ultimate peace of mind.

It is clear that things will never return to the way they were before the pandemic. With this dynamism and unpredictability in mind, we understand the importance of learning, experimenting, prioritizing quality and accuracy, developing innovative solutions and putting our skills and experience to the test in order to provide solutions that deliver value – no matter the evolutions that come to pass.

Stefania Donnabella
Managing Director Italy



Milestones

- Data and analytics are fundamental to digital business transformation. In 2020, we instilled this philosophy into everything we do and have made key investments in these capabilities with the ambition of enabling our customers to become fully data-driven enterprises. The challenges – and the opportunities – are exciting.
- In 2020, we executed a number of international ERP projects for customers active in different industries, including pharma, food and logistics, with excellent results.
- 2020 made it clear that IT security is absolutely critical for digital-age businesses. We strengthened our IT infrastructure proposition to give our customers even more peace of mind. Our offering combines managed services, cybersecurity and infrastructure automation – the perfect fit for companies that want their businesses to run smoothly and securely.

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In order to stay close to our customers, the Cegeka Group approaches the market in the French-speaking part of Belgium and in Luxemburg through NSI.

Just like it did for many enterprises, 2020 began with questions. But just a few weeks later, we saw that our organization, as well as those of our customers, were reacting in a proactive manner. Thanks to an industry-wide desire to adapt and succeed, we embraced a new way of working and achieved significant growth.

When lockdowns hit, we made the switch to teleworking at a rapid pace alongside our customers. It was quite an odd experience to hold project management committee meetings and even analysis meetings with our clients using video conferencing. Every party was eager to **show their readiness to adapt** and to prove that the “new way of working” was perfectly feasible. Thanks to this remarkable solidarity, we went from 0% to 100% teleworking in just a few days.

Some customers active in heavy industries were negatively impacted by the pandemic. However, this was offset by strong performance in the public sector. Because our business is split 50/50 between both

sectors, we recorded a **6% increase in revenue in 2020**, and we expect to surpass 100 million in revenue in 2021. The percentage of revenue generated by services **grew by 12% in 2020** thanks to the addition of 102 talented new consultants to our team.

The move to the digital workplace in **2020 put cybersecurity in the spotlight**. Driven by this priority, and as a global integrator, we are focusing more and more on DevSecOps: the intersection between application development, security and infrastructure. Moving forward, we are well prepared to offer this value-adding transversal approach to unlock even higher performance for our customers.

Alain Wattier and Manuel Pallage
Managing Directors NSI



Milestones

- Global services projects implemented for businesses based in Luxembourg grew by 50%.
- Our competency center and business unit offering tailored solutions specifically for European justice departments signed a five-year contract in 2020 worth 40 million euros.
- The number of cross-Cegeka projects involving our Atlassian Suite (JIRA) competency center increased significantly, leading to business growth and the introduction of five new consultants.

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‘Instead of a slowdown in transformation projects, there was a clear acceleration’

2020 was a year of contradictions. On one side was a horrible public health crisis. But in terms of digitalization – for us and for our customers –, we exhibited **great creativity and willingness to adapt** in order to continue making progress toward our ambitions, pandemic or not. In April, some customers paused their projects to gather information. But in as early as May, the pace of existing projects – as well as the launch of new projects – began to accelerate.

Our way of working with our customers at Cegeka Business Solutions is characterized by close relationships – preferably side by side with them at their premises. Just like they did, we made the shift to remote working, even

conducting large-scale international go-lives completely virtually. All of this happened without a hitch. It was trial-by-fire proof of the adaptability and resilience of our people, and of the strength of the technologies we advocate and rely on.

This is particularly where Microsoft Dynamics 365, a true cloud solution, comes into its own as **a value-driving platform for business transformation,** agility and growth. If any of our customers had reservations about the effectiveness of cloud, their fears have been spectacularly banished by the evolutions of 2020.

Today, companies are even more convinced that cloud isn't just an option – it's mandatory for business success and innovation. The fact that Microsoft Dynamics 365 is a cloud-first solution gives us an important advantage. We are building further on this advantage by developing **industry-focused templates** that

our customers can use as implementation starting points. This enables us to focus fully on the highly specific requirements that set our customers apart, differentiating them from their competitors, adding significant value and shortening time to market.

Of course, **our ability to offer these benefits hinges on our people** – which makes employee engagement a key priority for us. We strive to be the place to be for the market's most passionate, forward-thinking professionals.

Anton Vreugdenhil
CEO Cegeka Business Solutions



Milestones

- Over 20 new customers gave their trust to our team, amongst these Materialise, Belorta, Easy Kit, Agrico, ADA Möbelwerke, Tablis Wonen, Fien Wonen, Poort6, Wonen Delden, Wormer Wonen, Maas Wonen and Wierden en Borgen
- We finalized key go-lives for multiple customers such as D'leteren, Securitas, Koppert, BWT France, ZOWonen, Wonen Delden, Wierden en Borgen and Bazalt Wonen,
- As Microsoft Inner Circle member, we were again recognized as a top 1% partner for Microsoft Dynamics. In 2021, we built further on these efforts to successfully become one of the top 5 Dynamics partners in Europe.
- By combining all Microsoft Dynamics 365 activities across Cegeka, we are strongly positioned to help our clients with their business challenges and deliver on our growth ambition.
- We made the solutions we offer for specific industries, which are deployed on top of Microsoft Dynamics 365, available in the cloud. As a result, every Cegeka business can now deploy them.

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‘Our mission to enable an ecosystem-wide patient records platform is happening as we speak’

In an ideal world, people should be able to visit any hospital, doctor, specialist or healthcare professional and receive seamless continuity of care. That’s our end game at nexuzhealth. Even in the face of a pandemic as well as significant growth, our specialized team took continuous steps toward this future in 2020.

Unlike other Cegeka businesses, we were immediately impacted by the COVID-19 pandemic for obvious reasons: hospitals are our core customers. They were flooded with incoming patients, planning challenges, uncertainty and staffing shortages, which understandably pushed many ongoing IT and digitalization projects onto the back burner.

Another difference between businesses and hospitals as customers is that care

professionals unilaterally expect in-person, cross-functional interactions. In order to continue implementation projects safely, we switched to a remote style of working and developed new processes to enable our consultants to be present on site for go-lives with minimal risk.

At one point, hospitals in Belgium were obliged to postpone non-urgent care, so most patient appointments were cancelled. As soon as this came into effect, our team worked nonstop for an entire weekend to upgrade our SMS patient notification tool. We also trained our customers on how to inform patients of consultation cancellations – a huge relief for overwhelmed hospital staff.

While care workers dedicated their time to patients in need, our staff rose to the challenge in their own way. Each of our consultants is a subject matter expert with their own unique set of specialties. At the height of the pandemic, when hospitals were pushed to the limit, our consultants delivered

in-depth, cross-functional virtual training initiatives to their colleagues, sharing their knowledge in the most efficient way.

Thanks to these efforts, not only is our team more agile, resilient and able to switch between domains with ease, but they are also more engaged with each other – and with our organization.

Gertie Delande
CEO nexuzhealth

Milestones

- In 2020, the number of unique users of our **mynexuzhealth** patient app increased from 82,000 to approximately 250,000 per month. This increase is driven by both the coronavirus crisis and new implementations at hospitals in Belgium.
- We also achieved a **revenue growth milestone of 25%**, moving from 13 million to 16 million over the course of the year.
- Our team continued to develop the roadmap for our existing software and achieved the **go-live of the first module for electronic prescriptions** on our completely new, ecosystem-wide, cloud-based patient record environment. We will continue to roll out new modules over the next several years, ultimately aiming to offer a completely integrated and centralized experience to professional caregivers and patients.



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Timeline

January

Fabrice Wynants joins Cegeka as Director of Security Services



March

Cegeka and Corda Campus create Belgium's smartest car park

April

Acquisition of KPN ICT Consulting by Cegeka finalized

May

Cegeka acquires data specialist Finavista
ICT company Cegeka acquires telecom operator Gridmax
Cegeka grows for the sixteenth year in a row to a turnover of 561 million euro

August

Cegeka achieves the 2020/2021 Inner Circle for Microsoft Business Applications

October

Cegeka acquires part of Getronics Belgium's contracts and employees

December

Cegeka and Citymesh join forces to form a fourth national operator



WWW.CEGEKA.COM

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