

# THE GETRONICS WORKSPACE ALLIANCE



## GWA Factsheet 2011

### THE GWA QUICK FACTS

- FOUNDED IN MARCH 2009
- 7 MEMBERS, ALL AT LEAST TOP 5 IN THEIR REGIONS
- DIRECT PRESENCE IN 30 COUNTRIES
- RANKED 3RD IN GLOBAL MANAGED AND SERVICED WORKSPACE ASSETS (DATAMONITOR 2011)
- 32,000 FTE'S
- 19,500 ON-SITE ENGINEERS
- 6,1M DESKSIDE/ ON-SITE SUPPORT FOR 4,7M END-USERS WORLDWIDE
- MANAGED HELP DESK SERVICES TO 11,5M END-USERS WORLDWIDE
- LEAN SIX SIGMA CERTIFICATIONS: 4.500
- ITIL CERTIFICATIONS: 3.800
- THE SEVEN FOUNDING MEMBERS OF THE ALLIANCE COVER THE GEOGRAPHIES IN WHICH 85% OF THE WORLD'S BUSINESS HAPPENS.

### WHO ARE WE?

The Getronics Workspace Alliance (GWA) is the partnership of Getronics, CompuCom Systems, APX, Getronics Middle East, NTT DATA Getronics, ServiceOne Getronics and Tecnomcom to establish a new force in global workspace management.

With marketing and operational presence in the world's top 30 countries, the GWA is the strategic choice to serve clients globally.

### WHY CHOSE THE GWA?

The Alliance presents a clear value proposition:

**Cost effective.** Operations scale up and down with client needs.

**Globally consistent.** All engagements are hallmarked by consistency of service quality across all geographies.

**Single point of contact.** And one contract owner for service management.

**International billing.** The GWA takes responsibility for all international billing and tax management.

**Flexible.** Service provision is rapidly scalable to clients' changing needs.

**Cultural awareness.** The Alliance is strong in local values, meeting linguistic and cultural preference and practice.

### HOW WE DO IT?

- Commitment to use common methods and tools.
- Focus on standards allows members to operate as a single virtual service provider.
- Standardized and interconnected service desks.
- Reporting and analysis are combined to provide clients with a complete and accurate picture of performance.

## COMPOSITION

There are seven founding members of the Alliance.

ALLIANCE MEMBER	PRINCIPAL COUNTRY / COUNTRIES	EMPLOYEES
APX	France	1,500
COMPUCOM	USA, Canada	11,000
GETRONICS	Netherlands, Belgium, UK/Ireland, Germany, Switzerland, Latin America and Mexico, APAC, Hungary	12,000
GETRONICS MIDDLE EAST	United Arab Emirates, Saudi Arabia	125
NTT DATA GETRONICS	Japan	590
SERVICEONE GETRONICS	China	1,520
TECNOCOM	Spain, Portugal	5,500

“We’re not an IT company, but we need quality IT services. Outsourcing to Getronics affords us expertise, equipment and resources we simply wouldn’t wish to deliver or finance in-house”

**Hugh McIntyre**  
PSN Business Network Manager

### YOUNG BUT STRONG

IN 3 YEARS, THE GWA HAS ALREADY GAINED THE ATTENTION OF ANALYSTS AND CLIENTS:

- JULY 2010: THE GWA WAS CLASSIFIED AS A VISIONARY IN GARTNER’S MAGIC QUADRANT
- NOVEMBER 2010: KONICA MINOLTA SIGNED INTO A STRATEGIC PARTNERSHIP WITH THE GWA MEMBERS.
- MARCH 2011: WE WERE CITED BY FORRESTER AS A ‘STRONG PERFORMER’ IN GLOBAL IT INFRASTRUCTURE MANAGER, IN THE FORRESTER WAVE FOR Q1.
- APRIL 2011: KODAK AWARDS THE GWA WITH A SERVICE AWARD FOR OUR EXCELLENT PERFORMANCE.

### THE GWA SERVICES

Global Program Management

- 3rd Party & Vendor Management
- Service level and process management
- Financial Management
- Program and project management

Global Remote Services

- Service Desk
- Asset Management
- Desktop Management
- Server Management
- Network Management
- Security Services
- IPT & Voice Services

Global Field Services and Deployment Services

- Deskside Support & IMACs
- Hardware Maintenance (Break-fix)
- Managed Operations Onsite
- Deploy, Refresh & End of Life Services
- System Migration

Other services

- Datacenter Services
- Cloud Computing

### CLIENT PORTFOLIO

The Alliance is launched on strong foundation: its members already share around fifty international client engagement between them.

Some industries the GWA covers are:

- Banking services
- Insurance services
- Telecommunications
- Manufacturing
- Pharmaceutical
- Retail
- Energy (oil and gas providers)

### GET IN TOUCH

CONTACT OUR INTERNATIONAL ENGAGEMENT OFFICE AND WE’LL GET RIGHT BACK TO YOU IN YOUR LANGUAGE, IN YOUR TIME-ZONE, TO LEARN ABOUT YOUR REQUIREMENTS.

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