

Getronics Workspace Alliance Cited as a Strong Performer by Independent Research Firm

Zoetermeer — March 21, 2011 — Getronics Workspace Alliance (GWA) was among the select companies that Forrester Research, Inc. invited to participate in its March 11th, Q1 2011 Forrester Wave™ report on Global IT Infrastructure Outsourcing. In this evaluation, GWA was cited as a Strong Performer with solid scores for current offering and very strong feedback from its clients.

Getronics Workspace Alliance (GWA) brings together a strong group of organizations, which includes Getronics, CompuCom, Tecnom, Getronics Middle East, NTT Data, APX Service Technologies, and ServiceOne Getronics, to serve clients across the globe. The Alliance was founded in 2009 and has already grown to support more than 11 million users in 330 client organizations.

“Businesses that have operations in many countries look to GWA to deliver the same high quality services in all locations and yet understand the culture in a specific locale,” stated Andreas Ziegenhain, Getronics Executive VP International. “The GWA provides consistency with flexibility to fit the needs of these businesses. We are proud to be cited as a Strong Performer.”

Collectively, GWA has 32,500 employees, which includes 19,500 engineers delivering IT services in 35 countries and, together with an extended network, they provide coverage to 90+ countries. The individual Alliance members provide clients with a single point of business contact for simplified management of international service contracts. For the client, this results in simplified contract management, effective service evolution and responsive scaling to requirements. The GWA coordinates and monitors onsite and remote services via standardized and interconnected service desks and tooling. Combined reporting and analysis provides clients with a complete, accurate and global picture of performance.

For more information on the GWA Strong Performer position in The Forrester Wave™: Global IT Infrastructure Outsourcing, Q1 2011 report, please visit

http://www.workspacealliance.com/tl_files/content_resources/pdf/Forrester_Market%20Overview_%20European%20IT%20Infrastructure%20Outsourcing_March2011.pdf

About the Getronics Workspace Alliance (GWA)

Getronics Workspace Alliance is a global alliance providing customers access to an extensive global network of IT service providers.

The Alliance supplies consistent IT support for 11.5 million end-users around the world. The seven Alliance members — in 35 countries with a total of 32,500 employees, extended with 75 service partners in more than 90 countries— share common processes, methods and tools, providing direct benefit for international organizations, through consistent services delivered with a strong local presence, robust international governance and shared service innovation. The seven founding members are: Getronics, APX Service Technologies, CompuCom, Getronics Middle East, NTT Data, ServiceOne Getronics and Tecnom to deliver global IT services. These seven founding members are recognized leaders in the European, American and Asian markets.