



## Press Release

Emmenbrücke, July 28<sup>th</sup>, 2015

### **SPIE Group strengthens its relationship with the new Global Workspace Alliance, under the lead of Getronics and CompuCom**

**Strategic partnership will work with leading local IT players to deliver first-in-class service and innovative workspace solutions to GWA global customers**

[Getronics](#), the global ICT services group, today announced a long-term partnership with [CompuCom](#) to lead the [Global Workspace Alliance](#) (GWA).

As part of a new global strategy, the alliance will provide a new and comprehensive suite of services for its partners to take to market, providing end-users with cutting edge, global workspace solutions.

Getronics and CompuCom have been collaborating together for months to re-architect and deliver a forward-looking portfolio, in addition to partnering with local champions across the world to support global businesses as they continue to grow and evolve in better enabling digitally-native and mobile workforces.

The GWA will continue to deliver a rich workspace portfolio including: on-site and remote support services, a comprehensive global service desk solution in over 20 languages, data center, networking and security services, along with an integrated ITSM toolset. In addition, to meet the needs of the ever-changing workforce, the Alliance is expanding its portfolio to deliver enhanced core workspace methodologies developed by CompuCom and Getronics, respectively:

- **Persona Service Management:** a CompuCom workspace modelling methodology and suite of services that includes a unique set of tools to better align IT with the needs of the business and end users
- **Proactive workspace solutions:** a Getronics technology solution that proactively pre-empts and resolves issues in the background before they impact end users

**Thomas Fetten, Chief Operating Officer at Getronics comments:** “The partnership reconfirms our commitment to further growing the Getronics group and our ambition for the GWA to become the partner of choice in the international ICT market. In the twelve months

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since implementing these changes, the GWA has seen its orders increase three fold and expects the new services to deliver continued growth in the years ahead.

“In order to succeed in an increasingly competitive landscape, businesses rely on IT to become more agile, operationally efficient, innovative and customer-focused. At the same time, they’re facing increased pressure to expand internationally whilst keeping costs down. Our mission is to support global companies as they transition towards an increasingly mobile, connected, and secure global workspace environment, enabling them to achieve their objectives by empowering satisfied and efficient employees.”

**Bill Bancroft, Senior Vice President and COO Enterprise Services Global Service Operations at CompuCom comments:** “We’ve worked closely with Getronics to improve the structure and processes of the GWA with a view to delivering a comprehensive end-user experience regardless of geography. The Global Workspace Alliance brings together experienced and forward-thinking IT providers with a passion for global business. We look forward to providing our clients with the solutions they need to deliver the best possible service to their employees, clients and prospects.”

**Walter Lienhard, Chief Sales & Marketing Officer SPIE ICS comments:** "Think global – act local, that's our motto. SPIE ICS is Switzerland's second largest ICT company and as a long-established part of GWA we are set to intensify our international activities. We can benefit from the vast experience of all GWA members. We can therefore offer our international customers consistent IT support worldwide, irrespective of whether it is for IT infrastructure services, UCC services, workspace outsourcing or 24/7 service desk tasks. GWA guarantees comprehensive end-to-end service based on the latest tools and standardized processes."

The new alliance has also expanded the GWA’s commercial and operational presence in Latin America, through joint collaboration between strategic members, Tecnom, and Connectis, which is part of the Getronics group.

As part of the process, the alliance leads have strengthened their relationship with French-Swiss partner SPIE, and continue to on-board new partners across 90 countries, including Eire Systems in Japan, NSC in Italy, AGCN in the Middle East and Centric in the Netherlands, among many other local market leaders.

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## About the Global Workspace Alliance

Led by Getronics and CompuCom, the Global Workspace Alliance (GWA) is a consortium of leading IT providers strategically located in over 90 countries around the world, working together to provide support and workspace solutions to global companies.

Featuring proactive support, tailored, user-focused solutions, and seamless global on-site support, the GWA portfolio contributes to the productivity and satisfaction of our clients' employees by enabling our partners to deliver the best possible service, both internally to the business and externally to their customers.

## About SPIE ICS AG

SPIE ICS AG (or SA), a subsidiary of SPIE group, the independent European leader in multi-technical services in the areas of energy and communications, is a Swiss system integrator focusing on unified communication and collaboration technologies (UCC) and workspace management. With seven sites throughout Switzerland, the company has many years' experience in consulting, implementing and maintaining complex, customised voice and data communication solutions. SPIE ICS works with leading partners such as Cisco, Microsoft and Avaya. Through the Getronics Workspace Alliance, SPIE ICS is globally networked and well placed to provide a full range of services, even to major international clients. These services are enhanced by an efficient service centre with 24/7 availability in four languages.

With more than 38,000 employees working from close to 550 locations in 35 countries, the SPIE group achieved consolidated revenues of €5.22 billion in 2014 and consolidated EBITA of €334 million.

In its "Germany and Central Europe » segment, with 6, 200 employees working from more 68 sites, the SPIE group generated revenues of €787 million in 2014. For more information, visit [www.spie-ics.ch](http://www.spie-ics.ch).

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## About Getronics

The Getronics family is an ICT Services group consisting of the Getronics and Connectis brands and is owned by the AURELIUS Group, a holding company headquartered in Munich, Germany. With an extensive history that extends over 125 years, the Getronics family has approximately 6,000 employees in 18 countries across Europe, Asia Pacific & Latin America, and has a complete portfolio of integrated ICT services for the large enterprise and public sector markets. This includes Workspace, Applications, Communication, Data Centre, Cloud, Consulting, Product and Managed Services. For more information, visit [www.getronics.com](http://www.getronics.com).

## About CompuCom

CompuCom Systems, Inc., a global company headquartered in Dallas, Texas, USA, provides IT managed services, infrastructure solutions, consulting and products to Fortune 1000 companies committed to enhancing their end users' experience. Founded in 1987, privately held CompuCom employs approximately 11,500 associates. For more information, visit [www.compucom.com](http://www.compucom.com)

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