



inetum

at a glance

MARCH 2024

Group Identity Card

28,000
TEAM MEMBERS

top EMPLOYER EUROPE 2024
CERTIFIED EXCELLENCE IN EMPLOYEE CONDITIONS

2023
€2.5
BILLION IN REVENUES

+3.7% FY23 reported growth including acquisitions after IFRS

19 COUNTRIES

FRANCE, SPAIN, PORTUGAL, BELGIUM, MEXICO, LUXEMBOURG, POLAND, MOROCCO, ROMANIA, BULGARIA, SWITZERLAND, BRAZIL, TUNISIA, COLOMBIA, PERU, UK, USA, INDIA, IRELAND

22 SERVICE CENTERS
Brazil, Colombia, France, India, Morocco, Poland, Portugal, Romania, Spain, Tunisia

130 OFFICES
Global Headquarters in Paris, France
Mainly in Europe, Iberia LatAm, Africa

4 GLOBAL BUSINESSES

Inetum Consulting
Inetum Technologies
Inetum Solutions
Inetum Software

4 YEARS

Average long-term contract length

98% Contract renewal rate in 2023

TOP 10 CLIENTS

Have been with Inetum for **10 years**

7 FABLABS

Paris, Nantes, Lyon, Ghent, Lisbon, Madrid, Casablanca

4 strategic partners

Microsoft SAP salesforce servicenow

ALLIANCES NETWORK

aws Google outsystems ORACLE IBM

REVENUE BY GLOBAL BUSINESS LINE

Technologies	64%
Solutions	26%
Software	8%
Consulting	2%

8 SECTORS

Public Sector	26%
Financial Services	23%
Transportation	11%
TMT	10%
Energy	10%
Industries	8%
Retail	8%
Defense	4%

+4 MAJOR SOFTWARE

Propriety solutions for a large scope of market sectors

Cleeva. Insurance Solution inetum.
Chronotime workplace. Workforce Management Solution inetum.
Business Document Unity. Content Management Solution inetum.
Cybersecurity Solutions. inetum.

Our 4 business lines



Inetum Consulting

Advisory services adapted to the client context, from strategy to operational reality

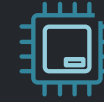
- CIO Advisory
- Operational excellence
- Sustainability
- Data & AI

Lead digital transformation journeys through deep sectorial expertise

2% of revenue

Modernize and bring efficiency to the core IT through industrialized services

64% of revenue



Inetum Technologies

Full-stack services for application and infrastructure management, focused on high-availability, flexibility and efficiency through industrialization

- Custom development
- Infra management
- Cyber & Data



Inetum Software

Software editor of leading solutions for Local Public entities, Core Systems for Insurers and other cross-industry solutions in Identity, Workforce and Document Management

Develop top-class software solutions for Insurance and Public Sector

8% of revenue

Create value around specific solutions expertise



26% of revenue



Inetum Solutions

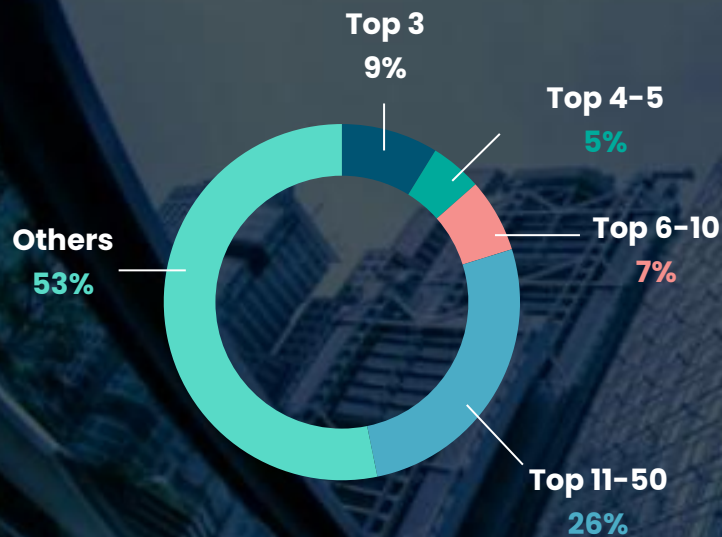
Top notch solutions to transform customer relations and experience, corporate finance management and IT operating model

- CRM / CX
- ERP
- ITSM
- GenAI

Our clients

A long-term relationship

Customer concentration in %



4 years

Average long-term contract length



Top10 clients

have been with Inetum for > 10 years

98%

Contract Renewal rate in 2023



BNP PARIBAS



CRÉDIT AGRICOLE



EDF



orange™



SOCIÉTÉ GÉNÉRALE



BPCE



IN GROUPE



GENERALI



enagas



IBERDROLA



Telefónica



Bonpreu



NH HOTEL GROUP



Santander



BBVA



BNP PARIBAS



CaixaBank



allfunds



PrimaPrix



BNP PARIBAS



TOYOTA



JUSTITIE



Sibelga



Belfius



BELG PROCESS



colruyt



FEBELCO

France, Spain and Belgium account for 70% of FY23 revenues with a solid presence from blue chip customers to upper Mid-Market

Our governance

Executive Committee

4 AREAS



**Normann
HODARA**
Area France



**Manuel
GARCÍA DEL VALLE**
Area Iberia LatAm



**Hugues
RUFFAT**
Area EEMEA



**Johnny
SMETS**
Area Belgium

4 GLOBAL BUSINESS LINES



**Jacques
POMMERAUD**
CHAIRMAN & CEO



**Nathalie
POUSIN**
Inetum TECHNOLOGIES



**Jacques
POMMERAUD (acting)**
Inetum SOLUTIONS
SAP – Salesforce
ServiceNow – Microsoft
Gen AI



**Emmanuelle
PAYAN**
Inetum CONSULTING



**Martin
HUBERT**
Inetum SOFTWARE

FINANCE & PEOPLE



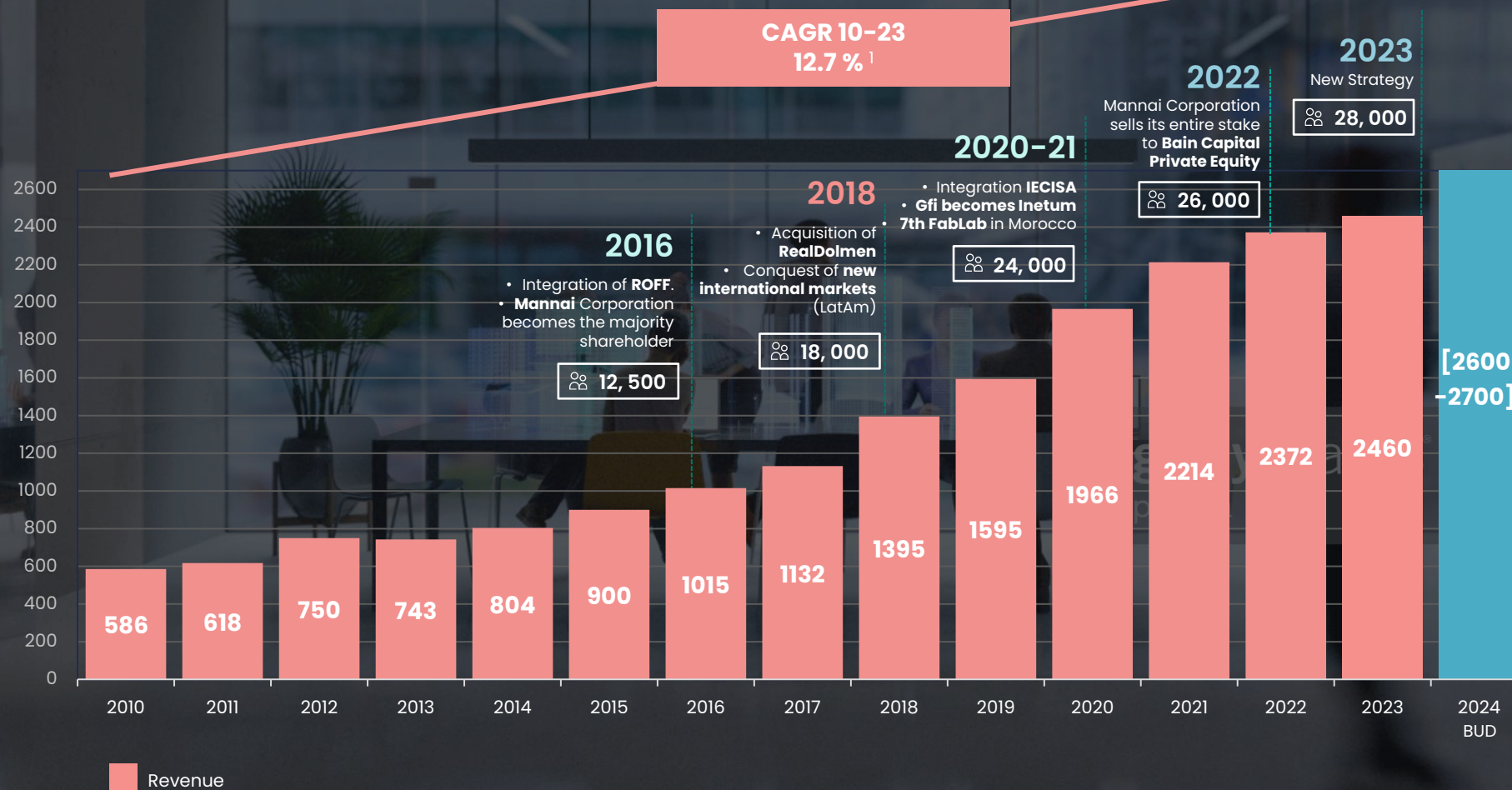
**Albin
JACQUEMONT**
Chief Financial Officer



**Bruno
DA SOLA**
Chief People Officer

A decade of continuous growth

Evolution of Group revenue



BainCapital
PRIVATE EQUITY

A LONG-TERM SHAREHOLDER

In 2022, a new group of investors led by Bain Capital Private Equity becomes the majority shareholder of Inetum.

Our strategic plan

Our ambition:
a great
company
loved by
our customers
and employees

Leading European player

Refocus our geographic footprint to sustain a customer-centric approach through +130 local agencies

Growing Solutions offer

Be the preferred local partner for SAP, Salesforce, ServiceNow and Microsoft, helping our clients transform, innovate and adopt new technologies including GenAI

"Rightshoring" strategy

Offer competitive pricing thanks to our seamless on/offshore delivery model and industrialization

Top Employer

Make our employees proud to work at Inetum thanks to a unique culture made of speed, simplicity and impact

BtoBtoS company

Realize we work for the good of all, raising the bar of our ESG commitments, and supporting our customers in their sustainability journey

A leading European player

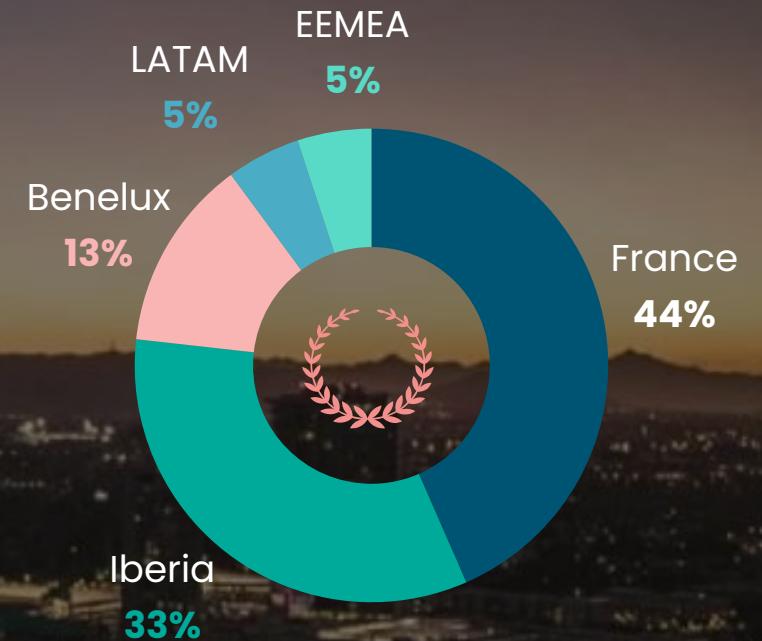


19 countries with geographical expansion including offshore capabilities



■ **7 Fablabs**

Paris, Nantes, Lyon, Ghent,
Lisbon, Madrid, Casablanca



FRANCE **TOP 8**

SPAIN **TOP 5**

PORTUGAL **TOP 3**

BELGIUM **TOP 2**

% Revenue by region – FY 2023

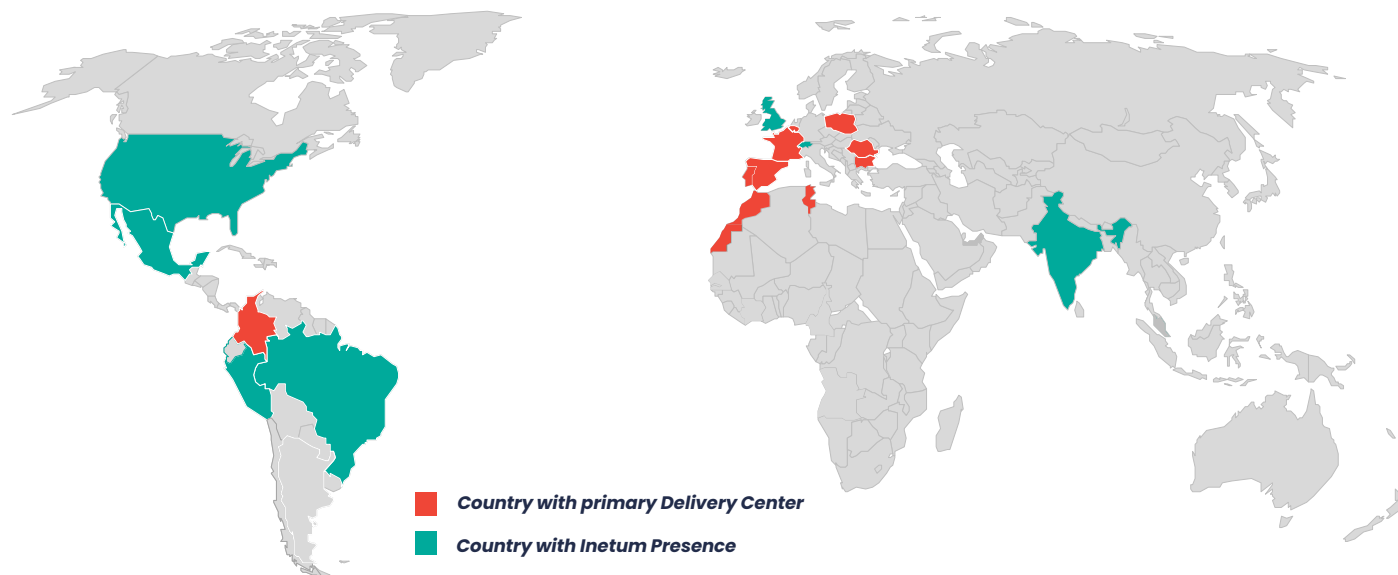
Rightshoring " strategy

- Nearshore/offshore growth focus..
- Delivery centers in Europe, North Africa, LATAM.
- Industrialisation through GenAI

2023
From **1700+ FTE**

→

2026
To **5000+ FTE**



Main Delivery Centers

North Africa (Tunis & Casablanca): application management & digital solutions

ROMANIA (Bucharest): application management & digital solutions

PORTUGAL (Lisbon): application management & SAP consulting – delivery

SPAIN (Alicante): application and digital solutions

COLOMBIA (Bogota): Infrastructure management, Cloud & Devops solutions

BULGARIA (Sofia): ServiceNow delivery center

POLAND (Warsaw): digital consulting & powerBI at scale

Our strategic partners

Experience with leading companies to deliver solutions in a trusted, fast and easy way



A new practice dedicated to GenAI

An end-to-end offer portfolio based on a proven methodology supported by a full-stack partnership model and our "in-house" GenAI Factory

GenAI-assisted redesign of specific workflows and processes:

- Convert legacy IT code
- Ease complex document and knowledge management
- Imagine new offerings and services for citizens
- Reinvent customer and employee 360 experience with conversational agents
- Embark and empower employees with GenAI copilots
- Capture P&L impact from GenAI

METHODOLOGY

to capture the value of GenAI at scale:



ASSETS TO ACCELERATE

in the right way:



SOLID ALLIANCES



Team members

2023
28,000*

15,500 colleagues trained
or certified in 2023

*excluding subcontractors

I love Inetum

2023
6,30*

*Average employee tenure

External recognition

top
EMPLOYER

EUROPE
2024

CERTIFIED EXCELLENCE IN EMPLOYEE CONDITIONS

France



Portugal



Spain



Poland



Belgium



Women

2023
28,5%

Average age

2023
39,3

gettyimages
Wolfgang P

New team members

2023
8,900

A BtoBtoS company

Act for a sustainable planet

8,828 tCO₂eq of emissions from travelling and energy consumption

2029 target: -45% of emissions per FTE (vs. 2019)

Ensure a responsible supply chain

70% of annual purchasing from IT suppliers valued by Ecovadis

Promote diversity & equality

28,5% of women in our workforce

Women@Inetum program
gender equity and diversity, career development, promotion of women in Tech

19,2% of hiring of young employees (under 26)

A **'Charity Day'** for all employees across the Group in 2024

GLOBAL COMPACT PARTICIPANT SINCE 2015

ECOVADIS SILVER

TOP EMPLOYER EUROPE 2024

LBO DEBT LINKED TO ESG CRITERIA

inetum.1

