

Annual Report 2022

Table of Contents

1. Introduction by André Knaepen	4
2. Introduction by Stijn Bijmens	6
3. Financial Results	9
4. Year in Review by Anik Stalmans, CHRO	13
5. Environmental, Social & Governance (ESG)	15
6. The Trinity of Innovation	17
7. Horizon Customer Portal	18
8. From cyber security to cyber resilience	20
9. Solution Portfolio	22
10. Market Approach	23
11. European presence	24
12. Applications	26
13. Infrastructure	28
14. Data Solutions	30
15. Professional Services	32
16. NSI	34
17. nexuzhealth	35
18. Cegeka Business Solutions	36
19. Citymesh	37
20. Smartschool	38



21. The Netherlands	40
22. Romania	42
23. Italy	44
24. Czech Republic & Slovakia	46
25. Germany	48
26. Sweden	50
27. Corporate Milestones	52

Introduction by André Knaepen

Throughout the past year, Cegeka has proven to be a force of craftsmanship and dedication. Despite the obstacles we faced - from geopolitical instability to the challenges of inflation - we rose to the occasion and were successful. In 2022, we achieved a turnover of 832 million euros, a 18% increase from the previous year, and our operational profit rose by 6%, reaching 63 million euros*. This result is a testament to the hard work of all 'Cegekans': people who truly embody the spirit of our company. I also want to express my gratitude to CEO Stijn Bijmens, the captain of the Cegeka 'fleet', for his visionary leadership and guidance in (often) turbulent waters.

“ Throughout the past year, Cegeka has proven to be a force of craftsmanship and dedication. ”

At the heart of our success lies our steadfast dedication to our customers, reflected in our motto 'in close cooperation.' For three decades now, we have made customer-centricity and collaboration our top priority. Every single person at Cegeka is expected to go above and beyond: it is a mindset that

has earned us our loyal customer base and inspires trust in new customers. 'In close cooperation' was our guiding star when we started out in 1992 with 30 people, it still is today with over 6,000 employees, and it will always be so, however large we grow. And grow we will, both organically and through acquisitions. Today, Cegeka is present in 11 countries, and this number will increase.

Cegeka's 30th anniversary last year marked a significant milestone. We have become a leading IT integrator in Europe with a comprehensive portfolio. Our investments in Artificial Intelligence are rapidly establishing us as a European knowledge center, while our early adoption of the 5G technology solidifies our position as a pioneer. We continue to take bold steps with the 'Trinity of Innovation': 5G, Cloud and AI. Our public cloud competencies and private data centers allow us to pursue a hybrid cloud strategy, providing customers with the best of both worlds. Last but not least, our cybersecurity department is now at the forefront of the industry, providing a top-tier service.

As a sustainable business, our commitment to ESG goals is yielding positive results, and I could not be more pleased. We

have set ambitious targets on reducing our environmental footprint, promoting diversity and inclusion in our workforce, and contributing to socially impactful projects. At Cegeka, sustainability is not just a buzzword; it is deeply rooted in our culture and values. Every day, I see progress across all our locations as we strive towards a more sustainable future.



To conclude, I am filled with pride and gratitude for all those who have contributed to our success. We all share the same goal: help customers become quick, supple, digitally relevant and ultimately resilient. I have no doubt that with our continued commitment to excellence, we will achieve even greater heights in the years to come.

Thank you to our customers, employees, business partners and stakeholders for your support and trust. Together, we will shape the future of technology.

André Knaepen,
Founder and Chairman of the Board

Introduction by Stijn Bijns

Despite the turbulence of our post-pandemic world, I remain very hopeful about the future. My optimistic outlook allows me to see every obstacle as an opportunity for positive change. At Cegeka, we believe technological innovation is the absolute key to driving that change forward. Take the rapid pace of Artificial Intelligent development: it is an awe-inspiring example of how innovation can revolutionize the way we live, work and solve complex problems in new ways. At Cegeka, we are committed to leveraging technology to do exactly that: to drive change, to create impact, and yes, to make the world a more sustainable and equitable place to live in.

I am delighted to report that our group has enjoyed a year of great success, thanks in large part to the contributions of each of our member countries. I want to take a moment to recognize two countries in particular. The Netherlands has been a crucial part of our organization, serving as a second home base for us. With Annelore Buijs taking the helm as Managing Director in January 2023, I have no doubt that our Dutch counterpart will thrive under her capable leadership. Meanwhile, in Sweden, we are excited to have Soazig Hamon as Managing Director. Her vision and expertise will be invaluable as we work to expand our presence in this market.

Making waves with the Trinity of Innovation

In 2020, I introduced the concept of the 'Trinity of Innovation.' I did so to highlight the powerful synergy that can be realized by combining Artificial Intelligence, 5G and cloud computing. Given their enormous potential, these technologies combined will fundamentally revolutionize our way of working. When the Trinity is in full force, we will witness productivity and operational efficiency gains we have not seen in decades.

That AI and 5G would be the focus of attention today, was something we anticipated. Our acquisition of nationwide 5G spectrum in 2022 put us squarely on the map as an unstoppable force in the b2b and b2c telco operator market. As for AI: today we have an international team of some 300 data and AI experts working in diverse fields, from data analytics to advanced Machine Learning. AI is here to stay: it will become the unmissable copilot in our lives.

Our hybrid cloud strategy combines hyperscalers such as Microsoft Azure with our own Cegeka data centers, enabling us to provide customers with various levels of sovereignty based on their specific needs and legal requirements. Additionally, we are focused on developing a comprehensive managed services portfolio to

enhance the consumability of our offerings, making them more flexible and user-friendly.

Connecting the dots in our portfolio

Cegeka's portfolio offers a comprehensive range of services and solutions that include applications, infrastructure, data solutions and consultancy. What sets us apart is not only the breadth and depth of our offer, but the

seamless integration of all the components. Our integrated end-to-end approach connects all the dots. In 2022, we have made significant progress in all of these areas, but I want to highlight two that exemplify our dedication to customer relevance.

First, our cyber security department has undergone significant changes in the last three years, culminating in our recognition as the number 1 Belux cybersecurity player in the 2023 Whitelane Report. The launch of the Cegeka C-SOR²C, a modern SOC with advanced automation techniques, aligns with our goal of shifting the conversation from cyber security – a technical debate – to cyber resilience – a business one.

Secondly, observability is becoming an increasingly important customer need in today's fast-paced digital landscape. At Cegeka, we recognize this and have made it a central focus of our customer engagement platform, Horizon. Through Horizon, we offer all our customers a 'single pane of glass' with granular insight into individual services, allowing them to take control of their digital environments. You could say that Horizon is the digital embodiment of our 'in close cooperation' philosophy.





Driving change and making impact ‘in close cooperation’

In the past three years, we have reinvented ourselves to build an even stronger organization. Our main priority isn't just growth, it is resilient growth. That means a laserlike focus on sustainability, adaptability, long-term vision and last but not least: customer relevance. We want to make impact and drive change for our customers and their customers – whether they are citizens, employees, caregivers, parents, patients, students, or anything else.

“ Our main priority isn't just growth, it is resilient growth. That means a laserlike focus on sustainability, adaptability, long-term vision and last but not least: customer relevance. ”

We do this ‘in close cooperation’, the personal credo of our founder André Knaepen and a reflection of how we work. ‘In close cooperation’ has always been centered on building lasting relationships based on trust and transparency. Our ‘easy-to-talk-to’ reputation and ‘contact-over-contract’

mindset make us stand out from the crowd, especially as we expand into new territory. We are committed to maintaining these values, as they represent a promise to our customers: we're in this together.

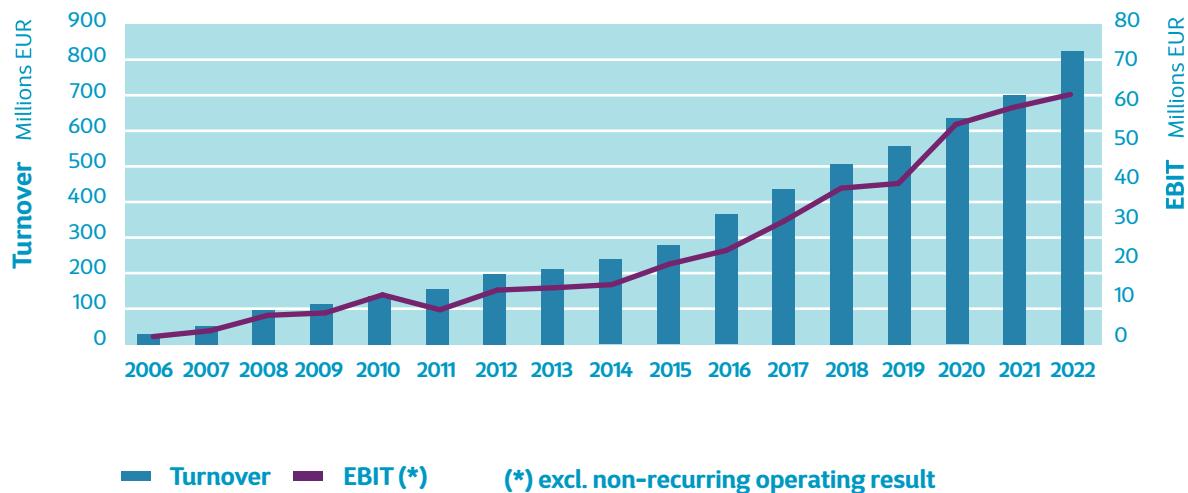
In conclusion, we understand that our success is not just measured by financial growth, but by our ability to create sustainable and meaningful impact for our customers, employees, and society as a whole. We take sustainability seriously, and our commitment to our environmental, social, and governance (ESG) goals is a top priority. I am more than pleased with the sure and steady progress we are making on all fronts in all our locations.

As the saying goes, people are at the heart of IT, and I wholeheartedly agree. I am incredibly proud of team Cegeka: today more than 6,000 people! They are the backbone of our success, and I thank them for their dedication, loyalty and hard work. I also extend my gratitude to our customers for their ongoing trust in our craftsmanship and collaboration, and to our shareholders, investors and business partners for their support of our future vision.

Stijn Bijens
CEO

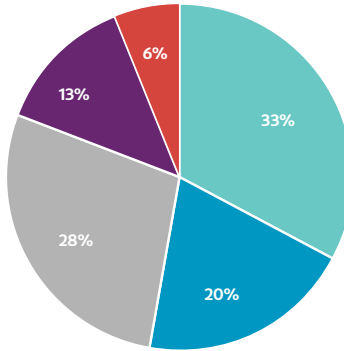
Financial Results

Turnover and EBIT*



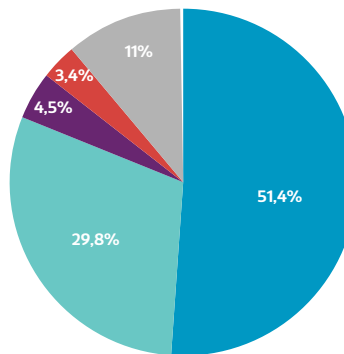


Turnover per Business Line (cfr. Annual Accounts)



- Infrastructure
- Applications
- Business Solutions
- Professional Services
- Other
(Data Solutions, nexuzhealth, Citymesh, Smartschool)

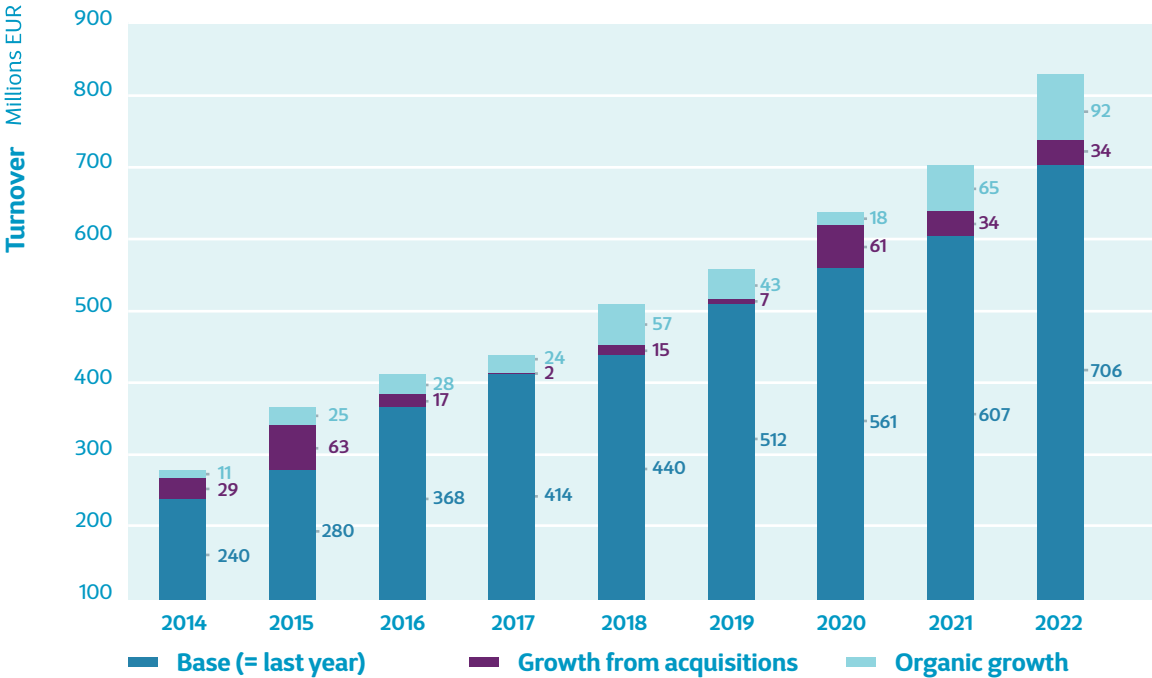
Turnover per country

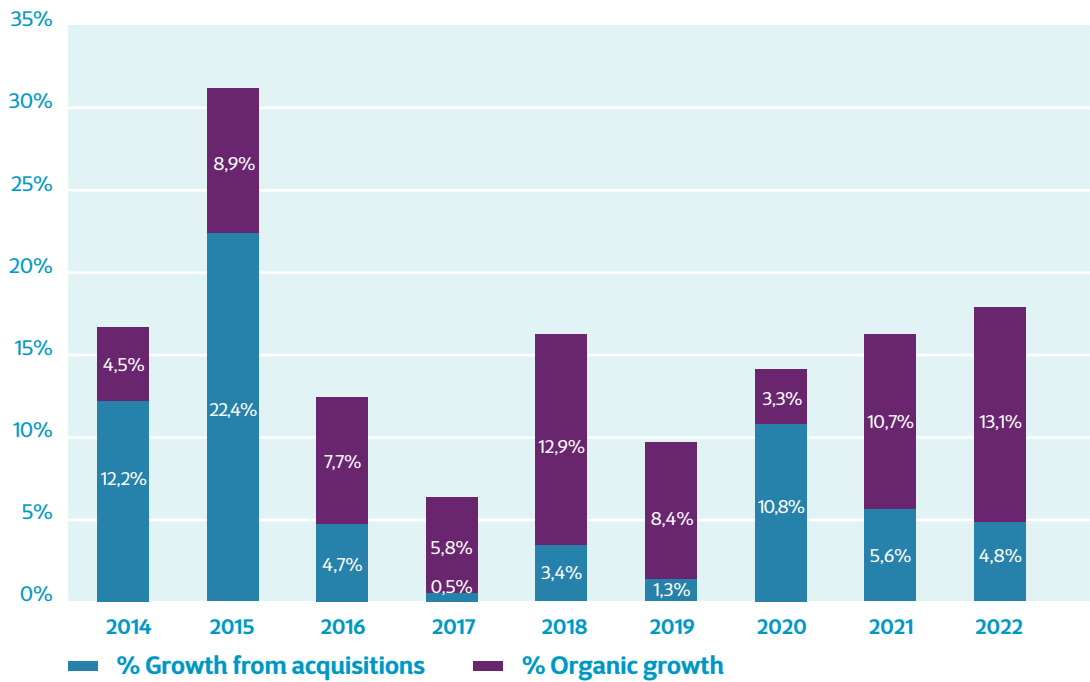


- Belgium
- The Netherlands
- Germany
- Italy
- Others



Growth from acquisitions vs organic growth





Year in Review by Anik Stalmans, CHRO

Amidst the challenges we have faced, our organization has emerged as a resilient fleet, navigating with purpose and craftsmanship. The key to our success? Our more than 6000 employees and their expertise. We firmly believe that the ability to adapt, continuously upskill, and wholeheartedly embrace new knowledge sets us apart in today's ever-evolving technological landscape.

“We firmly believe that the ability to adapt, continuously upskill, and wholeheartedly embrace new knowledge sets us apart in today's ever-evolving technological landscape.”

Our commitment to Skill Management empowers everyone to take control of their professional development. At Cegeka, every employee has the tools to map their current and desired skills, identify skills gaps and navigate their career paths with purpose. **By nurturing a culture of continuous learning, we ensure that skills become the lifeblood that propels our organization forward.**

In line with our dedication to cross-country knowledge-sharing, we are virtualizing our L&D (Learning & Development) teams. While these teams maintain their local presence, we ensure that training content is universally accessible for everyone. Embracing online platforms as our primary training delivery method enables scalability, consistency and alignment with strategic skills and requirements.

Creating a harmonious and fulfilling workplace experience is deeply ingrained in our organizational ethos. We embrace a dynamic hybrid working model that empowers individuals to carve their own paths, fostering a culture of collaboration, innovation and personal growth. **At the heart of our approach is servant leadership, where we prioritize meaningful value creation and drive our business forward with purpose and authenticity.**

Regarding ESG (environmental, social, and governance), we have established a solid foundation for sustainable practices aligned with our vision. Now, we are integrating these ESG practices into our global core activities. Transparency is paramount, and we actively select key performance indicators (KPIs) for reporting across all countries. We have implemented specific KPIs and gender-specific dashboards, focusing on inclusivity, diversity, ecological footprint reduction and impactful projects.

Anik Stalmans,
CHRO



Environmental, Social & Governance (ESG)

Diversity and inclusion

In the past year, Cegeka has made significant progress in championing diversity and inclusion. We have actively raised awareness about the contributions of women in IT, exemplified by Kristel Demotte's ambassadorship as the 2022 ICT Woman of the Year. Additionally, we proudly welcomed new female role models in leadership positions, including Annelore Buijs and Soazig Hamon, who now serve as Managing Directors for Cegeka in The Netherlands and Sweden respectively.

Today, our Corporate Leadership Team stands as a testament to our commitment, with over 30% representation of women, contributing to the growing female population of 22.4%. We also implemented recruitment strategies that prioritize merit and eliminate bias, fostering a level playing field for all candidates. Additionally, we support mentorship programs designed to empower and support young female talents as they embark on their professional journeys.



Ecological footprint

We have made great strides in sustainability, with 63% of fleet orders in Flanders now consisting of fully electric vehicles. Through our dedication to sustainable practices, we inspire companies and regions both within and outside our group to adopt similar initiatives and embrace environmentally responsible fleet operations. Sustainable transportation remains a key focus of our environmental strategy.

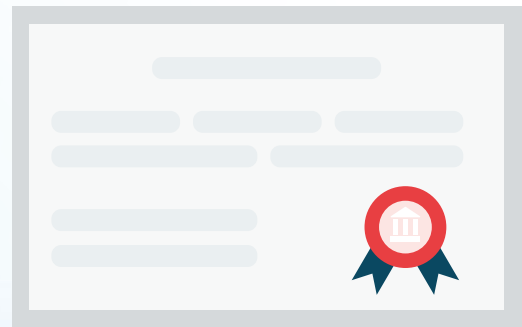
Our Cegeka data centers now operate on 100% green energy, with solar panels generating over 102K kWh of clean electricity. Also in place are highly efficient cooling systems. Additionally, we have implemented initiatives across our offices in Europe, focusing on energy efficiency, waste management and sustainable travel practices.



Impactful projects

Cegeka is dedicated to developing technological solutions that have a direct and substantial impact on burning platforms such as energy, healthcare, mobility and education, among others. Our commitment lies in empowering individuals in their various roles as citizens, parents, consumers, patients, students and employees, with the goal of enhancing their lives and driving positive change.

We are dedicated to developing sustainable energy solutions, enhancing healthcare services, optimizing mobility systems and revolutionizing education through innovative approaches that leverage AI and Machine Learning. With a citizen-centric focus, our goal is to directly impact the lives of individuals from diverse backgrounds, ultimately leading to a better and more secure world for all.



The Trinity of Innovation

Technology for the next decade

As we stand on the threshold of a new technological era, the 'Trinity of Innovation' is set to take center stage on this transformative journey. Simply put, it refers to the powerful combination of three cutting-edge technologies: 5G, Artificial Intelligence and cloud computing. By harnessing the power of AI, 5G and cloud, we can develop intelligent solutions that have the potential to revolutionize the world as we know it.

Cegeka has all the essential components to turn the Trinity into a reality across a range of projects. We are excited about a future where advanced technology-driven solutions powered by 5G, AI and cloud can help us tackle some of the most pressing challenges of our time.

5G

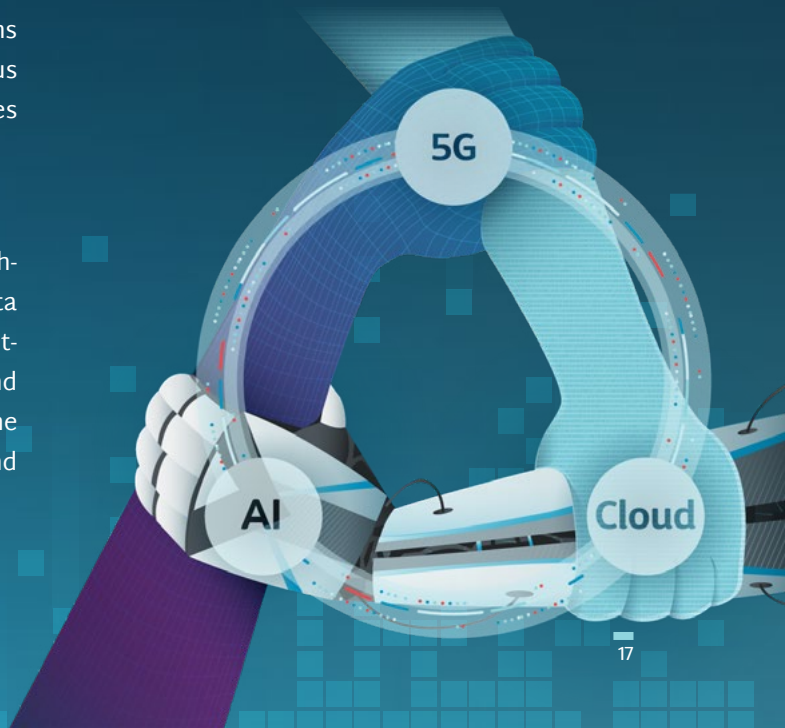
5G is a cloud-native, business-oriented technology that provides multi-Gbps peak data speeds, ultra-low latency, and massive network capacity. It offers robust end-to-end connectivity guarantees for the first time ever, making it ideal for mission-critical and business scenarios.

AI

AI is increasingly being leveraged by businesses to automate operations and inform strategies. By detecting patterns and trends in data that are difficult for humans to discern, AI algorithms can drive affordable decision-making and predictive capabilities.

CLOUD

The computing power in the cloud allows for large amounts of data to be cost-effectively stored, processed and computed upon. 5G acts as the connecting superhighway between data and the cloud.



Horizon Customer Portal

Where ‘in close cooperation’ meets digital innovation

At Cegeka, we pride ourselves on our commitment to innovation: our customer engagement platform Horizon is a testament to that. It simplifies the monitoring, management, and provisioning of cloud services and solutions, providing all our customers with a comprehensive experience. Acting as a single pane of glass, the platform not only provides customers with a unified view of the services they subscribe to, it is also the gateway to our portfolio. Horizon offers granular insight and observability into each individual service, which translates into advanced control and visibility.

We are constantly working on improving this portal, with a range of exciting features on the horizon for 2023. An upgraded AI-powered chatbot will be launched this year. This ‘wizard on steroids’ will be able to guide customers through any number of issues and provide

“ Our customer portal Horizon is the digital embodiment of the Cegeka ‘in close cooperation’ way of working ”



clear and personalized instructions and solutions. Other upcoming features include a state-of-the-art security services dashboard, insight into CO₂ reduction parameters and a revamped mobile app, allowing customers to keep track of the performance, status and health of their services, and take action on-the-go.

But Horizon is not just a tool – it's a powerful platform that can be deeply integrated into customer business processes. Our goal is to simplify and streamline customer experiences, provide greater observability and enable customers to solve problems and drive digital transformation with ease. In its core essence, Horizon represents the digital embodiment of the Cegeka tagline: 'in close cooperation.'

Ruben Maris,
Head of Digital Office



From cyber security to cyber resilience

Successfully bridging the gap

The cyber security department has undergone a remarkable transformation over the past three years, culminating in a recognition as a n°1 cybersecurity player, as reflected in the 2023 Whitelane Report. Our mission is to help clients improve their cyber resilience through complementary services which combine assessment of cyber risks, prevention, detection, response and recovery. This dedication has been recognized by the fact that the number of Cegeka SOC (Security Operations Centre) customers has quintupled over the past three years, which serves as a testament to the trust they have placed in our organization.

“ Our goal is to shift the conversation from cyber security – a technical debate – to cyber resilience – a business one “

In today's market, cyber insurance policies are doubling each year, while their coverage is getting smaller and regulatory requirements drive the need for improvement. This context necessitates a fresh approach, one that centers around modern SOC services that drastically mitigate the risk of being breached



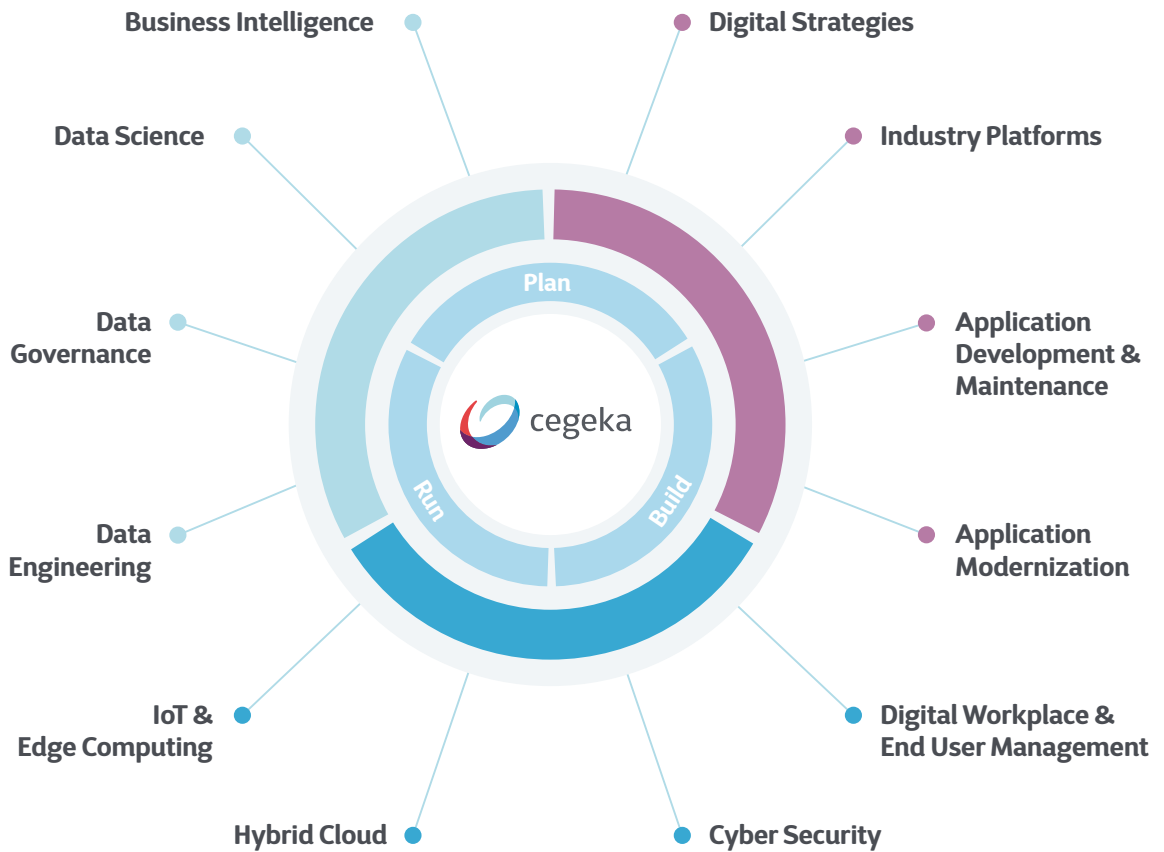
by combining detection & response and, more importantly, reduce recovery time in case an incident happens. That is why, in 2022, we launched our managed detection and response service delivered by our C-SOR²C: a modern SOC that utilizes advanced automation techniques and places a strong emphasis on response and recovery (R²). This also aligns with our goal of shifting the conversation from cyber security – a technical debate – to cyber resilience – a business one.

Looking ahead to 2023, our focus remains on innovation and growth. We plan to further expand our cyber security portfolio to meet the evolving needs of our clients, including the launch of a unique security observability dashboard as part of Horizon – our customer engagement & observability portal – as well as the productization of our Identity & Access Management services. As a trusted end-to-end IT integration partner, we aim to continually enhance our clients' security postures, and contribute to the creation of a safer, more secure digital future.

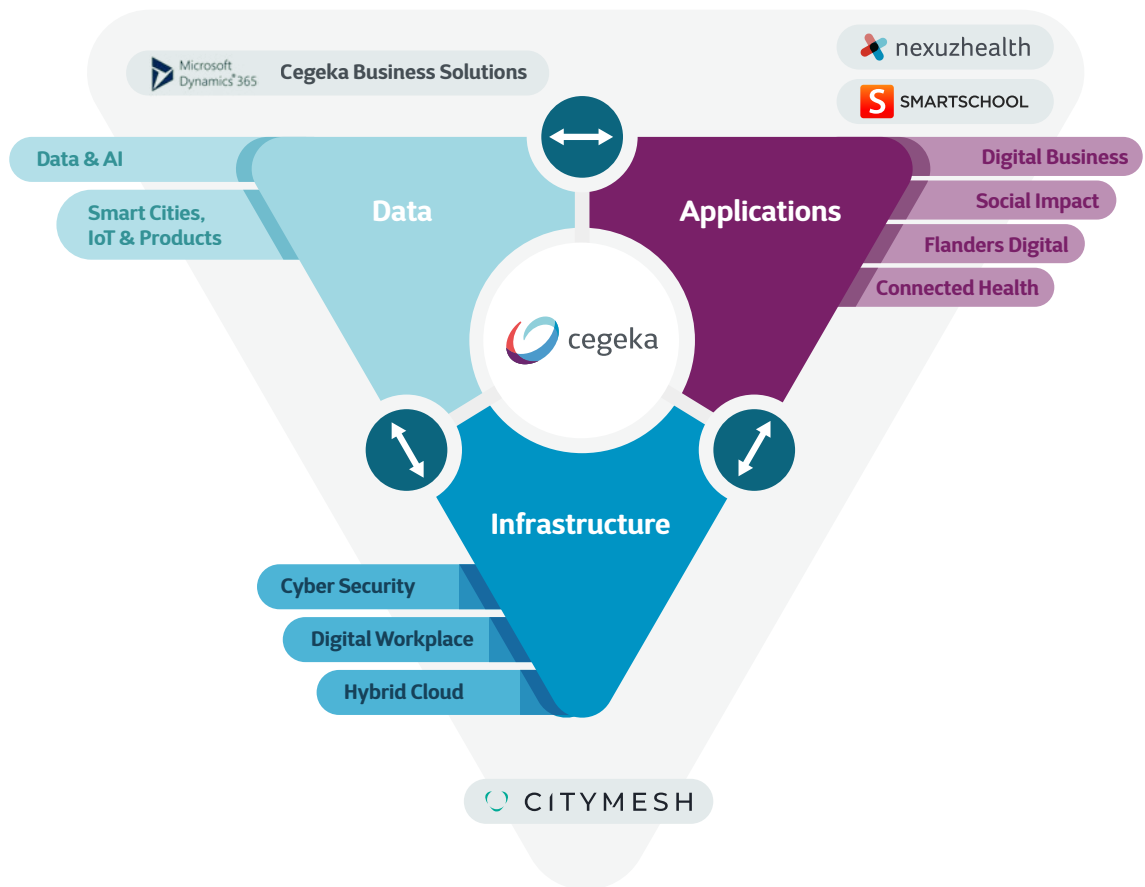
Fabrice Wynants,
Global Director Cyber Security & Networking



Solution Portfolio



Market Approach



European presence

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

MOLDOVA

Chişinău

CZECH REPUBLIC

Prague
Olomouc

SLOVAKIA

Bratislava

GREECE

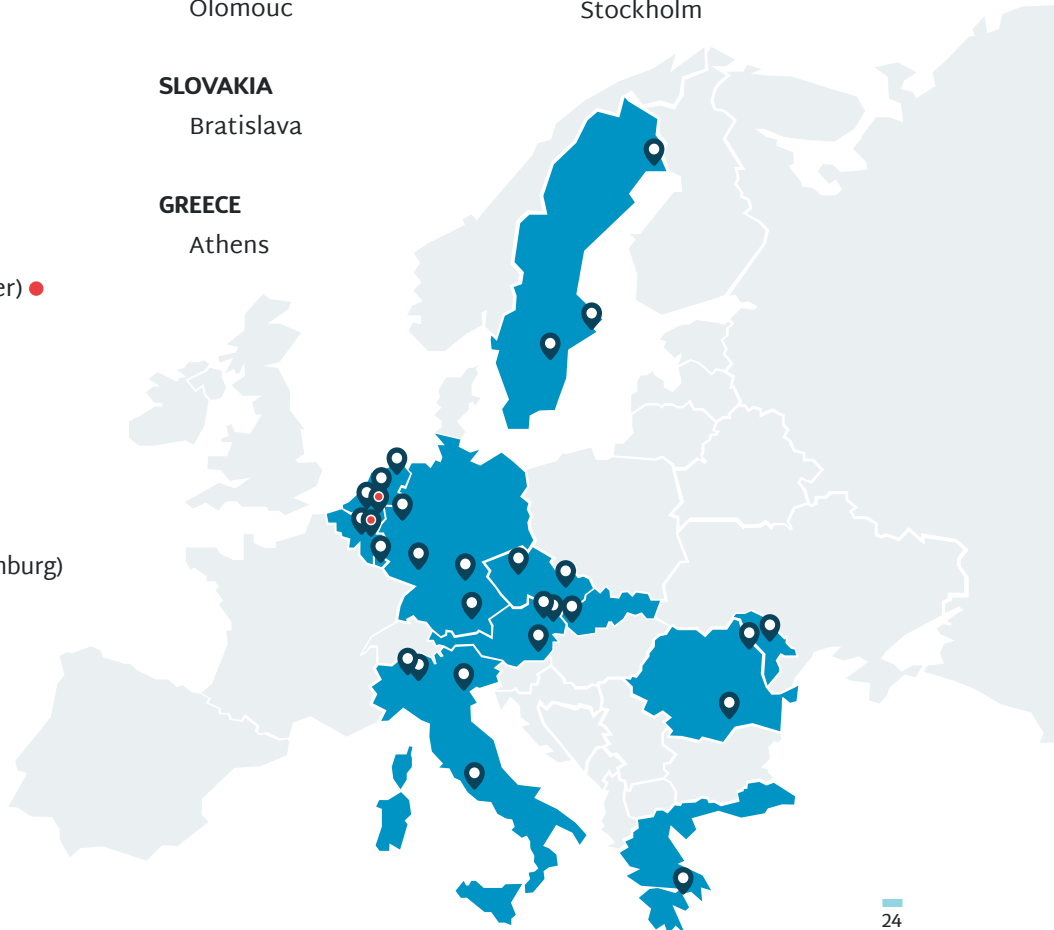
Athens

ITALY

Milan
Gallarate
Padua
Rome

SWEDEN

Linköping
Luleå
Stockholm



“At the heart of our success lies our steadfast dedication to our customers, reflected in our motto ‘in close cooperation.’ For three decades now, we have made customer-centricity and collaboration our top priority.”

André Knaepen, Founder

At Cegeka, we are dedicated to helping CxO's achieve their digital transformation goals with a pragmatic approach. Our way of working is characterized by a results-driven perspective that cuts through trendy jargon and buzzwords ... and that moves the needle. But what really sets us apart is our drive to deeply understand, not just our customers, but their customers as well. We develop solutions that not only meet market demands but also provide real value to end users in all aspects of their lives, as office workers, citizens, consumers, parents, students, patients and so forth.

Last year, our 'Team-as-a-Service' model proved to be a valuable asset to customers who sought to tap into our expertise in a flexible way. Especially larger clients that invest in their own digital portfolio or IP have shown a growing interest in this engagement model, as it provides a practical and low-risk way to link their vision with a successful outcome. Our teams bring extensive knowledge and experience to every project, empowering our clients to confidently move forward.

In addition, we have noticed an emerging trend over the past year where companies increasingly seek no-code/low-code expertise. Our strategy involves merging these platforms with high-code solutions when appropriate, with one goal: the best possible cost-efficient outcome.



“ Our people are our main asset, and we prioritize craftsmanship at the core of our value proposition. ”

Also, we have seen a sharp uptick in requests for integration services, particularly as businesses seek to unify data from various systems, including IoT, to gain a more comprehensive understanding of their operations and customer base.

Going forward, our portfolio will continue to focus on high-quality cloud-native application development, application modernization and integration services, ensuring business value through first-time-right and future-proof solutions. Our people are our main asset, and we prioritize craftsmanship at the core of our value proposition. Additionally, our expertise in 5G-connectivity, cloud strategy and a full range of data and AI solutions – the so-called ‘Trinity of Innovation’ – will help us drive business value and innovation through data-driven insights and automation.

Tom Knaepen,
Global VP Applications



In 2022, we made significant strides in transforming our infrastructure business line, as our commitment to delivering high-quality, compliant, secure and consumable services continues to drive us forward. This year, the focus is on execution - delivering on the hard work of the previous years. With heavy investments in our people, processes and technology, we have a solid foundation and roadmap for the future, empowering us to tackle upcoming challenges with confidence.

Last year, our emphasis was on productizing our services, creating enabling components and managed services in three crucial domains: digital workplaces, cybersecurity & networking and hybrid cloud. The shift of focus from so-called 'traditional' tailor-made outsourcing to managed services, resulted in a ramp-up that provided greater flexibility and consumability. Additionally, we developed roadmaps around operational excellence, compliance, service maturity and digital innovation to reinforce our commitment to continuous improvement.

Acquiring SecurIT and Dexmach in 2021 and 2022 respectively, marked another significant step forward for us. Our collaboration with DexMach – a Microsoft 'Expert Managed Service Provider' – enabled us to offer secure-by-design, plug & play cloud solutions with automated services and measurable insights on Microsoft Azure. Our hybrid cloud approach, including public hyperscalers and Cegeka data centers, offers our customers various levels of sovereignty, ensuring the right 'nest' for every workload in a multi-cloud universe.

“ Our hybrid cloud approach, including public hyperscalers and Cegeka data centers, offers our customers various levels of sovereignty. ”

Also in 2022, we built a ‘managed’ platform that enables containerized application development and end-to-end support from the infrastructure layer all the way to the application layer. This platform covers all non-functionals and DevSecOps tooling, so developers don’t have to reinvent the wheel with every project. The framework also guarantees that ecosystems remain standard, secure and performant, independently of the deployment model selected, private or public.

As we move forward with our transformation plan, one of our focus points is to bring together agile development and ITIL operations, a request echoed by many customers. Combining both means faster time-to-market for new products and services, increased customer satisfaction, and reduced costs due to streamlined processes and better resource utilization. Additionally, the combination of Agile and ITIL can help organizations to better adapt and improve their ability to innovate.

To top it off, we achieved an outstanding accomplishment in February 2023, securing the first position for both security services and hosting infrastructure in the 2023 BeLux IT Sourcing Study conducted by Whitelane Research. This achievement speaks volumes about the professionalism and dedication of our team and highlights our commitment to delivering top-notch services to our customers.



Bart Watteeuw,
Global VP Infrastructure

Over the course of 2022, our business line expanded, resulting in a team of nearly 300 data and AI professionals. Our approach to data solutions is based on a deep understanding of data platform engineering, data migration, governance and integration – essential components for the success of AI and Machine Learning projects. By leveraging our expertise in these areas, we are able to develop innovative solutions that provide real value and enable our clients to convert data into intelligence. This comprehensive end-to-end approach sets us apart from other players in the AI industry.

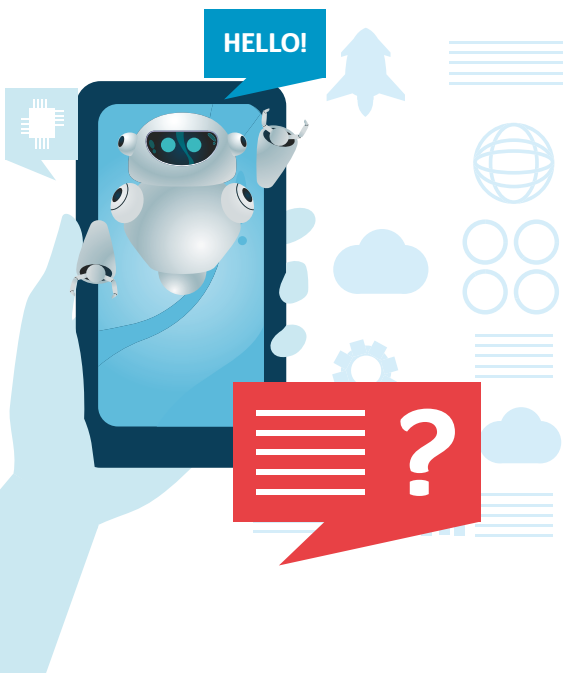
At the end of 2022, we integrated the Smart Cities division into Data Solutions, adding strong IoT, AI and platform engineering craftsmanship to our team. Also in 2022, our 'Team-as-a-Service' model started gaining traction among larger customers. Early 2023, we set up a global Data Solutions product development line, leading to customer-driven products like the 'Insights for Health' data solution and the 'Safety Drone Shield' in collaboration with Citymesh. These efforts demonstrate our commitment to staying ahead of the curve and providing exceptional value to our clients.

Today, we can count on a team of exceptionally skilled professionals who have consistently delivered outstanding results for a diverse array of clients such as Fluvius, QPark, OneToyota, Plangroep, Nordiskbergteknik, and LRM medEmotion, to name but a few. We attribute our success to their hard work, dedication, and ability to make our customers' visions a reality. Their achievements speak volumes about our commitment to providing top-tier data solutions, and we remain focused on exploring novel and inventive approaches to surpassing our customers' expectations.

“ Our team is more motivated than ever to tackle the challenges and seize the opportunities of this pivotal year for AI. ”

In 2023 and beyond, we keep up the work on the Trinity of Innovation – Artificial Intelligence, 5G, and Cloud Computing. By embracing these transformative technologies, we're committed to driving innovation, pushing the limits of what's possible in our industry, and delivering game-changing solutions that create real value for our clients. Our team is more motivated than ever to tackle the challenges and seize the opportunities of this pivotal year for AI.

Kristel Demotte,
Global VP Data Solutions



Professional Services achieved outstanding results in 2022, as we continued to grow and expand our business. Throughout the year, we secured new customers, strengthened relationships with existing ones, reinforced our foothold in the federal government and maintained our strategic partnership with the European Institutions. Our team of over 550 professional consultants are the driving force behind our success, with strong skillsets that are continually evolving to stay future-proof and relevant.

In 2021, Switchfully became an integral part of Cegeka's Professional Services department. Established in 2018 as a Cegeka spin-off, Switchfully is solely focused on digital upskilling and reskilling, offering a wide range of training programs that help individuals without an IT background build the skills necessary to thrive in the digital age. With over 300 people already retrained as developers or analysts since its start, Switchfully plans to train another 100 in 2023, becoming an invaluable ally in the battle for IT talent in a time of skills scarcity.

At Cegeka, we firmly believe in 'in close cooperation' as our guiding principle. Customer satisfaction is paramount, and we work closely with our colleagues in other divisions to deliver the best possible results. This customer-centric approach has resulted in many clients continuing to work with us, even after completing a small project, as they discover the full range of services that Cegeka has to offer. As we look to the future, we remain dedicated to supporting our customers' pursuit of efficiency, excellence and innovation and are confident in our ability to deliver top-quality services.



Jos Sourbron,
Director Professional Services

“We understand that our success is not just measured by financial growth, but by our ability to create sustainable and meaningful impact for our customers, employees and society as a whole.”

Stijn Bijmens, CEO

In 2022, we achieved an outstanding performance with a 23% increase in turnover. A significant milestone was our acquisition of BuSI, a IT company with a focus on developing applications for the public sector. This strategic move not only strengthened our geographic presence in the Brussels region, it also added 10 major customers at the federal government level, consolidating our position as a dominant player in the market. Today, with 1,400 collaborators – including 240 based in the fast-growing office in the Grand Duchy of Luxembourg – NSI has proven its commitment to growth.

Our NSI Academy has played a crucial role in our success by serving as the primary recruitment channel and retraining individuals from diverse backgrounds – academic and non-academic – as functional or business consultants. The Academy's six-month training program has been highly successful, with near-zero dropouts and a track record of success in customer projects. By 2026, we aim to increase the number of yearly recruits through the Academy from an average of 35 to 100, demonstrating our commitment to talent development and investment in the future.



Looking ahead, we are optimistic about the ERP market in 2023 and 2024. With a vast knowledge base of the Microsoft Dynamics portfolio and expanded activities with Odoo, an open-source ERP and CRM system for small-sized businesses, we are poised for growth. Along with our successful units in cybersecurity and Atlassian products such as Jira, these will continue to be key drivers for the company. In order to further professionalize our ESG initiatives, we attracted an ESG manager in 2022, emphasizing our commitment to sustainability and corporate responsibility.

Manuel Pallage,
CEO NSI

Nexuzhealth has continued to fulfill its ambition of being a true enabler and facilitator in the digital healthcare ecosystem. Our mission has always been to connect patients and caregivers, enable better decision-making, align treatments and achieve greater efficiency. We believe that collaboration is the only way forward in healthcare: our platform has been designed to connect the dots and bring everyone – professionals and patients alike – together seamlessly.

In 2022, we extended our Electronic Health Record platform to include GPs, and we are taking it further in 2023 by giving home nurses access. We have extended the platform's consultancy capabilities to encompass all care professionals, allowing them authorized access to the data they need for better care provision. Our consumer app, mynexuzhealth, has over 1 million users today, highlighting the importance of a patient-centered platform that empowers people to take control. Proudly, we hold a 54% market share in Flanders, with plans to enter the Walloon market in 2023.

The challenges facing healthcare worldwide are numerous: an aging population, complex and chronic illnesses, rising costs and a shortage of healthcare professionals. At nexuzhealth,

we recognize the vital role of collaboration in delivering quality healthcare. As such, we are fully committed to “driving digital care together” by developing advanced data platforms that enable seamless collaboration among healthcare providers, patients, and caregivers.

Gertie Delande,
CEO nexuzhealth



As we look back on 2022, we are proud to have achieved significant growth in all the countries where Cegeka Business Solutions operates: Belgium, the Netherlands, Italy and Austria. A major milestone was our recognition as a Microsoft Dynamics Global Top 20 player. This achievement set the stage for our ambition to continue climbing the rankings in 2023, and further solidifies our position as a leading player in the business solutions market.

In 2022, we made great strides in implementing our industry-specific strategy, with a focus on the Food, Pharma Life Sciences and Real Estate sectors. In 2023, we plan to continue this approach with new releases that offer enhanced value while maintaining a tight customer alignment. Our goal is to expand this approach to the manufacturing industry in 2023, leveraging our considerable customer base in that segment. We will continue to bridge the gap between business and IT, delivering operational and commercial excellence, while shortening project lifecycles and reducing risks.

As we strive towards internationalization, operational excellence remains our top priority. Our expansion efforts are concentrated on

establishing a stronger presence in the DACH region and beyond. We are growing into multiple regions and extending our portfolio, so that we can help international and local customers to achieve objectives faster. We also prioritize maintaining a healthy work-life balance and knowledge sharing to attract and retain the best talent. I firmly believe these initiatives will pave the way for continued success in the future.

Anton Vreugdenhil,
CEO Cegeka Business Solutions



In 2022, we made significant strides in various areas of our business. One of our greatest accomplishments was winning the new entrant spectrum package in the 5G auction, which paved the way for the birth of a new national mobile network in Belgium. Working alongside our joint venture partner DIGI Communications – whose focus will be firmly on the consumer market – we are ready to reshape the Belgian telecommunications landscape and usher in a new era of customer centricity.

We continued to solidify our position as a European forerunner and leader in mobile private networks, with over 50 MPNs deployed for customers such as Brussels Airport, Danone, Aurubis and the Port of Zeebrugge, among others. Additionally, as the owner of the 0G IoT network, we are connecting nearly 500,000 low-power sensors in Belgium, and counting. Last but not least, we are challenging the status quo as a national operator by offering fast and reliable connectivity at an affordable price for b2b customers.

One of our standout projects is the Safety Drone Shield, a world premiere that I am extremely proud of. This project, developed in collaboration with our colleagues at Cegeka, features a network of 70 safety

drones designed to assist emergency services. Equipped with 4K high-definition and thermal imaging enhanced with AI, these drones are remotely operated via our 5G network and gather critical information within the first 15 minutes of an emergency call. Our Drones-in-a-Box solution will be available to Belgian police and fire stations, potentially saving lives from the sky by enabling faster and better-informed decision-making.

Mitch De Geest,
CEO Citymesh



As we mark our 20th anniversary in 2023, we are honored to have become the top digital education platform in Belgium. The aim of Smartschool has always been to facilitate collaboration between schools, teachers, students and parents by seamlessly integrating communication, administration, e-learning, reporting and data analysis. With a 57% market share in primary and secondary schools throughout Belgium, we are proud to be at the forefront of driving digital transformation towards a brighter and more inclusive future.

At Smartschool, we are dedicated to our mission of enabling student success and increasing graduation rates. To this end, we introduced an ambitious AI-project last year. By leveraging the vast amount of data available on our platform, AI-algorithms will be able to identify students with potential learning difficulties at a crucial early stage. With this early-warning system in place, schools will be empowered to take action, and thus provide the necessary resources to help students tap into their potential.

Our mission at Smartschool is to help all students succeed. We believe that the use of AI in schools can revolutionize the way we

approach education, and we are committed to ensuring that this technology is used ethically and responsibly. With our expertise in AI and Machine Learning and our commitment to implement change using citizen science, we are excited to be at the forefront of this exciting new chapter in education.

Jan Schuer,
Founder Smartschool



“Our ‘easy-to-talk-to’ reputation and ‘contact-over-contract’ mindset make us stand out from the crowd, especially as we expand into new territory. We are committed to maintaining these values, as they represent a promise to our customers: we’re in this together. ”

Stijn Bijmens, CEO

2022 was an outstanding year for Cegeka in the Netherlands. We have achieved sustainable growth across all fronts, bolstering our reputation as a relevant and indispensable IT player in the market. The Cegeka teams have worked diligently to meet targets, resulting in overperformance in several areas. We pride ourselves on providing top-notch quality of service, which exemplifies our commitment to excellence. Are we in pole position for the next leap forward? Yes we are.

While we are still building on our reputation compared to our home-base in Belgium, we are quickly gaining wider recognition. The key to the Cegeka success story is encapsulated in our tagline 'in close cooperation' which has been integral to Cegeka's identity since its establishment in Belgium in 1992. For more than 30 years, 'in close cooperation' has represented Cegeka's unwavering commitment to working side-by-side with our clients, even in the most complex and demanding circumstances.

Deeply understanding our customers' pain points, business processes and end customers must be a top priority. To gain this understanding, we aim to engage in active listening, genuine curiosity and an openness

“ Our dedication to this philosophy of customer-centricity is not mere lip service but rather a continuous process of improvement that we hold ourselves accountable to. ”

to learning. As a newly appointed Managing Director, I am fortunate to work alongside exceptional people who share this philosophy and who are dedicated to delivering solutions that are fully aligned with our customers' goals and aspirations.

At the heart of this approach is the deep understanding that every customer is unique, and that we must do our utmost to meet their specific needs. Our dedication to this philosophy of customer-centricity is not mere lip service but rather a continuous process of improvement that we hold ourselves accountable to. We strive to be our best selves while recognizing that there is always room for growth and improvement.

Apart from our *modus operandi*, two more things set us apart in the IT landscape. First, our identity as a family company means that we are approachable, accessible and easy to do business with. Cegeka uniquely and genuinely combines the warmth of a family business with the laser-like efficiency of a corporate enterprise. Second, our end-to-end approach means that we take care of everything all along the entire customer journey. We are there, every step of the way.

At Cegeka, we understand that IT is a people business. While technology is important, building long-term relationships based on trust is what truly matters. Whether it's with our customers, employees, business partners or other stakeholders, we prioritize relationships over technology, and contact over contract. At Cegeka, we foster a people-centric approach that underpins our commitment to delivering excellent services.

We believe that by fostering a culture of genuine human connections, we can deliver outstanding service and make a positive impact on the world.

Annelore Buijs,
Managing Director Cegeka The Netherlands



Cegeka Romania delivered strong financial results in 2022, with a remarkable 15% increase in profit center activity despite operating in a fiercely competitive market. We successfully acquired eight new high-end customers, including five local companies and three international businesses. This surpassed the industry growth rate and is a testament to our dedication to providing exceptional services. Our services portfolio expanded, offering application services with the innovative 'Team-as-a-Service' model. This solution provides unmatched agility and scalability, making it a turnkey solution for businesses of all sizes.

“ We provide application services with the very successful ‘Team-as-a-Service’ model, providing unmatched agility and scalability with a turnkey solution. ”

Cegeka Romania has constantly evolved and developed new offerings in the local market with a core focus on professional services

and consulting. Our extended portfolio includes application development, managed infrastructure services, cybersecurity and a range of smart AI-driven solutions, resulting in a more balanced offering. This strategy has made us a standout player in the Romanian market, opening up more cross-selling opportunities and group-level projects.

We place innovation at the core of our strategy. In the past year, we made a significant push with low-code/no-code platforms. Our innovation lab is always exploring new ideas and technologies, and we firmly believe that Artificial Intelligence has the potential to revolutionize the way we do business.

Our Academy Program stands out as one of our key accomplishments in 2022; it is an integral part of our HR and talent development efforts. In 2022, we reached a significant milestone with 19 successful hires. The fifth edition of the Academy commenced at the end of 2022, with 100 talented students benefiting from training, mentorship and hands-on experience working on customer projects. Our Academy Program is specifically tailored to enable growth opportunities for employees in key areas such as Java, .Net, quality assurance, DevOps and frontend development.

Last but not least, we're committed to sustainability through initiatives like our green office campaign and a CSR strategy focused on education and supporting vulnerable communities. Specific projects include scholarships for students in underserved areas ('Vreau in clasa a 9a'), meals and homework support for children in underprivileged communities ('Paine si Maine'), and forest planting activities with the Planting Good Deeds NGO.

In conclusion, Cegeka Romania's emphasis on providing top-notch services while prioritizing innovation, employee engagement and customer satisfaction has led to its growth and success. With 900 employees in three offices, including its recently opened Bucharest location, we are poised to continue expanding and delivering high-quality services. I am proud of our achievements and excited for what the future holds as we strive to make a positive impact in our communities.

Lucian Butnaru,
Managing Director Cegeka Romania



In 2022, Cegeka Italy continued to strengthen its position as a valuable partner within the Cegeka group, building upon past successes and expanding its influence. A crucial step towards achieving this was the establishment of a dedicated legal entity for all ERP activities in 2021, which has contributed significantly to the ongoing success of Cegeka Italy. Through strategic planning, innovative solutions and a commitment to excellence, we are well positioned to continue our upward trajectory and make an even greater impact on the market.

In February 2023, we strategically acquired Westpole S.p.A., an Italian company specializing in IT infrastructure and professional services for public and private customers. The acquisition complemented our portfolio and expanded our reach, particularly in public administration markets. This move is expected to double Cegeka Italy's revenue in 2023, while also leveraging Westpole S.p.A.'s four offices and 190 employees to bolster our presence in the country.

This acquisition has been a game-changer, providing a significant boost to our IT infrastructure, cloud enablement, managed

“ In 2022, Cegeka Italy has made significant strides towards cementing its position as a key partner within the Cegeka group. ”

services and professional services expertise. The addition of Westpole S.p.A.'s application solution for public administration markets has added significant value to our portfolio.

Celebrated for our expertise in online portal solutions, we have established ourselves as a center of excellence. We play a vital role in attracting and servicing new customers, not only in Italy but across the Cegeka group. By enabling new forms of customer engagement, portals have become an essential component in digital transformation initiatives. We take a comprehensive approach, offering end-to-end solutions that encompass not only development and implementation, but also effective utilization and optimization guidance.

Our success goes beyond business objectives. At Cegeka Italy, we deeply value respect, work-life balance and friendship, all of which are

integral to our culture. To ensure alignment with our values, we hire employees based on their values and attitude, in addition to skill sets. We are also committed to ESG principles, gradually aligning our activities with corporate objectives. This includes exploring initiatives such as fleet electrification and social impact programs. These efforts reflect our company's dedication to responsible and sustainable practices as we continue to grow and innovate.

Stefania Donnabella,
Managing Director Cegeka Italy



In 2022, we persevered through the challenges brought on by the aftermath of the COVID-19 pandemic, the Russian invasion in Ukraine, soaring energy prices and a sky-high inflation rate of 15.8%. We remained committed to growth, innovation, and contributing to the greater good of our society. As a responsible corporate business, we stand with our nation in supporting humanitarian efforts and are proud that our country accommodated over half a million Ukrainian refugees.

“ In 2022, we placed a strong emphasis on our core competencies in the applications field. ”

In 2022, we placed a strong emphasis on our core competencies in the applications field, leading us to introduce an **automated digital solution for distribution of assets and trading which is complementary to our application JupiterPro**. This complex project helped us expand beyond traditional customers – predominantly banks and insurance companies – to include brokers and trading companies, thus enhancing our market share.



This achievement also demonstrates our commitment to diversifying our offerings to meet evolving market needs.

In 2022, we focused on modernizing our core application **JupiterPro**, and we are proud to announce that we have reached the final stages of the new software build. Additionally, we have **expanded our Microsoft Dynamics team in Prague and Olomouc** with new consultants to better serve our clients in Belgium and The Netherlands. This showcases our dedication to providing top-notch services across borders. We also piloted our first hybrid cloud case in collaboration with one of our partners.

Cegeka Czech Republic was quick to respond to the new work patterns brought on by the COVID-19 pandemic, and we adapted by adopting a hybrid workplace model that

combines in-office and remote work. This model has been embraced by our employees, and we have created new rules and patterns to ensure its effective implementation. Our ability to adapt and embrace change has allowed us to maintain high levels of productivity while keeping our teams engaged and motivated.

Drahomír Hrubý,
Managing Director Cegeka Czech Republic
& Slovakia



Despite the challenges posed by the COVID-19 fall-out, the war in Ukraine and the economic slowdown, Cegeka Germany met its annual budget with a 100% achievement rate. Our primary business centers on professional services, specializing in aviation and catering to Lufthansa as one of our primary customers. We prioritize the transport and airline business in general, with a gradual recovery observed in 2022 despite the pandemic's impact on the industry. Our software factory business unit made its contribution to the budget, with a stable application development function.

Over the past two years, we have established a digital transformation unit with a focus on security governance and cloud enablement, complementing our core business. Our dedication to this endeavor paid off when we secured a large bank in Nordrhein-Westfalen, a significant milestone that propelled the unit

into profitability. Moving forward, we aim to expand this unit further as we recognize a robust market for security governance, particularly in the banking and financial institutions sectors.

“ Over the past two years, we have established a digital transformation unit with a focus on security governance and cloud enablement. ”

Managing and recruiting top talent is crucial to our business operations, particularly in the current competitive job market. In 2022, we went above and beyond our average hiring rate, bringing on 150 new employees and subcontractors. To support our recruitment efforts, we increased our recruitment team's capacity and invested in employer branding initiatives to attract top talent. These efforts are part of our commitment to maintaining a stable and competitive business that is well-positioned for growth.

As we look forward, we are filled with excitement about the prospects of our organization. We are currently exploring new opportunities to expand our business and diversify our offerings. Our focus is on strengthening our core competencies while also identifying new areas of growth. We sincerely thank our dedicated team members whose hard work has been instrumental in our success so far, and with their continued support, we are confident in our ability to thrive in the future.

Martin Friedrich,
Managing Director Cegeka Germany



2022 has been marked by growth and progress for Cegeka Sweden, as we work towards establishing a significant presence in the Swedish market. Our acquisition of Solver Sweden in February 2022 was a pivotal moment: it has enabled us to provide our customers with comprehensive solutions that combine our ERP IFS platform expertise – which started in 2021 with the acquisition of Levilo – with BI, data analytics and AI capabilities. With this expanded offering, we can help businesses optimize their processes and make data-driven decisions that drive tangible business value.

“ We understand that IT is ultimately a people business, and building relationships of trust is essential to achieving our goals. ”

As the newly appointed Managing Director of Cegeka Sweden, I am thrilled to lead a team that is deeply committed to building our market position and reputation. My focus is to ensure the growth of Cegeka in Sweden, including the smooth integration of Solver and Levilo into the Cegeka group. We all share the same goal: to provide our customers with comprehensive solutions that enhance their business focus and performance.

At Cegeka Sweden, we strongly believe in the power of technology to drive business growth and success. However, we also understand that IT is ultimately a people business, and building relationships of trust is essential to achieving our goals. As a relatively new player here, we are committed to earning that trust and confidence through our dedication to quality and reliability. The Cegeka ‘in close cooperation’ mindset also perfectly aligns with our customer-centric approach.

As we gear up for the future, we're thrilled to be a part of Sweden's journey towards progress. As part of our ongoing commitment to innovation and meeting our customers' evolving needs, we are already looking into expanding our portfolio to include additional application development, AI and infrastructure solutions. We take pride in being a driving force behind our customers' success, and we're committed to being a trusted long-term ally as we move forward into the future together.

Soazig Hamon,
Managing Director Cegeka Sweden



Corporate Milestones

03.02.2022

Cegeka and data specialist Solver Sweden join forces

Cegeka acquires a majority stake in the data specialist Solver Sweden AB. This strategic partnership with Solver Sweden represents an important step for Cegeka in their expansion into Scandinavia.

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18.02.2022

Cegeka signs the Microsoft Partner Pledge

Through our participation in this initiative, we are contributing to Microsoft's worldwide efforts to create a positive impact for a better future. Additionally, this aligns with Cegeka's commitment to corporate social responsibility, which is one of our key drivers.

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22.02.2022

Kristel Demotte voted ICT Woman of the Year 2022

Kristel Demotte, Global VP Data Solutions at Cegeka, has been awarded the title of ICT Woman of the Year by Data News. She is determined to serve as a positive example and advocate for girls and women who aspire to pursue a career in the field of information technology.

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25.02.2022

Whitelane Report on ICT outsourcing 2022: Cegeka in top 5 suppliers in BeLux

Cegeka ranks in the top 5 of best IT suppliers in the BeLux in 2022, based on an analysis of Whitelane Research. The study highlights the professionalism and quality of the services offered by Cegeka by showing an overall satisfaction of our customers of 81%, 6% above average.

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11.03.2022

Cegeka supports Citymesh initiative to help Ukrainian refugees

Along with the rest of the world, we were appalled, infuriated, and heartbroken by the reports emerging from the Russian invasion in Ukraine. A team of Citymesh IT professionals, accompanied by a group of Flemish firefighters, traveled to Poland to provide assistance to refugees at the border.

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11.05.2022

Cegeka launches its C-SOR²C cyber security solution

Cegeka has expanded its services with the introduction of C-SOR²C (Cyber Security Operations and Response Centre). C-SOR²C covers all activity related to monitoring, detecting and responding to cyber security incidents. The launch was announced at the 2022 Cybersec Europe Forum.

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12.05.2022

Stijn Bijmens voted IT Person of the Year

Stijn Bijmens, Cegeka's CEO, has been voted IT Person of the Year by independent ICT website Computable, who presented him with the award at the Cybersec Europe 2022 trade show in Brussels.

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03.06.2022

Cegeka: Customer Centric IT Company of the Year

Cegeka has won the Customer Centric IT Company of the Year award at the Data News Awards for Excellence 2022. The award was granted during a gala evening in Brussels Expo.

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08.06.2022

Cegeka strengthens public cloud capabilities by joining forces with DexMach

Cegeka is acquiring all shares in DexMach. This acquisition strengthens Cegeka's activities in the field of cloud, in particular, public cloud. DexMach is one of three Azure Expert MSPs in Belgium and combines it with 7 Microsoft Advanced Specializations.

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21.06.2022

Citymesh and DIGI win spectrum in the 5G auction and will start building a nationwide network

Citymesh and RCS & RDS, the Romanian subsidiary of DIGI Communications N.V. (DIGI), an EU telecommunications group, win the new entrant package spectrum in the 5G-auction and will start the build of a new (4th) national mobile network in Belgium.

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25.08.2022

Cegeka receives Microsoft Business Applications 'Inner Circle' award for fifth time

European IT company Cegeka receives the 'Inner Circle' label for Microsoft Business Applications. Cegeka has been among the global top 1% of Microsoft Dynamics partners for its fifth year now.

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31.08.2022

Cegeka strengthens CRM position after Avento acquisition

European IT provider Cegeka is taking over all shares in CRM expert Avento. Avento will be integrated into Cegeka Business Solutions, Cegeka Group's partner for Microsoft Dynamics 365 solutions.

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03.10.2022

Cegeka awarded by Cisco with Challenger Award of the Year

Cegeka received the Challenger Award at the Cisco BeLux Partner Awards. Each year Cisco spotlights partners who help customers in their speeded-up digitalization.

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04.10.2022

Cegeka awarded with Solutions Partner for Microsoft Cloud

Cegeka has been granted the Microsoft Cloud Solutions partner status, making them the first company in Belgium to achieve this level of recognition.

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22.11.2022

NSI pushes further growth with acquisition of BuSI

NSI, the Cegeka Group company active in the French-speaking markets, continues its expansion and has acquired BuSI. By acquiring 100% of the shares of BuSI, NSI confirms its intention to strongly grow its presence in Belgium and now has almost 1,400 employees.

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01.12.2022

Annelore Buijs appointed new Managing Director of Cegeka Netherlands

Annelore Buijs comes to Cegeka from Medipoint, where she was Managing Director. Prior to that, she was VP of Customer Operations, BU Retail at Worldline Global and Managing Director at Dixons Dixons Carphone. Annelore began her professional life at Dutch telecom KPN.

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09.01.2023

Geert Rottier Chief Marketing Officer (CMO) Cegeka

Geert Rottier is taking on the role of Chief Marketing Officer (CMO) with the group. Geert joins Cegeka from Proximus, where he held the role of Director of Enterprise Segments.

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21.02.2023

Cegeka strengthens position in Italy after Westpole Italy acquisition

European IT provider Cegeka is taking over all shares in Westpole Italy. With the acquisition, Cegeka is further expanding its activities in Italy. Westpole Italy has four offices, with headquarters in Milan and a staff of 190 employees.

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24.02.2023

Cegeka is number 1 for security and infrastructure hosting in Belgium and Luxembourg

Cegeka has once again posted brilliant results in the annual Whitelane Research study on outsourcing. Based on this customer satisfaction survey, Cegeka tops the list for providing security services and for hosting infrastructure.

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06.03.2023

Soazig Hamon appointed new Managing Director of Cegeka Sweden

Soazig started her consulting journey at Accenture implementing ERP solutions and then took on a leadership position in 2012 at Avanade. In recent years, Soazig has led business transformation projects within retail, both from the client side and from LS Retail.

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