FULFILLING THE POTENTIAL OF DIGITAL

ECONOCOM STORIES
- OCTOBER 2017 -

econocom
WITH ECONOCOM, YOU CAN...

FINANCE YOUR DIGITAL ADVENTURE FOR
+ simplicity
+ precision
+ personalisation

BOOST YOUR PRODUCTIVITY FOR
+ collaboration
+ intuitiveness
+ efficiency

ENGAGE YOUR CUSTOMERS FOR
+ personal touch
+ experience
+ attractiveness

MAXIMISE THE POWER OF YOUR IS FOR
+ security
+ speed
+ intelligence

ACCELERATE THE TRANSFORMATION OF YOUR BUSINESS FOR
+ innovation
+ performance
+ agility
ENGAGE YOUR CUSTOMERS

FOR
+ Personal touch
+ experience
+ attractiveness

FRENCH BANK NETWORK | RENAULT
CRÉDIT AGRICOLE ILE-DE-FRANCE | POUNDLAND
DILA | NORAUTO
FRENCH WOMEN’S CLOTHING BRAND | GHICL
HOW TO ATTRACT NEW CLIENTS BY DIGITALISING THE BRANCHES' CONTRACTING PROCEDURE?

THE CHALLENGE

Boost sales efficiency by redesigning the client path and upgrading services through digital technology
Convert prospects into clients faster by streamlining the in-branch contracting procedure and making it more reliable
Convey a more modern image to customers

THE SOLUTION

Electronic contract signing with advice on the choice of equipment, integration, storage, distribution and financing for everything
50,000 tablets and apps charged as a fee.
Result: flexibility, speed, reliability. The 6,700 branches in the network now have tablets to ensure optimal contract management.

IMPACT

+30% of the branches in the network have switched from purchasing to leasing for its financial and technological flexibility

Only 10 min instead of 40 min! That’s how long it takes to open an account today

75% Time saved

WE DID IT

FOR THE BANK

No more re-entering data or endless procedures
Guaranteed compliance with regulatory standards
Data security and confidentiality
Instant verification and certification of supporting documents.

FOR CLIENTS

Save time with a faster subscription procedure
Completely digitalised signatures
Immediate access to their client space
My bank 3.0 = a revamped image

ADDED VALUE:

Our financial expertise: the fee-based model has allowed branches greater flexibility for refreshing their equipment (lower costs, up-to-date technology, etc.) and for recycling end-of-life equipment.

Our agility and ability to operate in industrial mode. For example, the branches in the network that adopted the solution were equipped within six months.

THE ECONOCOM TOUCH
**THE CHALLENGE**

Meet its clients’ expectations, Crédit Agricole Ile-de-France (CADIF) is shaking up conventional codes and redefining the banking relationship

Boost sales efficiency by completely overhauling its branches

Go from being available for clients to developing closer relationships with them using digital technology

Convey an image of a bank that works closely with its clients

**THE SOLUTION**

CADIF chose Econocom to finance, design and roll out the new concept for organising its Agence Active (‘active branch’) branches

Efficient digital tools: welcome kiosks, interactive and/or touch screens, dynamic display, tablets, etc.

Result: a client path and dedicated space - reception, discovery, core of the branch, meetings, window display - that encourage interaction and bespoke services

**THE ECONOCOM TOUCH**

Our financial expertise: our highly flexible leasing formula allows equipment to be replaced at the right time and at the best price, thanks to rental durations specific to each type of equipment!

Also: our ability, as a one-stop shop, to advise, assemble technological partners and coordinate all aspects of the project.

**ADDRESSED VALUE:**

**FOR THE BANK**

Better working conditions for employees, with workstations that allow for a closer relationship with the client

Greater efficiency and time saved by signing documents electronically on tablets

A more dynamic image, where everyone feels their voice is heard and that they are receiving sound advice

**FOR CLIENTS**

Whether individually or with the assistance of an advisor, the new client experience is in line with the new modes of usage: with free-access tablets and app bars, the welcome kiosks guide the client

Attractive and interactive client spaces that encourage interaction, trust and dialogue with the bank’s teams.

**IMPACT**

280 branches equipped

**WE DID IT**

recognition for CADIF and Econocom from the professionals at Marketing Point de Vente (2017 competition)

**IT’S SMART!**

This better-connected, more convivial branch format ensures excellence and a closer relationship with the client.

*POPAl 2017 bronze medallist in the category “Digital / Connected shops”*
HOW CAN WE IMPROVE THE ACCESSIBILITY, USABILITY AND EFFICIENCY OF THE SERVICE-PUBLIC.FR PORTAL?

THE CHALLENGE

DILA: official French government website
Simplify online procedures for French citizens
Expedite digitisation processes for online services in order to improve quality and response times for the services provided and reduce processing costs

THE SOLUTION

To continue increasing French people’s trust in online services, the portals on the service-public.fr website have been updated and optimised
Accessibility mobility and usability: everything has been redesigned to make online procedures much smoother and easier for the user.
Result: Easy and direct access for all to 300 subject areas, 3,500 fact sheets and 70,000 linked organisations

THE ECONOCOM TOUCH

A participatory and agile MMI design (Man-Machine Interface) which focuses on the user:
• Accessibility: compliant with RGAA V3
• Responsive Design
• UX Design
• Graphic design
• HTML/JavaScript integration

ADDED VALUE:

FOR DILA
The information on the site is viewed positively by teams as being ‘official’, ‘useful’, ‘trustworthy and reliable’, as well as ‘objective and neutral’ and ‘relevant to all the general public’

FOR THE GOVERNMENT AND THE PEOPLE
Quick and easy access to online services
A personalised user path that is user-friendly, quick, and easy to browse with a responsive design
More new services: search for official information, carry out procedures online without changing websites (activity view, document store, filling out forms, etc.)

SUCCESS!

Impressively, the site is visited by 271 million users per year.

90% of users are satisfied

100% compliance rate with RGAA* criteria

SUCCESS!

IN THEIR OWN WORDS...

We have continued our collaboration with Alter Way due to their expertise in front-end design and development, and web accessibility. The cross-disciplinary skills of the Alter Way team have enabled us to achieve a 100% compliance rate with RGAA* criteria - an exceptional result.
Régis Perol, Product and Digital Services Manager at DILA

*RGAA: General Guidelines on Accessibility for Public Authorities

A DIGITAL STORY BY ALTER WAY
HOW TO EMPOWER SALES ADVISERS TO ESTABLISH TIES AND BOOST SALES?

THE CHALLENGE

- Ensure a successful move online and make their retail outlets and sales advisers central to the shopper’s path
- Enhance quality of service by promoting the use of smartphones in providing personalised advice and sharing information with the customer
- Increase the average basket size

THE SOLUTION

An “all inclusive” service offering in line with customer expectations, which is available on a smartphone, quick to set up and easy to maintain

Result: with just a few clicks, the sales adviser can provide the customer with product information (colours, sizes, availability, etc.), visit their profile, personalise their advice, take the order, recognise the value of the customer’s time and enhance their relationship with the brand

THE ECONOCOM TOUCH

Our pre-packaged BOS* offering with pay-per-use invoicing AND our responsiveness!

A fantastic project handled by our experts from start to finish: supply, integration, deployment, maintenance, and more.

A solution which is easy to scale up and is especially well-suited to a store network and ultra-fast deployment.

ADDED VALUE:

FOR THE FASHION ADVISER

More time to devote to their customers, meaning their role is both valued and rewarding

Increased sales with access to the customer’s profile, preferences and purchase history. What’s better than augmented reality?

Augmented sales assistants!

FOR CUSTOMERS

Missing items are ordered immediately

Top-quality personalised fashion advice

A stronger relationship with the brand

IMPACT

800 stores to equip. Or 100% of the French network

IT’S SMART

A user-focused solution set up in partnership with Apple: application configuration and content updates are quickly and seamlessly carried out in-house

Reselling end-of-life equipment, which only increases the financial appeal of Econocom’s solution!
HOW CAN WE BOOST SALES WHILST SAVING VALUABLE TIME FOR OUR TEAMS?

THE CHALLENGE

Improve and modernise clients’ arrival in the workshop
Boost sales of accessories and services
Increase the value of the advisory role played by after-sales teams
Create loyalty within the dealership network

THE SOLUTION

Renault and Econocom have worked together to design a digital “pay-per-use” financial solution for advisers in Renault Workshops in the form of a tablet PC which offers a range of services

Result: In one touch advisers can find out all about the client and their vehicle, including the most recent inspections, technical diagnostics tests, quotes and orders...whilst Renault retains a flexible budget and maximum visibility across the operational and administrative functioning of the project and their assets

THE ECONOCOM TOUCH

Our leasing formula in fee mode which provides budgetary agility and flexibility and which can be adjusted for the number of users
Our operational excellence: the provision, deployment, maintenance and secure management of a set of Windows tablets, as well as the hosting of applications including "Vehicle Inspection"

ADDED VALUE:

FOR CLIENTS

High-tech reporting and a highly personal reception
The opportunity to find out about new services and quick-purchase options that meet their needs
A positive experience which strengthens their ties to the brand

FOR WORKSHOP TEAMS

Intuitive technology which is easy to start using
Time saved on a daily basis
Their expertise in different areas of the workshop shines through
The adviser gets to know their customer better during the process: additional sales are easier since they can be targeted!

IN THEIR OWN WORDS...

This tablet makes us more agile during the reception process and simplifies administrative tasks, which has a positive effect on the customer relationship. Econocom has managed to offer us a customised solution which suits our network and our objectives.

Georges Miniscloux,
Head of IT for the R-Book Service project at Renault

THEY DID IT

+20% on additional sales - windscreen-wipers, registration plates, accessories - in dealerships which have trialled the solution

IMPACT

4000 dealers to equip
THE CHALLENGE

Lead the customer experience transformation inside its stores
Provide informative multimedia content to engage and entertain customers during their waiting time
Align and optimise internal processes

THE SOLUTION

Designing, developing and rolling out state-of-the-art digital signage system that keeps customer informed of special offers etc.

Results: a comprehensive solution to improve the customer’s in-store experience. Norauto has also phased out printed promotional material and improved its image.

THE ECONOCOM TOUCH

Optimise the customer experience!

Our holistic approach: advice, liaising with strategic partners and hardware manufacturers, our ability to follow every aspect of Customer Experience (CX) projects

A single service provider to guarantee optimal efficiency and simple management of the digital signage solution different ways

Essential for companies looking to effect the digital transformation of their point of sales.

ADDED VALUE: FOR CUSTOMERS

More enjoyable in-store waiting time
Better information on special offers
More attractive advertising content
An improved customer experience throughout the in-store path

FOR BUSINESS LINES

Centralised content management

Substantial cost-savings thanks to the elimination of paper-based promotional material

Reduction of installation process costs, thanks to a global agreement signed by the headquarters and valid for all Italian stores

WE DID IT

3 months

90% REDUCTION

of “digital coaching” to improve their skills and identify opportunities from digital technologies

IMPACT

36

Stores equipped within 6 months in Italy

RESULTS

More enjoyable in-store waiting time
Better information on special offers
More attractive advertising content
An improved customer experience throughout the in-store path

A DIGITAL STORY BY ECONOCOM ITALY
SPEEDING UP THE CHECKOUT PROCESS AND IMPROVING PRODUCTIVITY

**THE CHALLENGE**

Poundland: a UK chain of discount stores
- Speed up checkout
- Shorten queues and retain customers
- Increase productivity of checkout staff

**THE SOLUTION**

With its technology partners, Econocom implemented hi-tech self-checkout systems with contactless payment to ensure easier checkout and biometric clocking-in units for day-to-day workforce management.

Financing, monitoring and maintenance, charged for an all-inclusive rental.

**WE DID IT!**

100% customer satisfaction

“Econocom makes digital transformation happen.”

Mike Gray – IT Director, Poundland

**SCOPE**

1,500

Self-checkout systems (NFC technology) and biometric clocking-in units financed and rolled out plus maintenance

**IMPACT**

900

Stores equipped in the UK

**THE ADDED VALUE:**

**FOR POUNDLAND**

- Quicker, easier checkout process
- Productivity gains thanks to optimised workforce management
- Accurate tracking of payments and related data with the integrated app
- Financial model (rental) ensures flexibility and simplicity
- Enhances the company’s image

**FOR THE END-CUSTOMERS**

- Save time: no more long checkout queues
- Ultra-fast, contactless payment in just 3 steps: scan, bag and pay

**THE ECONOCOM TOUCH**

Econocom: a trusted single point of contact for each stage of the project (development, deployment, project management)

An added-value partnership for Poundland and its end customers, the technology partners and Econocom!

**IN THEIR OWN WORDS...**

“Econocom is our trusted finance partner. By creating a bespoke finance arrangement aligned with our strategy, Econocom helps us take advantage of the latest digital opportunities today. The account management is first class and I would happily recommend them.”

Mike Gray - IT Director, Poundland

A DIGITAL STORY BY ECONOCOM UK WITH KRONOS

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Econocom INSIDE

Poundland®

Econocom: a trusted single point of contact for each stage of the project (development, deployment, project management)
Modernise the operating theatre to make patients more comfortable and provide a better quality of care with highly precise procedures, track the development of non-invasive operating techniques and promote outpatient surgery.

Increase efficiency and improving working conditions for medical staff.

Attract and retaining surgeons and highly skilled professionals.

**THE SOLUTION**

Our Econocom teams donned their white coats to fully immerse themselves in the role of medical staff, and worked with medical teams to create a comprehensive solution focuses on their uses: screens on swivelling arms to give the surgeon and their assistant the best possible view, access to patient files, a connection to the lifeline, a video-conferencing system with a 360° view, a camera on the end of the operating light above the operating table so that all the surgeon’s movements can be seen, etc.

**THE ECONOCOM TOUCH**

Our ability to listen and our in-depth understanding of different healthcare professionals’ needs

End-to-end accountability: from advice to installation, training, support and financing solutions

Econocom: a single point of contact, one accountable organisation!

A financing model in fee mode which does not affect the customer’s investment capacity.
BOOST YOUR PRODUCTIVITY FOR
+ collaboration
+ intuitiveness
+ efficiency

FRENCH RETAIL GROUP
ESBC
FIRST FRENCH HIGHER EDUCATION GROUP
FRENCH LEADER IN GROUP CATERING
FIRST EUROPEAN MAIL OPERATOR

REAL ESTATE DEVELOPMENT SPECIALIST
SUEZ
ECONOCOM
WORLD LEADER IN THE PHARMACEUTICAL INDUSTRY
A FRENCH ENERGY INDUSTRY GROUP
HOW TO USE VOICE PICKING TO OPTIMISE ORDER PREPARATION?

THE CHALLENGE

Optimise the work of warehouse operators
Save time and simplify order-picking with a digital voice-recognition system (Voice Picking)
Control costs with a transparent financing solution for the head office and logistics platforms

THE SOLUTION

Supply, integration, roll-out and maintenance of a voice-recognition kit for order pickers. An all-in-one, hi-tech, user-friendly and easy-to-use kit!
To finance the solution and control budgets, a lease contract, charged as a fee enables multi-site billing and collection and reselling of the old estate.

THE ECONOCOM TOUCH

A use-oriented solution! With the hands-free kit, the order pickers receive orders automatically (where to go, which item to get, how many, etc.)
Econocom is a one-stop shop for coordinating and overseeing the project: provision of a voice-picking kit with headsets, ring scanners, integration of app and assistance for set-up and maintenance, financing.

THEY DID IT

1st project in fee mode adopted by the client

IMPACT

82 warehouses to equip

ADDED VALUE:

VOLUME

4,900 hands-free voice-picking kits

FOR THE GROUP

Complete traceability of lease agreements and equipment thanks to simple management and reporting
Fair and transparent cross-charging for each logistics platform, calculated based on the number of orders actually processed
Standardised tools and procedures

FOR WAREHOUSES & OPERATORS

Simplify management and enjoy overall visibility of activities, stock and productivity!
Save time and improve quality with a user-friendly digital system designed to meet real-world needs

THE ECONOCOM TOUCH

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STRAIGHT FROM THE HORSE’S MOUTH!

Complete traceability of lease agreements and equipment thanks to simple management and reporting
Fair and transparent cross-charging for each logistics platform, calculated based on the number of orders actually processed
Standardised tools and procedures

FOR THE GROUP

Simplify management and enjoy overall visibility of activities, stock and productivity!
Save time and improve quality with a user-friendly digital system designed to meet real-world needs

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HOW TO USE DIGITAL TECHNOLOGY TO IMPROVE LEARNING AND KNOWLEDGE

**THE SOLUTION**

- **Supplying a tablet** for each pupil and teacher, with complete integration, security and maintenance services and even a learning programme preloaded!
- **Access to standard educational applications** for various subjects and classes, as chosen by teachers
- **A flexible and clear financing solution** in the form of a fee

**THE ECONOCOM TOUCH**

- Going above and beyond simply providing a device... Econocom is **totally involved from start to finish**, from designing the technical solution to training teachers: iPads with logos, MDM and asset management solutions, maintenance, the creation of a dedicated IT infrastructure and technology management and financing

**LE CHALLENGE**

- Bring digital tools into education as part of an approach based on educational excellence
- **Added convenience** with a 'ready-to-use' system which is easy to manage on a day-to-day basis
- **Provide technical AND educational support** to teachers
- **Finance the project** without jeopardizing the establishment’s investment capacity

**THEY DID IT**

1st European project carried out by Apple rolled out on a 'one-to-one' basis, with one tablet per pupil, for a private school

**IMPACT**

2,500 pupil and teacher benefited from the solution

**ADDED VALUE:**

**FOR THE SCHOOLS**

- **A turnkey solution** charged as a rental and self-financing as the costs are incorporated into tuition fees (depending on the families’ means)
- **Adding value to schools** which are committed to excellence and attract highly skilled professionals

**FOR PUPILS AND TEACHERS**

- **Pushing back the boundaries** for learning to take place in class and outside of school, at the pupil's own pace
- **A modern tool** that children pick up intuitively
- **It's handy!** Everyone will have their own tablet

**IT’S SMART**

A user-focused solution set up in partnership with Apple: configuring the application and updating content is quick, easy and intuitive, and they are particularly suited to the world of education. This was particularly appealing for the ESBC! And finally... families also benefit at the end of their child’s school life, when they have the option of purchasing the tablet for a few more euros if they want to keep it!
Adopt a proactive approach to CSR which reflects the responsibilities of a research-based higher education group.

Measure the impact of CSR initiatives, and rolling these initiatives out across the Group’s 5 new schools.

Watt’s Green - what is it? An study of the energy footprint of all the Group’s IT equipment, involving identifying, implementing and monitoring the initiatives to optimise energy efficiency within the Group.

Result: Identifying areas for improvement in energy consumption; pooling of materials, methods, software, services and procedures; streamlining of equipment and the number of rack servers; reduction in travel, by moving to a paperless system for information exchange.

Verification of the relevance of the CSR initiatives performed using the Watt’s Green solution.

Harmonisation of CSR initiatives for all equipment, including schools recently integrated into the Group.

Measuring the impact of the initiatives undertaken.

Monitoring the progress of CO2-emission reductions.

FOR THE CUSTOMER

The Group’s CSR Report dedicates two pages to the initiatives carried out by the IT department.

A good resource for creating communication tools and illustrating key figures.

Reduction in travel, by moving to a paperless system for information exchange.

FOR THE PROJECT TEAM AND STUDENTS

6% in energy consumption, which is a reduction of around 73,000 kWh per year.

1,500 Kwh/year/employee.

16.6% time savings, TCO2 projections for Green IT.

Coordinating CSR initiatives: an economically sound & environmentally friendly approach.

Supporting the energy transition.

Comprehensive handling of the Green IT challenge: technical analysis, communication, training.

Flexibility of financing in fee mode for all IT equipment (over 6,000 pieces of equipment).
HOW TO TRANSFORM A LOCAL SERVICE INTO A HELPDESK FOR STAFF?

THE CHALLENGE

Make life easier for in-house IT customers and increasing their satisfaction levels.
Increase a quality of service for no extra cost by standardising types and levels of service.
Transform the IT Department’s image and align it with the Group’s strategy: openness, services, autonomy.

THE SOLUTION

Econocom has come up with a local next-generation IT support solution, with a friendly helpdesk providing access to a range of scalable, standardised services for user profiles across all Business Units.
A team is on hand every day to welcome users to the ‘Service One’ helpdesk. They take in and process IT requests and even requests concerning parcel deliveries - just like a proper reception desk!
Result: much more than a traditional IT service! A unique experience, where the user is personally greeted and their request quickly taken care of.

ADDED VALUE:

FOR THE GROUP

A successful physical and technical installation of the helpdesk on the new premises.
Front- and back-office organisation and the ability to provide environment-appropriate staff (e.g. receptionist, technician).
Continual improvement: a centralised knowledge base, response teams trained in business applications, foresight regarding application developments, etc.

FOR STAFF

Simplified processes thanks to a single point of contact (welcoming new staff, extended hours of service, access to letters and parcels, etc.)
A comprehensive service offer and a notable improvement in quality of service (on-demand demos and mini-training sessions).
An equal level of service provided for all across all BUs.

THE ECONOCOM TOUCH

360° support
Physical and technical installation of the IT Helpdesk in the shared ‘village square’ space:
- definition of scope of responsibilities
- setting up range of services
- advice on how to organise the space
- recruiting and training new technical staff on-site, specialising in educational reception and support roles.

WE DID IT

It’s being adopted at lightning speed
80% of 1,200 employees in only 6 months

IMPACT

4/4

The score given by the group to Econocom’s IT helpdesk based on management quality, team responsiveness and user impressions.

A DIGITAL STORY BY ECONOCOM
HOW TO MAKE WORKING PROCESSES MORE EFFICIENT VIA DIGITAL?

THE CHALLENGE

Build a collaborative, scalable, efficient, competitive company 2.0.
Offer employees an agile working environment that’s aligned with their profession and needs
Increase productivity and profitability
Improve customer relations, adopt an omni-channel approach.

THE SOLUTION

Personalised support from our Econova consultants, based on agile methods and design thinking, to identify needs and interactions and translate them into effective digital solutions.
A scalable, turnkey solution covering hardware, multi-modular applications and associated services thus freeing staff from technical restrictions so they can focus on business development.

THE ECONOCOM TOUCH

Our “human-centric” approach allowed us to draw up a set of specifications ideally suited to property development and real estate, which took into account the company’s organisation and objectives.
Ideation and co-building workshops run by Econova allowed staff to express themselves. This allowed a variety of operational ideas to emerge which were then prioritised in terms of 5 key areas: sales, land developers, foremen, Management, and end-clients.

ADDED VALUE:

FOR THE PROJECT TEAMS

Visibility: mapping of processes and needs of the various business lines to ensure the solution is in line with objectives
Control: “step-by-step” transformation at each stage of the project, generating ideas right through to the experimentation and industrialisation phases
Cost control: a fee per user including all the components of the project.

FOR USERS

Collaboration: The functional approach saves time for everyone and ensures consistency!
Performance: automation of low-added value tasks saves time so staff can focus on customer relations
Agility: fast, secure access to information, any time, anywhere, on any device.

EFFICIENCY

volume of data entered

1

a single platform for 5 processes which streamlines inter-business line interactions

80%

REDUCTION

thanks to digitalisation, allowing more time for customers

100%

SECURE

sovereign cloud hosting

A DIGITAL STORY BY ECONOCOM
HOW CAN WE SAVE TIME AND MONEY VIA AN E-PROCUREMENT PLATFORM?

THE CHALLENGE

Suez: French water and waste management group
Control and optimise procurement, thus significantly contributing to the Group’s operational performance
Redesign the Group’s procurement function, with all information shared and centralised in order to make the most of resources AND save buyers time
Make operations more efficient, allowing for a focus on innovation

THE SOLUTION

To connect more than 1,500 users from around the world by deploying the SynerTrade e-procurement platform.
The SynerTrade solution features over 30 applications covering all the processes for Purchasing, data consolidation, sharing suppliers’ data repositories, product catalogues, ultra-efficient measuring tools, etc.
The client builds the solution that suits their needs

THE ECONOCOM TOUCH

Operationally responsive teams!
Deployed in less than 6 months
To successfully complete the project from start to finish, our Econocom experts ensured that excellent support was provided: workshops with users to understand their needs, structuring of the project, tests/POC for gradual deployment

ADDED VALUE:

FOR THE GROUP
The tool’s performance: 85% of the group’s expenditure is managed and consolidated on the SynerTrade platform
Improved visibility so that savings opportunities can be identified by purchase category
Time saved on daily activities, which can then be spent on creating innovative market solutions offers for clients

FOR BUYERS SPECIFICALLY
A tool which adapts to each user’s needs
A procurement network which is efficient, integrated and collaborative, enabling shared management of contracts, suppliers and catalogues of listed products. So much more effective!

IN THEIR OWN WORDS...

Isabelle Quettier, Chief Procurement Officer at Suez

Our e-procurement platform makes collecting data pretty straightforward. Now that we have this management building block, the Group can recognise any issues and see which categories it should make catalogues and contracts available to its users in.
OneDesk: How to change from IT support to a real in-house customer service?

**The Challenge**
- Modernise the image of IT department
- Make users’ experiences with the IT Department smoother and making life easier
- Develop new uses to meet the needs of new generations
- Improve the quality of service provided and experienced while still optimising costs

**The Solution**
- OneDesk, a complete single-channel in-house customer service, offering a unique experience accessible via a portal.
- Result:
  - On the OneDesk portal, employees find a panel of solutions: a Google search bar, video tutorials, a Yammer forum, opening files or automatic equipment ordering

**The Econocom Touch**
- The employee is the key to transformation:
  - A design thinking approach to align the service with users’ expectations
  - A portal inspired by e-commerce making it easier to adopt
  - Support through the transition tailored to each user-type profile (personas)

**Added Value:**
- **For in-house customers**
  - A natural user experience directly inspired by the world of B2C, whatever the issue: ordering equipment, distribution, training via tutorials, resolving incidents
  - 88% satisfaction rate with the solution provided and timeframe

- **For the IT department**
  - A reduction in tickets by email/phone (15% via the portal) and with low added value (e.g., reset password)
  - Industrialisation and extension of the range of services
  - Transforming the image of IT services and the IT Department as a whole

**In their own words...**
OneDesk listens to users. It integrates B2C tools into the world of business to create a conversational tool with chatbots, artificial intelligence, Facebook-style notifications, a Chat with an advisor or WebCallBack.
DIGITAL BAR: HOW TO REINVENT YOUR LOCAL SERVICE TO MAKE IT INTO A SERVICE AND TECHNOLOGY SHOWCASE

THE CHALLENGE

Transform the IT Department’s image and highlighting its technological expertise and soft skills
Give users an innovative digital experience
Manage and profiting from the consumerisation of IT services

THE SOLUTION

The Digital Bar, an IT Helpdesk that reinvents local support and its relationship with employees
Result: reorganised, more convivial spaces designed like stores, where the user is treated like a B2C customer. Support staff become representatives for digital/IT services and are brought closer to users.

THE ECONOCOM TOUCH

A to Z support: advice on how to arrange and optimise a space, the design and architecture of the Helpdesk, putting together a new range of services, reviewing operational processes, rolling out services, associated communication strategies, integrating technicians’ upskilling into reception and advisory roles

THEY DID IT

60% of local requests are handled by the Digital Bar
95%* satisfaction rate for on-the-spot enquiries

IMPACT

ADDED VALUE:

FOR THE IT DEPARTMENT
Considerably fewer support staff having to leave their workstations, resulting in an increase in productivity
The IT Department is seen as an innovative service that adapts to current usage

FOR IN-HOUSE CUSTOMERS
Simplicity: a response to standard requests (incidents and inquiries) in a pleasant, convivial setting
Access to new services, personalised advice, help using or manipulating new IT equipment

* Satisfaction assessed via an on-site Opinionazer survey

IN THEIR OWN WORDS...

The helpdesk is a convivial space where people come for support, training and information. At the helpdesk, you can also get online or work. It is a stimulating space that conveys the company’s values.
Take a 180° turn and guarantee:

**A top level of quality** in terms of taking calls in different European languages

**A top level of performance** in terms of resolving incidents and processing requests

**An effective and beneficial financial model**

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**THE SOLUTION**

A multi-channel Service Desk shared in 8 languages: phone, email, tickets created via the portal, instant messaging with an advisor

**Result:** complete management of user support in the EMEA region (incidents, installation and equipment requests) in a technological environment that includes FIM (Forefront Identity Manager) and Service Now IT service management

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**THE ECONOCOM TOUCH**

**Interconnection with partners**

Complete instant messaging management for the customer’s 3 Service Desks, in follow-the-sun mode: EMEA (France), US and Asia (India)

Solution integrated into the ITSM tool and managed by technicians directly on the Service Now platform

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**ADDED VALUE:**

**FOR THE IT DEPARTMENT**

**Customer satisfaction:** between 3 and 4/4 at each steering committee

**Excellent partner relationship** between the customer and Econocom

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**FOR IN-HOUSE CUSTOMERS**

Real operational excellence and source of satisfaction

- 70% First Call Resolution rate
- Grade of 4.5/5 on user satisfaction studies

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**IT’S SMART!**

Advisors with a specific profile who can speak several languages fluently. This explains the choice of a shared Service Desk.

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**THE CHALLENGE**

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**THEM**

**DID IT**

**IMPACT**

**4,000** files per month in

8 languages

**4.5/5** customer satisfaction
Guarantee turnkey IT support for 25,000 employees at 16 BUs: service desk, local and VIP support, logistics, mobility

Simplify the user experience by diversifying and integrating innovative channels

Transform user support on human, technical and operational fronts, and optimise costs

How to change from classic IT support to a profession-oriented proactive, agile and inspiring service support

The challenge

The solution

The Econocom touch

Added value:

For in-house customers

Professional support from specific teams: ‘operational relays’

User experience constantly enriched by new channels

A system of continuous improvement thanks to real-time management of 40 indicators via an infocentre

Almost 90% customer satisfaction

Files per month for 25,000 users

360° IT support with an identical quality of service across 16 BU in all countries

User satisfaction

A to Z support right through to financing workstations in Belgium

Round-the-clock service at optimal cost for three interconnected service centres (Belgium, France and Morocco)

Significant user satisfaction (87 to 89%) combined with economic performance (-10% of tickets with the set up of the new workstation in 2016).

A multi-channel, 100% user-oriented Service Desk (portal, chat, chatbot, etc.), available 24/7, for over 1,000 applications

Deskside support for 300 sites, including a VIP team

Workstation engineering: mastering, packaging; remote distribution

Financial management of mobile, land and WAN lines (Telecom Expense Management)

In Belgium: in-depth knowledge of the supply chain in E2E (distribution/financing/associated services) to ensure simplification

FOR THE IT DEPARTMENT

The redefinition of a top-quality workstation that meets the needs of users contributed to the system’s economic performance and user satisfaction

For the IT Department

A DIGITAL STORY BY ECONOCOM
ACCELERATE THE TRANSFORMATION OF YOUR BUSINESS

FOR
+ innovation
+ performance
+ agility

AFPA
MAJOR INTERNATIONAL GROUP PROVIDING IT SERVICES
A PLAYER IN CONTRACT LOGISTIC

EUROPEAN AIRCRAFT MANUFACTURER
FRENCH MULTINATIONAL BANKING
AMPLIFON
HOW TO SUPPORT THE DEVELOPMENT OF ONLINE VOCATIONAL TRAINING WITH FRANCE-BASED CLOUD SERVICES

**THE CHALLENGE**

AFPA: Leading vocational training and accrediting body
Bring vocational training forward into the digital age, and offer new ways of learning
Make innovative new tools available to both teachers and learners
Store data securely on a cloud in compliance with French data residency laws

**THE SOLUTION**

To bring vocational training into the digital age: an innovative, easy-to-use, secure learning infrastructure hosted in a sovereign cloud
This attractive offer is invoiced based on use and pay-per-use, and can be adapted to provide maximum support for AFPA’s changing activities

**THE ECONOCOM TOUCH**

The right mix of technology and economic innovation:
- **the creation of an infrastructure** which ensures high availability of a multimodal platform and a portal to various applications, and paves the way for more remote learning methods than face-to-face classes
- a **pay-as-you-use solution** for real-time invoicing flexibility
- Perfect synergy with our partner, Cloud Watt

**IMPACT**

1st public institutions in France to sign up for France-based cloud hosting

**ADDING VALUE: FOR AFPA TEAMS**

Flexible architecture that can be adapted to suit the company’s needs and projected growth for the next 10 years
Paying a fair price: the budget can change according to usage
Data protection in a sovereign cloud
A groundbreaking solution for public institutions

**FOR STUDENTS**

A training solution 3.0: more accessible, more personal, enjoyable and interactive
A revolution in how we learn (using written material, videos, serious games, MOOCs, SPOCs, digital simulations and more!)
Easy access to learning resources, communication tools, training guides, progress trackers and more

**IN THEIR OWN WORDS!**

Digital tools are going to revolutionise the training sector, which is why AFPA is aiming to improve the range of vocational training courses it offers online. Teaching will be multimodal from now on, both for distance learning and the face-to-face courses offered in its 140 institutions across France.

Yves Barou, AFPA Chairman

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**THEY DID IT**

Deployment of Educational infrastructure
Deployed for all types of training: Mix-Learning, SPOC, etc.
Infrastructure capacity increased x3
THE CHALLENGE

Make the IT Dept. into a fully-fledged Service Centre in keeping with the company’s As-a-Service strategic requirements.
Ensure visibility and all-round control of IT equipment from set-up through to monitoring of the new model.
Manage their budget.

THE SOLUTION

Setting up an end-to-end workstation and mobility outsourcing solution, which includes:

- A comprehensive offer: sourcing, financing in fee mode and life cycle management of IT assets.
- A local IT desk for VIPs.
- One single, flexible and simple fee-based contract which can be adjusted in accordance with staff fluctuations.

ADDED VALUE:

- FOR THE CLIENT: Optimised TCO* The flexibility and simplicity of a pay-per-use fee mode guarantees budgetary control.
- An all-inclusive offer which addresses their need for adaptability.

- FOR DIGITAL USERS: Improved services for users.
- Customised approach for 4 different types of usage.
- IT Desk Coaches guarantee a top-quality VIP service.
- The quality and speed of service provision: SLA D+1 in Paris and D+2 for the surrounding area.

THE ECONOCOM TOUCH

One single point of entry for a multi-faceted project.
Flexible and effective management of the user environment: block equipment sales, mastering, storage, logistics, recycling equipment at the end of its lifespan, etc.
A budget line for all their services.

IMPACT

A tool which is 100% customised and specially adapted to meet the requirements of VIPs.

60,000 users in France, Algeria and Morocco.

*TCO: Total Cost of Ownership.
A contract logistics service provider

**THE CHALLENGE**

A contract logistics service provider

- **Refurbish their logistics sites** so they comply with current regulations
- **Reduce their energy bill** by changing the lighting
- **Boost productivity** by improving employees’ working conditions

**THE SOLUTION**

A **turnkey smart lighting solution**: a technical and economic audit of the building lighting, identification of areas in which savings can be made, the recommendation of a technological solution and provision, installation and deployment of fixtures. Monitoring will of course also be provided via intelligent sensors, in order to track and guarantee the energy efficiency of the new installation.

**THE ECONOCOM TOUCH**

Their financial expertise: by offering a **financing model where the fees are less than the amount saved** on energy following the renovation works, Econocom has expedited transition to other sources of energy!

**Guaranteed ROI**: the installation of a **measuring device** for monitoring and assessing the system’s energy efficiency levels as part of the solution makes it easy to track savings.

**ADDED VALUE:**

**FOR THE CLIENT:**

- The financial incentive of a zero-cost solution!
- **Econocom is the single point of contact** from the technical sales audit all the way to deployment, as well as for ongoing consumption monitoring, which makes life easier
- **Minimal maintenance costs**
- **CSR**: a practical solution for reducing their carbon footprint and improving their image

**FOR OPERATORS**

- **LED lighting: photobiologically safe** with no risk of glare, in compliance with current standards (NF EN 62471)
- **100 Lux** (light amount per m²): **better light quality** for staff and warehouse workers, meaning less reading errors and more productive employees.

**THEM DID IT**

- **50%** reduction in electricity consumption and maintenance

**IMPACT**

- **120,000 m²** of 20 metre-high warehouses to be fitted with LED lighting panels

**IT'S SMART!**

- The ultimate in CSR! When it sets up any new LED lighting units, Econocom also takes responsibility for removing and recycling old light fittings, in keeping with European environmental standards.

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**A DIGITAL STORY BY ECONOCOM avec WATT'S GREEN**

**50% IMPACT**

**120,000 m²**

**THEY DID IT**

**IMPACT**

**IT'S SMART!**
THE CHALLENGE

Modernise the lighting system in 60 production facilities on 3 sites
Comply with European environmental standards
Generate considerable energy savings thanks to the lighting solution
Increase productivity by optimising the employees’ comfort and working conditions.

THE SOLUTION

An innovative lighting solution that provides the ideal configuration anywhere, any time, thanks to the presence of natural light detectors and sensors
A transparent and flexible financial solution allowing the client to spread out the investment cost
Result: easy monitoring and optimised energy consumption thanks to an integrated measuring tool

THE ECONOCOM TOUCH

The complementary nature of Econocom’s expertise in energy management and financing means the customer can benefit from an integrated lighting solution with a precise vision of the project’s ROI

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THE ECONOCOM TOUCH

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THEY DID IT

€1.4m in energy savings

IMPACT

which represents
11 KWH per year

ADDED VALUE:

FOR THE CUSTOMER

A real-time view of your energy consumption
Clear, fair KPIs to enable good decision-making
A project that contributes to the company’s ecologically-efficient image

FOR STAFF

Better working conditions
Improved well-being for employees thanks to LED lighting: no dazzling, in compliance with current legislation (NF EN 62471)
Increased motivation and productivity

EUROPEAN AIRCRAFT MANUFACTURER

A DIGITAL STORY BY ECONOCOM GERMANY
HARMONISE HR PROCESSES AND MAKE THE GROUP’S AND ITS SUBSIDIARIES’ DATA MORE RELIABLE

THE CHALLENGE

Make a simple, comprehensive HRIS shared by everyone available to the subsidiaries to facilitate the administrative side of staff management, holidays and absences and managing skills and talent

Respect the regulatory and specific local requirements

Make the data reported to the group by the 200 international entities more reliable

THE SOLUTION

HRIS on-demand! The Group’s HR Department offers its entities and international subsidiaries the option of setting up an Aragon eRH integrated cloud platform

This solution, full of staff administration and skill management modules, provides a response that is tailored to the needs, surroundings and context of the customer

This on-demand HRIS solution is interfaced with the existing in-house tools

THE ECONOCOM TOUCH

A roll-out in less than 3 months, made possible by predefining, with the Group’s HR Department, the modules to offer subsidiaries as a priority: employee files, holidays and absences, contracts and certificates, training, etc.

For entities that aren’t yet equipped, Aragon eRH has made a data collector available, a temporary solution before the overall roll-out of the file importation. This makes it easier to report information to the head office

IMPACT

WE DID IT

Roll-out in 3 months per entity

66 countries which represents 100% of international entities 70,000 employees concerned

ADDED VALUE:

FOR THE GROUP AND HR DEPARTMENTS

Reliable, real-time knowledge of the HR data for all group employees

Improved efficiency with standardised processes that comply with the Group HR Department’s standards, for all equipped entities

FOR SUBSIDIARIES

Simplified HR processes thanks to an easy to use HRIS tailored to local regulations and practices

Refocussing on value-added activities

Time saved and fewer errors thanks to the removal of duplicates!

IT’S SMART

The on-demand HRIS solution facilitates the handling of specific local needs. For example:

- in Senegal, the ‘religion’ data was taken into account
- in Chad, a specific training module relating to the summer heat was set up
- in Cameroon, areas of conflict were identified
HOW TO FOSTER THE DIGITAL TRANSFORMATION AND CREATE NEW DIGITAL SERVICES FOR CUSTOMERS?

THE CHALLENGE

- Enhance the customer experience with new digital services
- Create a personalised, bespoke digital experience
- Audit the IT systems & software architecture, with a more service-oriented approach, and the opening of legacy systems to developers (internal & external)

THE SOLUTION

- A single platform for API management* for the whole group to optimise governance and the integration of heterogeneous legacy systems, facilitates the development of new services, security of accesses, management of the data exchanged and use of resources.
- Results: the in-store customer experience is enhanced by new sales channel and digital contact points thanks to a bimodal IT approach to traditional IT applications (e.g. PoS, ERP, etc.) with digital apps.

THE ECONOCOM TOUCH

- Our solution is at the state-of-the-art of API Management platforms, also certified by Gartner in its "Magic Quadrant for Full Life Cycle API Management". Furthermore, our flexibility and our skills were the keys for the success of this project that opens new business opportunities for the client

THE ADDED VALUE: FOR BUSINESS LINES

- Higher speed in the development of new value-added services accessible from digital channels (mobile & web)
- More effective go-to-market strategy, with a unique content management system that allows the creation of national marketing campaign compliant with corporate policy
- Higher security, flexibility and openness in company’s IT systems, with real-time management that adapts itself based on the workload of the digital apps

FOR CUSTOMERS

- New services offered to customers, such as an online hearing test that can be carried out directly from customers’PC
- New touchpoints in the journey, easily scheduling an appointment with the nearest store

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*A: Application Programming Interface
MAXIMISE
THE POWER OF
YOUR IT!!!!

FRENCH BANK NETWORK

AN INTERNATIONAL INSURANCE GROUP

FRANCE’S LEADING BROADCASTING GROUP

FOR
+ security
+ speed
+ intelligence

FRENCH REAL ESTATE COMPANY

WORLD LEADER IN HOUSING
ENSURING COMPLIANCE OF STAFF DATA (GDPR) AN URGENT AND NECESSARY CHALLENGE

The European General Data Protection Regulation (GDPR) will come into force in May 2018. The company has to ensure optimal data protection at all times and be able to prove it with documentation.

Ensure compliance of personal data across all the group’s entities

International governance and management of the project teams

THE SOLUTION

Management and follow-up of the compliance plan across all the group’s entities, from both a legal and technical standpoint

Ensuring GDPR compliance of processes, tools, organisation and methods for Europe, Asia-Pacific, America and Africa (+ 60 local entities)

Support through the transition for the group’s in-house teams

ADDED VALUE:

FOR THE GROUP’S ENTITIES

Concrete results: a clear map of the data processed and stored by the Group, its subsidiaries and its contractors and an action plan in case private data is violated

Implementing procedures for data leaks

A cross-disciplinary approach that involves any in-house department that collects, processes or disseminates personal data (HR, Marketing, Sales, Legal, IT, etc.)

Ability to document compliance actions

FOR CLIENTS

Guaranteed compliance with personal data confidentiality regulations

THE ECONOCOM TOUCH

Helis’ consultants project managed the whole solutions thanks to their skills in the three areas of expertise essential to the success of this complex, international project:

Corporate law

Information technology

IT project management

THE ECONOCOM INSIDE

INTERNATIONAL INSURANCE GROUP

WE DID IT

Setting up a compliance programme

3 months before the legal deadline

All entities mobilised on the 10 project sites

IMPACT

International
GREEN IT: SAVE ENERGY WITH YOUR IT EQUIPMENT

THE CHALLENGE
Centralise energy management of 100,000 workstations
Limit its environmental impact in terms of energy
Measure the impact and communicate on results

THE SOLUTION
Our experts stepped up their efforts to reduce the bill!
Integration and implementation of pre-production of a software solution, 1E Nightwatchman: workstations are automatically turned on and off.

Result: secure, scalable control over electricity consumption thanks to financial and operational reporting for each workstation, department, site, etc.

THE ECONOCOM TOUCH
Our support from A-Z: from design to roll-out of associated services
Our expertise in saving energy of IT estates
Our ability to help the customer and their management team with their Green IT strategy

THEY DID IT
1st ‘Power Management’ file

IMPACT
100,000 workstations affected

ADDED VALUE:
FOR THE CUSTOMERS
Easy to use thanks to the automatic sleep mode switch off of machines according to the diversity of user profiles
The analysis and measuring of energy performance thanks to reporting that highlights the relevant indicators for making the right decision

FOR STAFF
An environmentally friendly and ROI-centred approach: every little counts for the planet!
The pride of being part of a bank that is committed to green policies.
SUPPORTING THE DIGITAL TRANSITION OF A CHANGING MEDIUM

THE CHALLENGE

Get on the same wavelength: align the IT technological transformation with the company’s repositioning

Have an agile industrial outsourcing template in line with the diversification of uses by viewers

Improve the operational performance of the IS

Innovate to rejuvenate and stay competitive

WE DID IT

100% of the scope mastered in 3 months

IMPACT

Service management 3.5/4

Over 100 business applications available 24/7

THE SOLUTION

A clear, reliable and highly-pragmatic outsourcing solution, tailored to the organisation's complexity and which covers all the group’s IT infrastructures as well as the use of its business applications

On the agenda: using network systems and their 24/7 supervision by the Econocom Services Centre, innovative operational and supervision tools for databases, storage, applications, a training and change management programme, etc.

ADDED VALUE:

FOR THE CUSTOMER

Bringing historical infrastructures in a sustainable transformation and improvement dynamic

Implementing new industrial tools that guarantee the continuity of services while remaining agile to adapt to IT changes

Financial and technical confidence and transparency

The teams’ motivation and agility to ensure IT availability at all times and particularly for exceptional events (political, sporting, etc.)

FOR DIGITAL USERS

Complete transparency concerning reversibility for France Télévision employees

Mission accomplished with a 100% operational service

THE ECONOCOM TOUCH

Our capacity to think out of the box with our outsourcing. Our experts have suggested a range of stand-out solutions, including:

• open-source IS management tool, database and incident management solutions

• putting 45 people on-call and extended hours to guarantee a 24/7 use of the systems, networks and applications

• monthly billing as a fee
TRANSFORMING THE WAY YOU USE YOUR IT EQUIPMENT TO INCREASE FLEXIBILITY AND QUALITY

THE CHALLENGE
This group is in real estate
Renew the range of IT services to simplify use, management and billing
Keep pace with technological advancements
Improve the quality of the service and user satisfaction
Optimise and standardising work processes

THE SOLUTION
An industrial deployment of a consistent quality for 7,400 workstations at over 1,000 sites: integration, packaging, stock, delivery, installation, maintenance and recovering the workstations (PCs and laptops) and reselling them on the second-hand market
The simplicity of the pay-per-user financing model in line with usage, including hardware and financial asset management.

THE ECONOCOM TOUCH
Technical expertise for rolling-out Dell masters, a multi-OS and multi-constructor environment
Guarantee of a high level of quality thanks to the industrialisation of the solution
A-to-Z change management.

ADDED VALUE:
FOR THE CLIENT
Easy management of the IT equipment thanks to a single point of contact
Realistic budget and costs: reducing tasks with low added value and the number of contributors, a price tailored to each profile
Organisational flexibility and considerable means in terms of preparation/roll-out/day-to-day management
Managing risks associated with changing service provider

FOR USERS & MEMBERS
The comfort of services tailored to their uses and activities
A CSR approach by recycling devices in compliance with WEEE.

THEY DID IT
IMPACT
7,400 users
1,000 sites equipped

WE DID IT
Over 90% roll-outs with associated services in on-going and project mode

ADDED VALUE:
FOR THE CLIENT
Easy management of the IT equipment thanks to a single point of contact
Realistic budget and costs: reducing tasks with low added value and the number of contributors, a price tailored to each profile
Organisational flexibility and considerable means in terms of preparation/roll-out/day-to-day management
Managing risks associated with changing service provider

FOR USERS & MEMBERS
The comfort of services tailored to their uses and activities
A CSR approach by recycling devices in compliance with WEEE.

THE ECONOCOM INSIDE
REAL ESTATE OPERATOR OF
INTERMEDIATE AND FREE HOUSING

A DIGITAL STORY BY ECONOCOM
HOW TO STEP UP GROWTH AND PERFORMANCE VIA BIG DATA

THE CHALLENGE

Maintain its status as a world leader in new technologies
Provide a strategic and methodological framework for adding value to data and the opportunities afforded by Big Data
Speed up the Group and its subsidiaries’ growth and performance via Big Data and data governance

THE SOLUTION

Building a technical platform and services centred on Big Data technology (architecture, development, administration), dedicated coaching for each project leader
Result: A range of 100% operational services, tried and tested, in line with the mature technology on the market and the challenges of the business

THE ECONOCOM TOUCH

Helis consultants’ 360° methodology
It helps create a structuring and reassuring framework for those involved
This approach includes the company’s business needs, technical, legal and even reputation-related risks
Bespoke dashboards incorporating KPIs to optimise the group’s performance

ADDED VALUE:

FOR THE IT DEPARTMENT INFRASTRUCTURE
The innovation of the proposed solutions
The agility of the development approach and building with the businesses
Pragmatic approach to implementation

FOR BUSINESS UNITS
Finally, Big Data that helps and enhances the everyday running of business lines
An approach for the Group’s IT Department that guides and unifies
Accurate, reliable, clear metrics incorporated in the dashboards that can be accessed in real-time by the business lines

IN THEIR OWN WORDS:

Through this project we have benefited from enriched reporting to help make good decisions as we go, prevent machines from breaking down, consolidate R&D product results, adapt journeys, offer customers the right product at the right place at the right price... from management to production, from supply to the customer experience... the list of applications is endless
FINANCE YOUR DIGITAL ADVENTURE

- Simplicité pas sécurité
- precision
- personalisation

- FRENCH NETWORK OF COOPERATIVE AND MUTUAL BANKS
- CRÉDIT AGRICOLE ILE-DE FRANCE
- FRENCH WOMEN’S CLOTHING BRAND
- RENAULT
- POUNDLAND
- GHICL
- AFPA
- MAJOR INTERNATIONAL GROUP PROVIDING IT SERVICES
- A PLAYER IN CONTRACT LOGISTIC
- EUROPEAN AIRCRAFT MANUFACTURER
- FRENCH RETAIL GROUP
- FIRST FRENCH HIGHER EDUCATION GROUP
- REAL ESTATE DEVELOPMENT SPECIALIST
- REAL ESTATE OPERATOR OF INTERMEDIATE AND FREE HOUSING