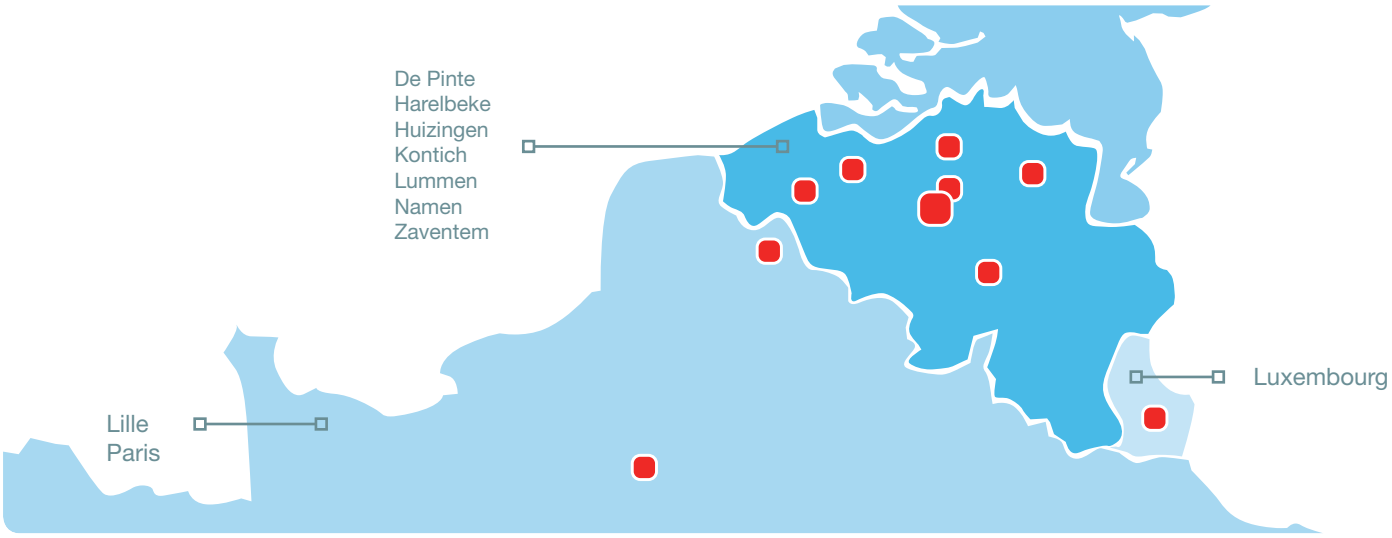
REALDOLMEN



About RealDolmen

RealDolmen is one of the largest independent single-source suppliers of ICT solutions. With more than 1.600 employees, it has become the established hard- and software supplier to many organisations in a broad range of sectors. The head-quarters are located in Huizingen, but the company serves both regional and international customers. Thanks to various branches in Belgium, Luxembourg and France, RealDolmen strives to be present where their customers are located.

We make ICT work for your business

RealDolmen is a solid and passionate supplier of niche and company solutions, software development and infrastructure solutions. On the Belgian market, RealDolmen is a leading reference company for these services and products and pursues added value for customers, partners, own employees as well as investors.

RealDolmen has strategic alliances with the major ICT players on the market, allowing it to deliver and realize the single-sourcemessage. A good spread of customers across a number of sectors enables RealDolmen a good penetration in the target market.

Regionally, RealDolmen wants to be the reliable partner of choice that offers integrated solutions and supports its customers in every stage of an ICT project via a Plan-Build-Operate approach. In order to be able to guarantee this preferential position to customers, employees and suppliers day in and day out, RealDolmen created two basic programs to be kept in mind in the daily activities:

Simple for customers

Non-technology companies are obviously less interested in ICT technology, but even more in what the current digital revolution can mean to them from a practical point of view. RealDolmen understands more than anybody else that companies are looking for solutions to their problems or for a way of standing up to the competition, or just looking for means to keep their operational costs under control.

As an ICT specialist, RealDolmen is the best qualified to follow-up the even faster growing technological evolutions and to translate them into solutions which are focused on the business of its customers. “We make ICT work for our Customers” is much more than just a slogan. The corporate philosophy makes that RealDolmen always compares all ICT-related matters and places it at the service of company objectives and makes that business and ICT are geared to one another.

Of course, ICT and the integration of systems remain complex facts, but RealDolmen takes care of this complexity. Its ultimate aim consists of simplifying its customers’ lives by dispelling this complexity.

To meet this goal, RealDolmen attaches great importance to open communication, clear agreements and a close relationship with its customers. After all, success of any collaboration is built on these mainstays.

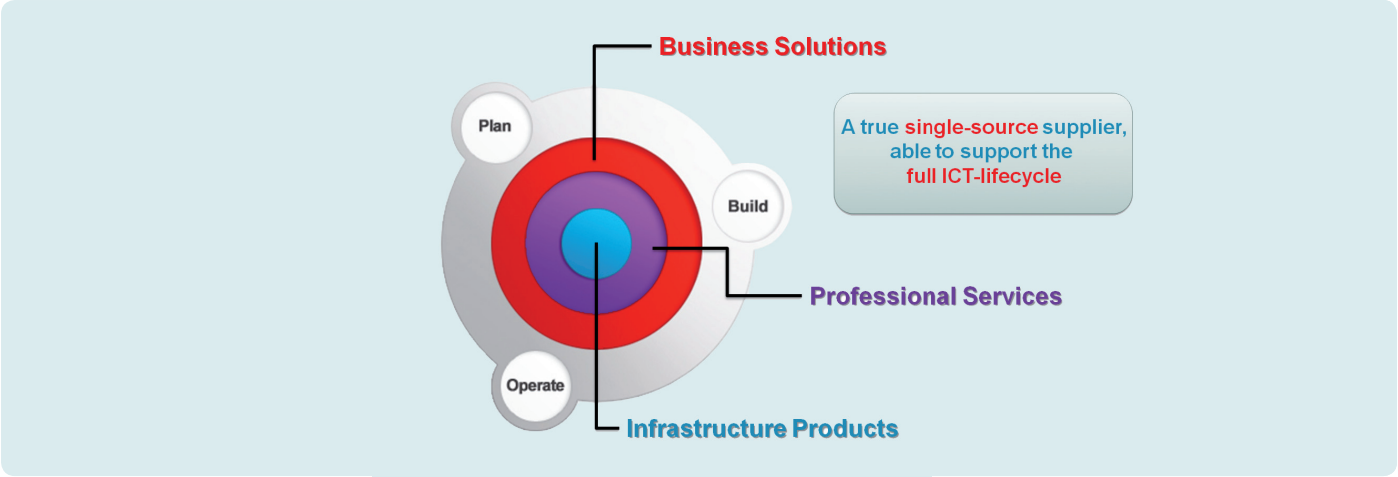
As a reference actor, RealDolmen sees to keep the expertise of its employees at the highest level and to maintain strong ties with the most important technology suppliers. Thus, RealDolmen ensures reliable as well as independent counselling.

Home for employees

Employees attach great importance to the team and the larger environment in which they arrive and where they have to perform their daily tasks. The openness on the shop floor and the chances they get to grow and to make the most of their potential are just as important. And RealDolmen thinks these expectations are justified. All employees should feel good about their jobs and the place they are working in. Therefore, coherence and respect for the qualities of every single employee are of crucial importance.

RealDolmen is a company which encourages these values and also expects that its employees spread these values and support them. Besides, a leadership model which encourages innovations and taking initiatives is just as important.

Simplifying things for your customers is only possible when you know and understand your job well. IT keeps evolving and RealDolmen seeks to allow its employees to store up and to sustain the required competences. They need to be prepared for the questions and needs they may receive in the near future. That is the reason why they all get the chance to continue to broaden their knowledge and to develop their competences, not only in their fields of interest but which also correspond to their talents.



Core competences

SINGLE SOURCE SUPPLIER

RealDolmen is a supplier of integrated solutions in the field of infrastructure, communication and applications. Our contribution and responsibility is determined in consultation with our customer. This can range from a single service to Managed Services and complete IT outsourcing.

BROAD EXPERTISE IN VARIOUS SECTORS

RealDolmen's employees have extensive and up-to-date knowledge in functional and technologically diverse fields of solutions. They are up to speed with the latest technologies and are specialists in a number of high-tech areas. In addition, we want to offer our sector-specific IT solutions for the challenges facing our customers.

INDEPENDENCE

Because RealDolmen runs competence centres focused on technologies of all major infrastructure and software suppliers and is not exclusively bound to specific software suppliers, it has the freedom to propose the best solution tailored to the customer. This includes standard solutions integrated in the operational environment or one of RealDolmen's own solutions.

OPTIMAL IMPLEMENTATION

Every solution marketed by RealDolmen is focused from step one on achieving an optimal implementation in the company. Readiness programmes, assessments and strategy studies are some of the tools deployed to ensure this goes well. Over the years, RealDolmen has acquired an impressive expertise in managed services, software development, project management, business architecture, business process management, data centres, networks & security, training, support & helpdesk, outsourcing and consultancy. All this expert know-how ensures the project is completed on schedule, on budget and to the highest possible quality.

EXTENSIVE PORTFOLIO OF ICT COMPETENCIES

RealDolmen offers countless solutions and services aimed at optimising your company processes. A summary:

- **Infrastructure Products**

  Everybody today comes into contact with informatics. That is why developing a well-functioning ICT environment is essential for guaranteeing a continued market position. How can ICT best be designed to meet the expectations in security, availability, accessibility, scalability, performance and management? What are the possibilities? RealDolmen offers an answer to the specific needs with various products and services. The focus is on offering integrated solutions that fullymatch the customers' needs and priorities.

  Data Center – Front-end – Networking – Security – Unified Communications – Home PC Projects – Procurement – Licensing

- **Professional Services**

  Professional Services comprise all software development, analysis, testing and integration activities as well as infrastructure activities combined with the related project management for both. In support of these 2 major service lines we also offer products such as IP developed in-house in the form of courseware, development methodologies, methodologies for project management, software building blocks and so on.

  Application Development – Project Management – Training Services – Business Process Management – Networking – Testing – Security – Enterprise Application Integration – Consultancy – Architects – Outsourcing – Managed Services – Support & Helpdesk – Data Center Projects – Front-end Projects

- **Business Solutions**

  Turnkey solutions designed with its own software or based on third-party platforms. Here, RealDolmen will sell products and services such as third-party software or IP developed in-house in the form of licences.

  Turnkey Solutions – Enterprise Resource Planning – Customer Relationship Management – Business Intelligence – Enterprise Content Management – Unified Communications – Supply Chain Management – CAD – GIS – Mobility – Enterprise Asset Management – Service Oriented Architecture

RealDolmen – A. Vaucampslaan 42 – B-1654 Huizingen
TEL +32 2 801 55 55 – WWW.REALDOLMEN.COM

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De Pinte - Harelbeke - Huizingen - Kontich - Lummen - Turnhout

R.E. Dirk Debraekeleer, NV RealDolmen SA, A. Vaucampslaan 42, B-1654 Huizingen, 111021-EN