



## RealDolmen Best Applications and Infrastructure Outsourcing service provider in BeLux

Research bureau Whitelane published the results of its 2014 study which assesses the satisfaction of Belgian and Luxembourg companies about the quality of their IT outsourcing partners, for Application Development & Maintenance outsourcing as well as for Datacenter outsourcing and Workplace & Helpdesk outsourcing. For this study, more than 200 companies and their CIOs were interviewed about various aspects such as business value, service delivery, proactivity, price, project & change management, account management and customer relationship.

RealDolmen came 1<sup>st</sup> in the Applications Development & Maintenance and Datacenter outsourcing categories and 2<sup>nd</sup> in the general classification with a score of 83% for customer satisfaction. The interviewed CIOs thus confirm that RealDolmen is an absolute top player in the field of IT outsourcing.

Marc De Keersmaecker, General Manager of RealDolmen, “I can only reiterate what I always say about this, that I am very happy and proud of this result and particularly about the fact that every year we manage to sustain this result as a local top player. I therefore want to thank all employees for their hard work to ensure these outsourcing contracts are fulfilled every day.”

Chantal Roosens, Sales Director, adds, “The sales organization is also very proud of this result, because good customer relationship and mutual trust are the 2 most important pillars on which the success of outsourcing contracts is based. As an organization we work hard on improving our services: by innovating, by perfectly meeting the needs of our customers and thus handing them the correct formulas and of course through our extreme technical competence and efficiency. This showed itself in the appreciation of our customers. Moreover, compared to last year we have managed to considerably improve our satisfaction score.

On the one hand this great overall satisfaction score shows that we have certainly won the trust of our existing customers and on the other hand, in a market where an increasing number of companies is interested in IT outsourcing, it is a clear signal that RealDolmen is an outsourcing service provider that you cannot ignore and that has happy customers.”

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### For more information:

Visit our website: [WWW.REALDOLMEN.COM](http://WWW.REALDOLMEN.COM)

For more information about the study go to [www.whitelane.com](http://www.whitelane.com)

### Press contact

Thomas Verschueren  
Corporate Marketing & Communications Manager  
[Thomas.verschueren@realdolmen.com](mailto:Thomas.verschueren@realdolmen.com)  
+32 2 801 56 04

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### Over RealDolmen

RealDolmen is an independent single-source supplier of ICT solutions and a knowledge company with more than 1,600 highly qualified people serving more than 1,000 clients in the Benelux and France. RealDolmen provides innovative, effective and reliable ICT solutions and services that help customers achieve their objectives by optimizing their business processes.