

- » BOOST PERFORMANCE
- » REDUCE COST
- » INCREASE AGILITY
- » ENHANCE CRM
- » SHORTEN TIME TO MARKET
- » DRIVE INNOVATION
- » IMPROVE EFFICIENCY
- » INCREASE ADAPTIVITY
- » ENABLE BUSINESS TRANSPARENCY
- » ENSURE REGULATORY COMPLIANCE



CONSULTING > SOLUTIONS > OUTSOURCING

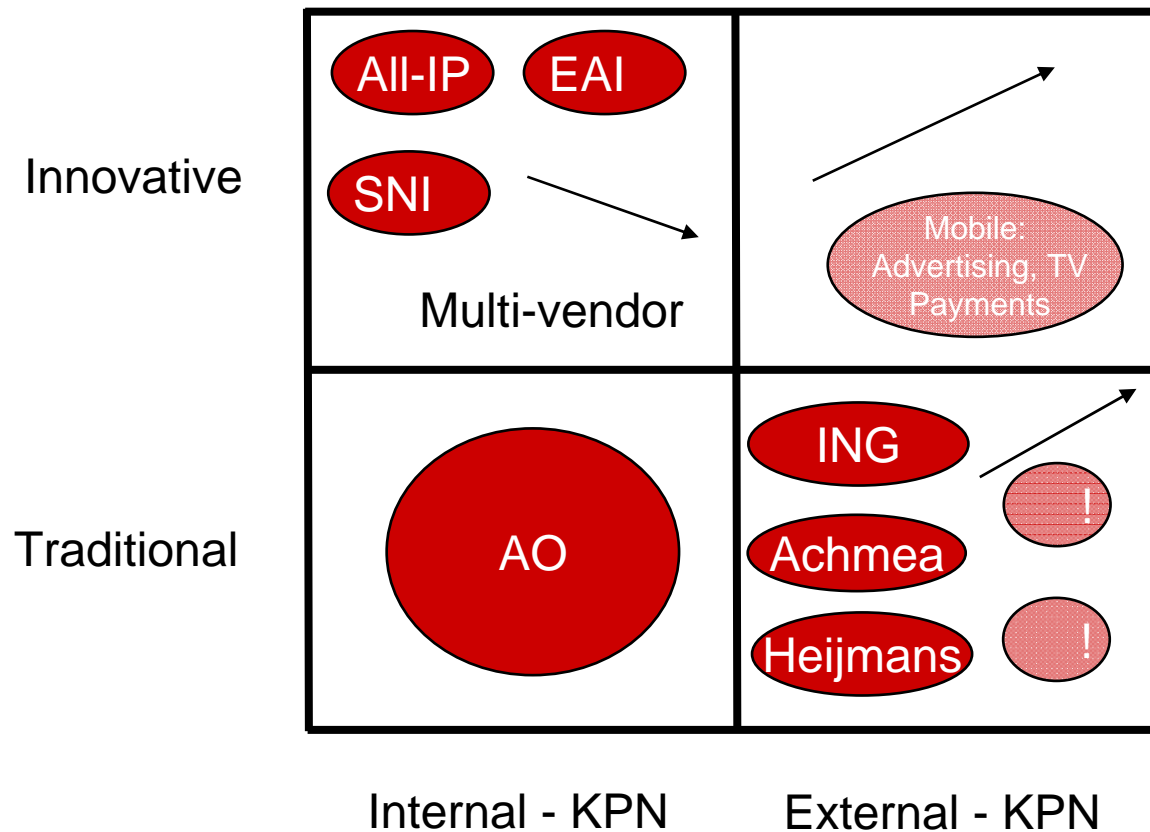
**KPN**

**Six Years of Continuous Evolution**

**Hooite Meursing, Global Account Director KPN**

December 2007

## KPN / Atos Origin Quadrant



# From IT outsourcing deal to multi-specialist partner



| KPN-Atos Origin in Brief |   |  |
|--------------------------|---|--|
| Year                     | Key deals   | No. of people transferred  |
| 2001                     | Datacenter activities   | 1100   |
| 2002                     | Workplace management and end-user services  | 600  |
| 2002                     | Software House Services   | 640  |
| 2003                     | Outsourcing KPN's Agora Intranet  | 9  |
| 2005                     | E-Plus operations (KPN's subsidiary in Germany)   | 180  |
| 2005                     | Contrado Technologies   | 270  |
| 2006                     | BASE IT operations (KPN's subsidiary in Belgium)  | 40   |
| 2006                     | ALL IP  | -  |
| 2006                     | Accenture, Getronics, Atos Origin and KPN jointly supply workplace services for 53,000 ING employees in Europe  | 430 ING employees in the Netherlands and Belgium transferred to Atos Origin, Getronics and KPN |
| 2007                     | Renewal of outsourcing agreements. Sole System Integrator for Enterprise Application Integration and for Delivery Orchestration<br>Transfer of three of six datacenter sites in the Netherlands back to KPN |  |
| 2007                     | 3 years contract for the management of 192 mission-critical applications which brings together the majority of KPN's internal applications  |  |

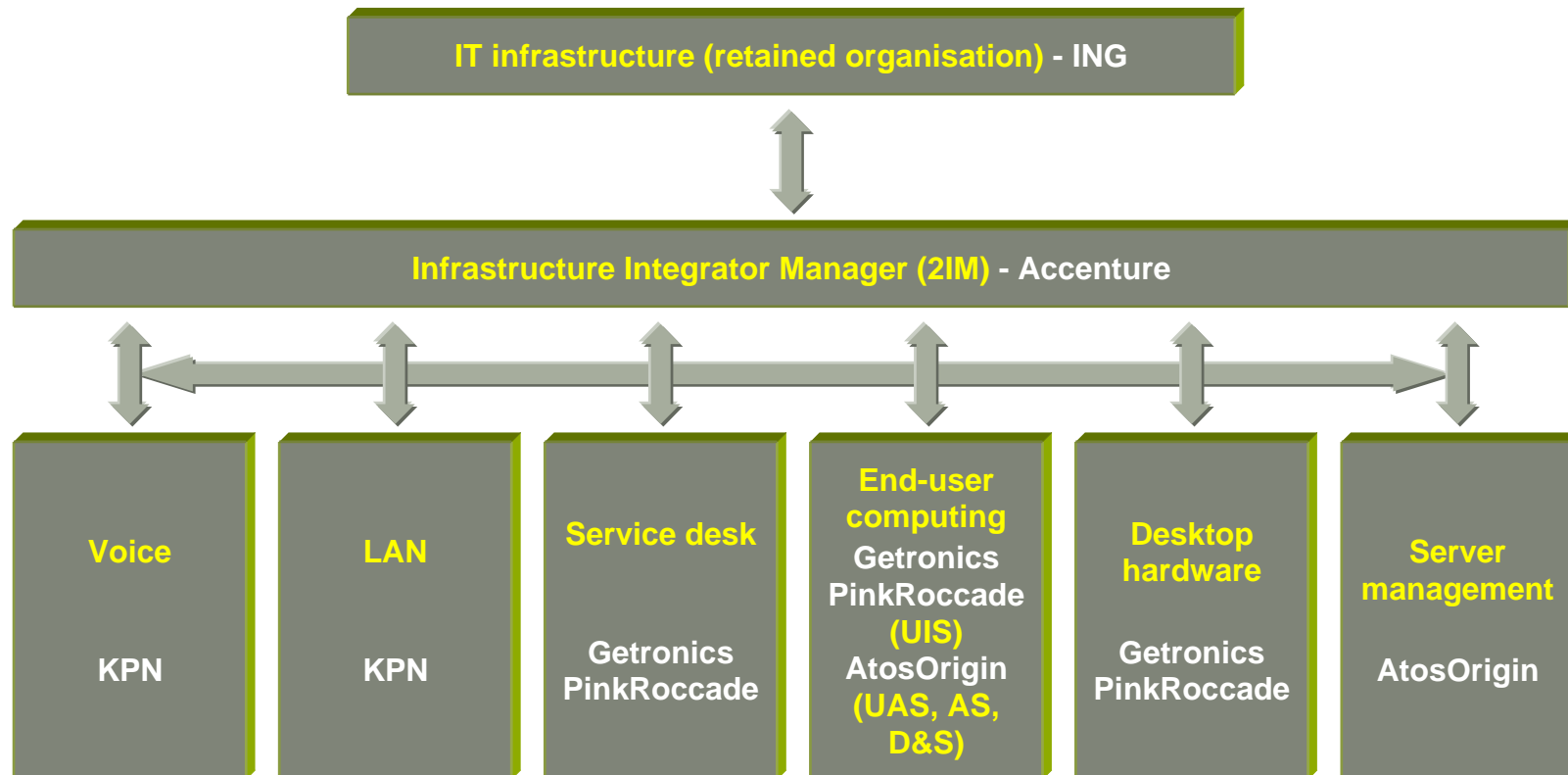
# Realizing Business Value



- » Substantial Cost Reductions
  - » Saving EUR 100 ml per annum between 2002 and 2005
- » Successfully Integrating People
  - » Successfully transferred and integrated over 2,700 employees from KPN, ePlus and Base, with a high retention rate
- » Providing Flexibility and Innovation
  - » Collaborative KPI approach
  - » Increase flexibility in legacy domain
  - » KPN, from client to partner >> Datacenter & Desktop services
  - » All-IP, architecture, processes, governance.
  - » EAI program, 2003 – 2007, initiator, business case, governance, business, off-shoring
  - » “Get the basics right” Business market program

**From initial outsourcing IT Infra & Apps,.... to business value creation  
in a highly dynamic TELCO environment**

## Atos Origin together with KPN in ING's Multi-Vendor Workplace services deal



# Now Delivering for the New World



- » As its sole System Integrator for Enterprise Application Integration, Atos Origin has most recently signed a three-year contract with KPN for the management of 192 mission critical applications which brings together the majority of KPN's internal applications:
  - » Billing, CRM, SRMO

# Summary

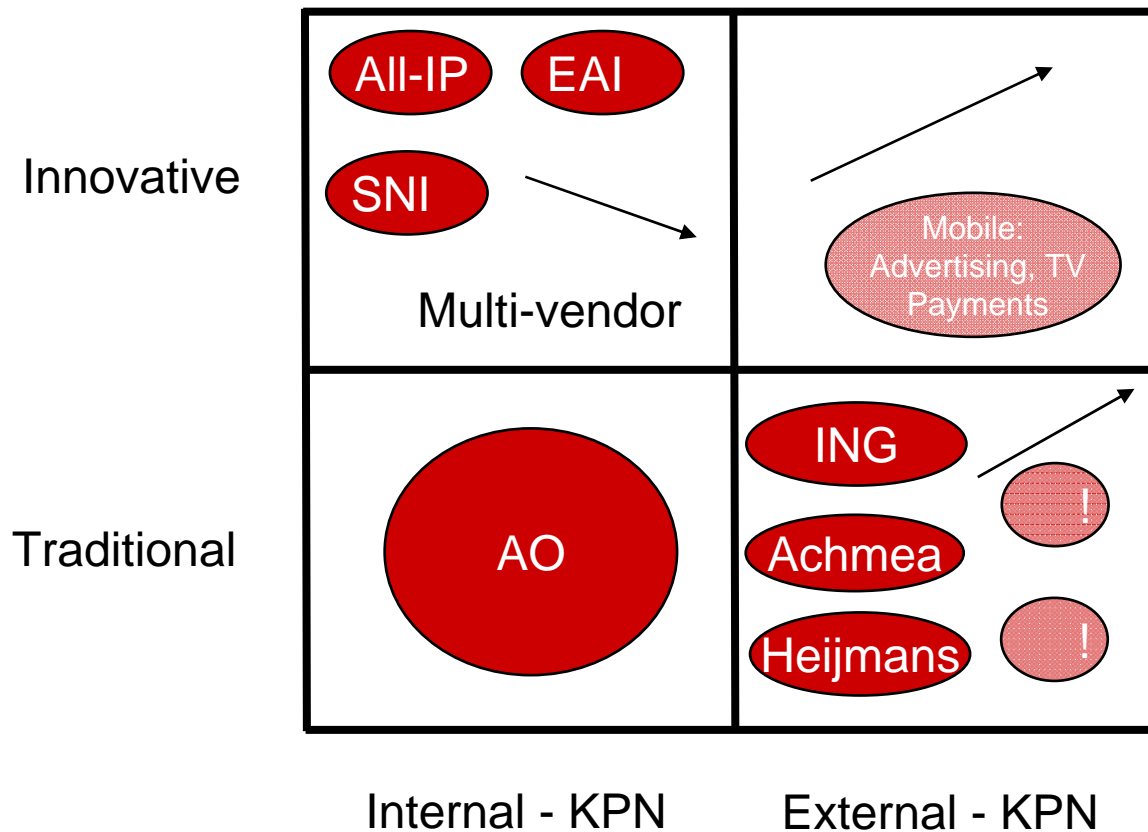


- » **Multi-specialist**
  - Full range of Atos Origin capabilities: BC, SI, MO
- » **Collaborative**
  - Atos Origin with other partners
- » **Innovation**
  - Business Value based
- » **Operational Excellence**
  - Ability to driving down costs

**Atos Origin seen as a trusted partner**

**“How” you work with customers is as important as “What” you deliver**

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Any Questions?