

Press release

Nanterre, 2nd April 2009

ECS obtains ISO 9001:2008 certification for all its leasing and IT infrastructure services across Europe.

A testament to the high quality of service delivered by ECS, this certification encompasses four elements: a renewal of the group's existing certification for infrastructure services, an extension of certification to include its leasing services, an extension of the geographical scope to include 14 countries, and a transition from ISO 9001:2000 to version 2008.

The ISO 9001:2008 standard guarantees ECS' clients optimal organisation and response times in order to satisfy their requirements and is a reflection of employees' expertise and the quality of services delivered.

ECS' Quality Management System, which applies to all the group's departments and subsidiaries, focuses on customer satisfaction and the ongoing improvement of performance and service, with satisfaction surveys regularly sent to customers.

"This is the result of a group effort spanning three years, during which all ECS' employees worked towards a common goal: optimising the company's organisation with a view to gearing our strategy towards customer satisfaction and building upon the trust we have established with our clients over the years," says Laura Barracco, Director of Strategy and Development and who is in charge of the Quality project.

"In addition to proving our commitment to delivering quality service, this certification will also enable us to help our clients develop their business in new markets, both nationally and internationally," says Laura Barracco.

ECS is thus one of the first companies in the world to be awarded ISO 9001:2008 certification, for its leasing and IT services.

About ECS

A wholly-owned subsidiary of Société Générale Group, ECS is the European leader in IT infrastructure management.

ECS offers ongoing support to help its clients achieve optimal availability, flexibility and control of their IT resources, thereby enhancing their company's market competitiveness and profitability. With its expertise in IT leasing and distributed and centralised infrastructure services, ECS can offer companies an end-to-end solution that is tailored to their requirements:

Value-add leasing services:

- Flexible budget management solutions tailored to the company's technological environment
- Administrative and logistical management services – tracking of leased assets and budget allocation
- Expertise in structured leasing solutions and off-balance-sheet financing

Services IT:

- Business Continuity for IT assets and related services
- Selective outsourcing of centralised or distributed infrastructures
- Expertise in designing and implementing high availability, security, consolidation and virtualisation solutions

ECS: key figures

+ 35 years' experience
€ 1.9 billion turnover
1,600 employees, including 600 IT service staff
65 offices in 16 countries
12,000 clients
1,100,000 PCs leased
32,000 servers under maintenance

For more information: www.ecs-group.com

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