
ACTIVITY REPORT

2020

Solutions30

Solutions for New Technologies



SOLUTIONS 30 IN 2020

OUR MISSION

Making the technological changes that are changing our everyday lives more accessible to everyone in their homes and businesses.

The ongoing digital revolution is changing the world, shaking up society and disrupting usage patterns. Digital technologies are spreading faster and faster, digitizing the world, but still more rapid-response services are needed to outfit businesses and homes, assist users, and allow everyone to benefit from the technologies that now shape our daily lives.

6 business sectors that our rapid-response multi-technology services are adapted to, helping to accelerate the digital transformation of the economy.

A true stakeholder in the digital revolution, SOLUTIONS 30 connects businesses and individuals to networks, installs and maintains digital equipment, and supports end users.

Solutions 30 helps its customers, large international groups, to outsource these activities, which are difficult to make profitable, but of strategic importance. It helps them to shorten technology roll-out times and provides end users with effective support.



TELECOM

Fixed, mobile, broadband and ultra-high-speed Internet connections



IT

IT hardware and infrastructure



ENERGY

Smart meters, electric vehicle charging stations



RETAIL

Payment terminals – POS systems



SECURITY

Home monitoring and automation systems



IoT

All other connected devices (especially for eHealth)

SIGNIFICANT GROWTH IN EUROPE



€819.3 million



OF REVENUE IN 2020

2003



GROUP FOUNDED

15.700



EXPERT TECHNICIANS

60.000



DAILY APPOINTMENTS

+30%



AVERAGE ANNUAL GROWTH IN 10 YEARS

A large European footprint

Solid technical platform, the backbone of what makes the group efficient

59%



OF REVENUE FROM MAINTENANCE ACTIVITIES

SOLUTIONS 30 technicians are called on-site to users (individuals or companies) on behalf of SOLUTIONS 30's clients. They are the key to creating a positive user experience and managing the customer relationship.

The density of the SOLUTIONS 30 network ensures that the right technician is available in the right place, at the right time, and at the best price.

Since its creation in 2003, SOLUTIONS 30 has proven itself a trusted partner for major technology groups.

The organization combines exponential growth and operational efficiency by using an IT platform that ensures the right skills are available in the right place, at the right time and at the lowest cost. Between 1-2% of revenue is invested in this platform every year since the group was founded.

GOVERNANCE

SUPERVISORY BOARD

An independent Supervisory Board to oversee group management practices and advise the Management Board, while ensuring compliance with applicable rules and regulations.

The Supervisory Board is composed of six members, all of whom are independent, and is supported by three specialized sub-committees: the Nominations and Remunerations Committee, the Audit Committee, and the Strategy Committee.



Alexander SATOR
Chairman of the Supervisory Board since September 2018
Chairman of the Nominations and Remunerations Committee
German - Independent Member



Francesco SERAFINI
Vice-chairman of the Supervisory Board since May 2017
Strategy Committee
Nominations and Remunerations Committee
Italian - Independent Member



Caroline TISSOT
Member of the Supervisory Board since May 2017
Strategy Committee
French - Independent Member



Paul RAGUIN
Member of the Supervisory Board since April 2018
Audit Committee
French - Independent member since 2020



Jean Paul COTTET
Member of the Supervisory Board since April 2018
Chairman of the Strategy Committee
French - Independent Member



Yves KERVEILLANT
Member of the Supervisory Board since April 2019
Chairman of the Audit Committee
Nominations and Remunerations Committee
French - Independent Member

MANAGEMENT BOARD

A streamlined management board to oversee the proper execution of our profitable growth strategy.

The Management Board is made up of six members, and is supported by two types of executive committees: group committees (support and group-wide functions) and country committees (operational management).



Gianbepi FORTIS
Chief Executive Officer since 2005
Italian



Amaury BOILOT
Chief Financial Officer.
Member of the Management Board since May 2017
French



Luc BRUSSELAERS
Chief Revenue Officer
Member of the Management Board since July 2020
Belgian



Franck d'ALOIA
Chief Operations Officer in charge of Integrations
Member of the Management Board since September 2019
French



João MARTINHO
Chief Operations Officer in charge of Performance
Member of the Management Board since September 2019
Portuguese



Robert ZIEGLER
Chief Operations Officer in charge of Transformation
Chairman of the Group Executive Committee
Member of the Management Board since April 2021
German

“OUR TEAMS HAVE SHOWN UNFAILING COMMITMENT IN AN UNPRECEDENTED CONTEXT”

MESSAGE FROM THE SUPERVISORY BOARD

“Despite the ongoing public health crisis, which has upended our lives and will likely have a lasting impact on our behaviors, Solutions 30 has continued to grow steadily.”

Given the challenges of this unusual situation, including the primordially important issue of ensuring our employees’ safety, the group’s operational management focused all of its energy on finding the best solutions to continue providing services to our customers. All of our employees joined in, making the extra effort to do their jobs efficiently and professionally, especially when our activities were in high demand during the pandemic.

Throughout that year like no other, telecommunication networks proved to be especially strategic. They not only allowed countries’ economies to continue functioning, but they also fostered new forms of virtual social connections between people. Because they are an essential part of deploying networks and providing operational services, our teams were in the field throughout Europe

2020 was also a year that saw Solutions 30 continue evolving in this direction: being added to the SBF 120 index was an important step that will push us to continue improving and to keep up with the latest best practices. Solutions 30 has grown quickly, creating its internal structures at an accelerated pace, sometimes not even fast enough. Today, the group has the tools it needs to improve its processes, its risk management, and its compliance, while remaining agile and flexible and pursuing its corporate social responsibility efforts.

We know that the teams are determined to enter this new stage in our transformation with energy and enthusiasm as we draw ever closer to our target of €1 billion in annual revenue.



“AN EFFECTIVE AND RESILIENT BUSINESS MODEL”

MESSAGE FROM THE GROUP MANAGEMENT BOARD

“In 2020, the Solutions 30 model proved its adaptability and resilience. We maintained our double-digit growth and high profitability despite exceptional market circumstances”

2020 will, of course, be remembered for the public health crisis that put us all to the test, both individually and collectively. In these times, which were as unexpected as they were unprecedented, our markets held up and we were able to adapt quickly to new ways of working. Our employees showed extraordinary commitment and we would like to take this opportunity to thank them for everything they were able to accomplish. When lockdown orders forced most people to stay at home, many of our employees were in the field, ensuring that everyone could continue to work from home and stay connected with their loved ones.

Against the backdrop of an unprecedented context, Solutions 30 has proven the resilience of its business model, its operational and financial flexibility, and its ability to seize new opportunities, particularly in the telecoms sector. This trend is expected to intensify in the coming years since favorable announcements are multiplying throughout Europe, both from governments and service providers, to accelerate the development of ultra-high-speed fixed and mobile telecom infrastructures, as well as the energy transition.

Backed by solid references, a particularly dense European network, and a recognized ability to scale quickly, Solutions 30 has ramped up its sales efforts in recent months to position itself in high-potential geographic markets and replicate the group's success in France and the Benelux throughout Europe.

2020 was also the beginning of a new stage in the group's maturity, with shares in the company moving to Compartment A of the Euronext exchange, being added to the SBF 120 index, and our entry into the British market. Since its creation, Solutions 30 has been a fast-growing company and has structured itself at each stage of its development around very solid fundamentals. Today, as we welcome Robert Ziegler onto the management board as our new Chief Transformation Officer, we know he will help us to transform and solidify our group even faster, in line with our long-term sustained growth objectives.

We are entering into a critical phase in our development, one that will allow us to shore up our foundations so that we can build a new future for Solutions 30, one based on practices that are responsible and sustainable.

SOLUTIONS 30, EUROPEAN LEADER IN RAPID-RESPONSE TECHNOLOGY SERVICES

To serve a market that is growing exponentially, we have developed a competitive range of multi-technology services based on a profitable, efficient, and scalable organization.

THREE PERFORMANCE LEVERS

VOLUMES



HIGH AND RECURRING
VOLUMES :

- Securing high-volume markets through numerous multi-year partnerships with the largest technology groups in various activity sectors
- Standardizing installation and service processes to maximize economies of scale
- Enriching technicians knowledge base in real time to continuously increase our know-how and efficiency

DENSITY



DENSE TERRITORIAL
COVERAGE :

- 15,700 technicians across Europe
- Pooling of skills and technical resources
- Optimization of travel times
- Reduced response times

AUTOMATION



EFFICIENT ORGANIZATION
BASED ON AN IT PLATAFORM :

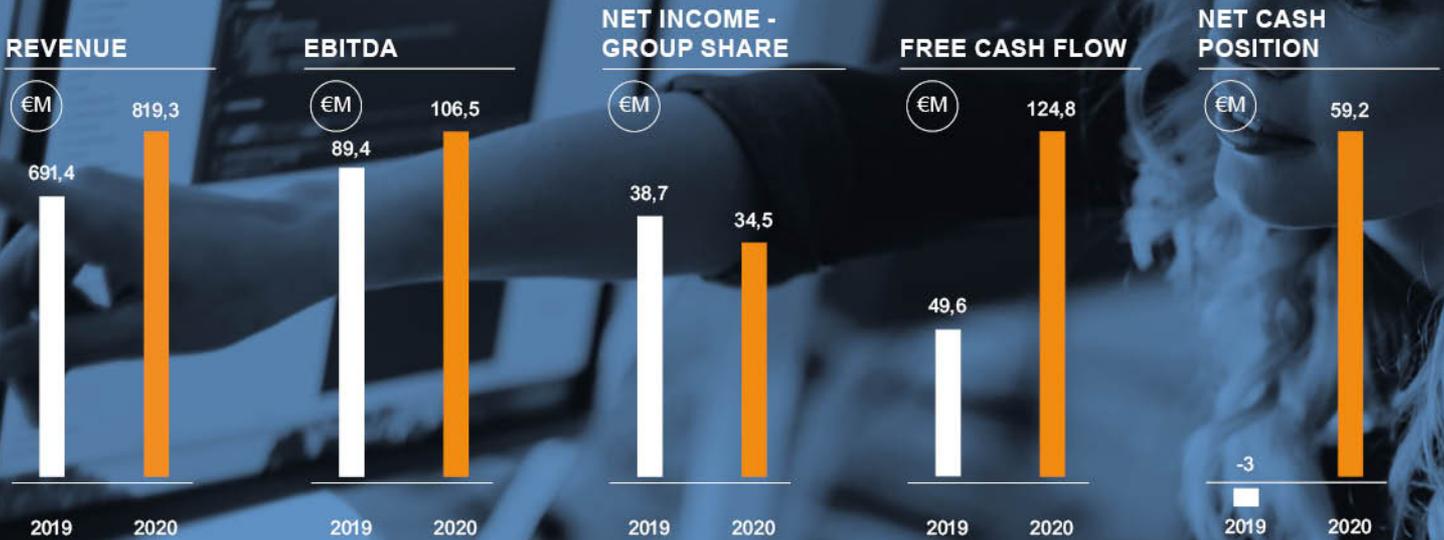
- Automation of repetitive and time-consuming tasks for an organization that focuses on customer satisfaction
- Simultaneous and real-time schedule and route planning and optimization
- Rapid integration of new resources to ensure fast and efficient scale-up

- MARKET PIONEER, SOLUTIONS 30 HAS EARNED THE LOYALTY OF MAJOR EUROPEAN TECHNOLOGY GROUPS.
- A CONSTANTLY EXPANDING RANGE OF SERVICES TO MEET CUSTOMER NEEDS AND SEIZE NEW GROWTH OPPORTUNITIES.



- A DOMINANT POSITION IN ALL REGIONS WHERE THE GROUP IS PRESENT, FOR INCREASED COMPETITIVENESS.
- A LOW CAPITAL-INTENSITY MODEL AND A FLEXIBLE COST BASE THAT GUARANTEE EFFICIENCY AND AGILITY.

FISCAL YEAR 2020 HIGHLIGHTS



HIGHLIGHTS 2020

MARCH

Initial lockdowns in Europe due to the COVID-19 pandemic. Measures put into place to protect teams while continuing to operate.

APRIL

Earnings made public under IFRS for the first time.

JULY

Transfer of Solutions 30 shares to Compartment A of the Euronext Paris exchange.

SEPTEMBER

Solutions 30 stock added to the SBF 120 index.

NOVEMBER

Acquisition of a 60% stake in Algor SRL, a specialist in technical field services dedicated to mobile networks in Italy.

DECEMBER

Entry into the UK market with the acquisition of Convergent Holding Limited, a specialist in dedicated mobile network technical services.

Major contract signed with Fluvius to install 40% of smart meters for this Dutch service provider.

OUTLOOK FOR 2021:

ANOTHER YEAR OF DOUBLE-DIGIT, PROFITABLE GROWTH
THE BILLION-EURO REVENUE TARGET IS GETTING CLOSER.

A GROWTH STRATEGY DRIVEN BY MAJOR STRUCTURAL TRENDS

Every day, the Solutions 30 teams facilitate these changes by helping service providers to adapt, and users to make the most of these technologies

DIGITAL TRANSFORMATION

Already the cornerstone of the digital revolution, networks are increasingly called upon to serve new purposes.

- Today, our lives are full of screens and simultaneous connections, we have access to an ever-expanding array of content, video streaming has become common, and more people are working remotely.
- Tomorrow, we will have connected cities, Industry 4.0, autonomous vehicles, smart buildings, connected objects, and edge computing.

Fixed and mobile networks are adapting and growing: broadband and ultra-high-speed networks, optical fiber, and 5G are transforming the way we live, move, work, and play. During the pandemic, networks were under heavier loads than ever, with everyone trying to stay connected to school, work, or family.

ENERGY TRANSITION

Energy efficiency and renewable energy are becoming a reality as we come to terms with the urgency of climate change, and there are various implications for major energy companies:

- Rolling out smart electricity and gas meters to better predict and control energy consumption.
- Rolling out new technologies to help manage energy consumption better.
- Adapting networks that were originally designed to be supplied by a limited number of production sites, but that are now supplied by a growing number of producers scattered across a wide geographic area.
- Installing charging stations to support the development of electric mobility.

STRONG VALUES FOR SUSTAINABLE GROWTH

39%

share of new employees
under 30 years old

2.442

jobs created
(including replacements)



6.330

employees in
2019

7.311

employees in
2020

Solutions 30 bases its growth on strong values, guaranteeing satisfaction for all its stakeholders.

Solutions 30 relies on a strong growth dynamic to realize its commitment to job creation. The men and women who make up the group drive its success with their everyday work.

SKILLS

Solutions 30 teams are trained in the latest technologies to guarantee service quality.



INITIATIVE

A strong corporate culture gives everyone the opportunity to realize their potential, to develop skills and grow.



SENSE OF SERVICE

A sense of customer service guides all of our commitments and is reflected in our customer satisfaction levels.





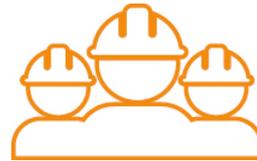
UNWAVERING COMMITMENT FROM OUR TEAMS THROUGHOUT THE YEAR

THANK YOU!

We adapted quickly so that we could continue serving our customers and we put measures in place to:



Protect the health of our employees.



Ensure service continuity in sectors that were deemed “essential.”

ACROSS EUROPE WE CONTINUED TO:

- **Deploy fiber so that everyone can stay connected to their loved ones, work, or school.**

In France, our technicians managed to keep up with high demand for ever faster connections.

- **Adapt our processes for remote support and home delivery of devices.**

In Belgium, the need for repairs exploded while stores were closed. We delivered replacement devices to customers’ homes and helped them stay connected.

- **Help people to acquire computer hardware.**

In Italy, we donated refurbished IT hardware to non-profit organizations.

- **Help our customers transition to working remotely.**

As for our banking partners, we equipped their teams at record speed so that they could work remotely. We configured, secured, and delivered over 3,600 devices (tablets or laptops), in only a few weeks.

- **Help children continue with school.**

In Ribeira, Spain, our teams connected students and schoolchildren to the Internet free of charge so that they could access their online courses.