

ACTIVITY REPORT 2021



Solutions30

Solutions for New Technologies



OUR MISSION

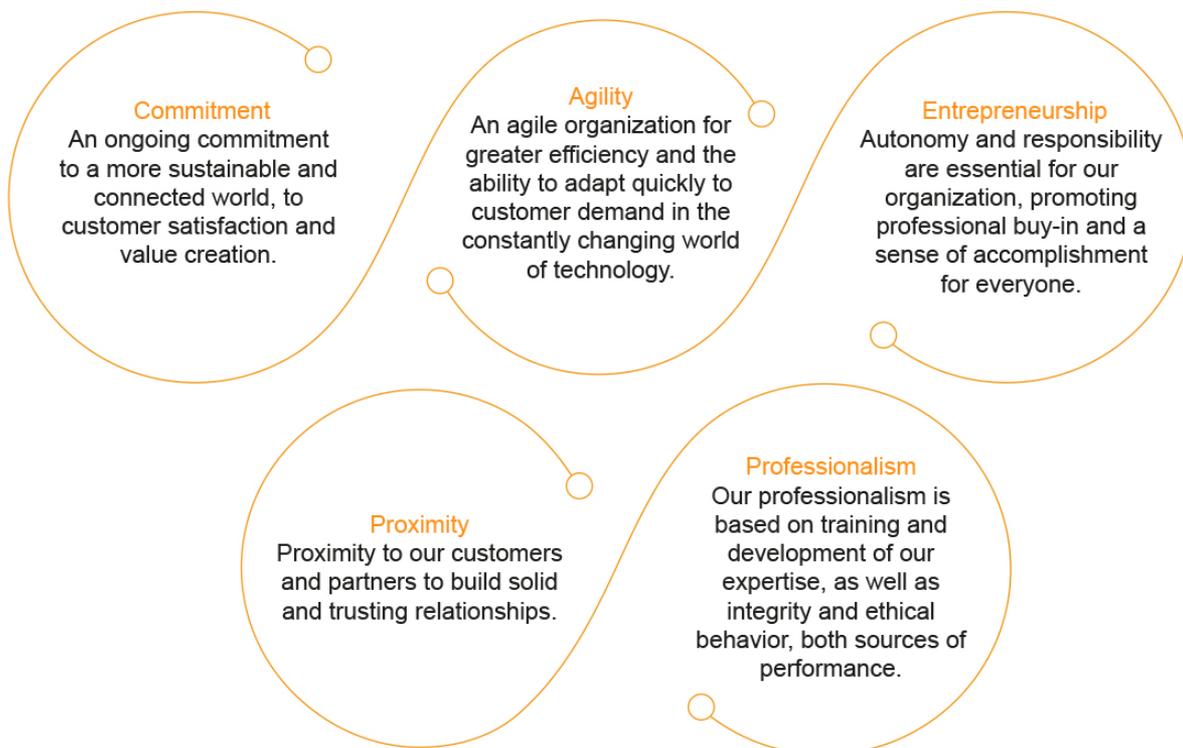
Making the technological changes that are transforming our everyday lives more accessible to everyone in their homes and businesses.

The ongoing digital revolution is transforming the world, shaking up society while disrupting usage patterns. Digital technologies are spreading faster and faster, and at the heart of this transformation, more rapid-response services are needed to outfit businesses and homes, assist users, and allow everyone to benefit from the technologies that shape and have become necessary parts of our daily lives.



OUR VALUES

Solutions 30's values are the principles that guide our approach to working with and supporting our customers, our employees, our suppliers, and our partners.



Commitment

An ongoing commitment to a more sustainable and connected world, to customer satisfaction and value creation.

Agility

An agile organization for greater efficiency and the ability to adapt quickly to customer demand in the constantly changing world of technology.

Entrepreneurship

Autonomy and responsibility are essential for our organization, promoting professional buy-in and a sense of accomplishment for everyone.

Proximity

Proximity to our customers and partners to build solid and trusting relationships.

Professionalism

Our professionalism is based on training and development of our expertise, as well as integrity and ethical behavior, both sources of performance.

6 BUSINESS SECTORS

We offer rapid-response multi-technology services to help 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 of strategic importance, but not a part of their core business. We help them shorten technology roll-out times and provide end users with continuous and effective support.



HISTORIC EUROPEAN GROWTH



EXPERT TECHNICIANS
15,000



DAILY CALL-OUTS:
75,000
SINCE 2003
more than
50 million

A large European footprint

Solutions 30 technicians work directly with users (individuals or companies) on behalf of the large groups they represent. 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.

Our solid technology platform is the backbone of Solutions 30's effectiveness

Since its creation in 2003, Solutions 30 has been 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 best price. Between 1 and 2% of revenue is invested in this platform every year and has been since the group was founded.



GROUP FOUNDED
2003



AVERAGE ANNUAL GROWTH SINCE 2007
nearly 30%



2021 REVENUE
€874.0 million



RECURRING REVENUE SHARE
57%

GOVERNANCE

SUPERVISORY BOARD

Our independent supervisory board oversees the management practices and advises 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 subcommittees: 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

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

French
Independent member

Pascale MOURVILLIER



Member of the Supervisory Board since December 2021
Audit Committee

French and Swiss
Independent member

Francesco SERAFINI



Member 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

MESSAGE FROM THE SUPERVISORY BOARD



“THE GROWTH POTENTIAL OF SOLUTIONS 30’S ACTIVITIES IS BASED ON SOLID AND LASTING TRENDS.”

In 2021, against the backdrop of lasting disruptions due to COVID-19, Solutions 30 continued to pursue its mission: providing better access to the digital and connected world on a daily basis.

In a world where the digital transformation, the energy transition, and new forms of mobility are becoming more and more important, the growth potential of Solutions 30’s activities is based on solid and lasting trends.

Based on the success of its growth strategy in France and the Benelux region, Solutions 30 has employed similar strategies in other European countries, always in pursuit of its goal of long-term success. Supported by public policies in place at the European level, Solutions 30’s internationalization picked up speed in 2021, and it will continue to do so, paving the way for strong growth in the years to come.

As part of our commitment to strengthen Solutions 30’s organizational structure to help meet our goals, we were happy to bring on Pascale Mourvillier and her audit and finance skills at the end of 2021 as the newest member of our Supervisory Board. We are committed to expanding the expertise of our board as part of Solutions 30’s strategy to protect its long-term growth and sustainable value creation.

Solutions 30 is at a turning point in its growth and the Supervisory Board is supporting the Management Board more than ever to help us sustainably and responsibly achieve our goals.

Alexandre Sator
Chairman of the Supervisory Board

MANAGEMENT BOARD

Our management board focuses on the proper execution of our profitable growth strategy.

The Management Board is made up of five additional members and is supported by two types of executive committees: a Group Executive Committee (support and group-wide functions) and a Country Executive Committee (operational management).

Gianbeppi FORTIS



Chairman of the Management Board 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

MESSAGE FROM THE MANAGEMENT BOARD



“WE ARE ENERGIZED, CLEAR-EYED,
CONFIDENT, AND DETERMINED TO START
A NEW CHAPTER OF GROWTH IN THE
COMPANY’S HISTORY.”

After two years of unprecedented disruption, due to the pandemic, Solutions 30 has proven to be sound and its activities are firmly positioned in markets with solid growth opportunities. We can therefore look to the future with confidence.

Our 2021 financial figures show that Solutions 30 is engaged in both transitional and fast-growing markets. In France, after a decade of strong growth driven by installation activities, we are now shifting to focus on the market’s maintenance needs, which will eventually occupy a large portion of our staff. In other European countries, we are increasing our market share in the booming telecom and energy sectors.

The energy and digital transitions are picking up pace, driven by unprecedented European-level recovery measures. Economic recovery has become even more of a priority to meet sustainable development and sovereignty goals, issues that the war in Ukraine have thrown into sharp relief.

This means that plans to roll out 5G, install fiber-optic cable, improve access to renewable energy sources, as well as the rise of electric mobility have created significant new demands that Solutions 30 is perfectly positioned to meet.

For Solutions 30, 2022 will be a year of ramping up rollouts across Europe while also solidifying our proven and successful business model. For this, I would like to thank all our employees, who continue to show their commitment, ensuring Solutions 30’s success.

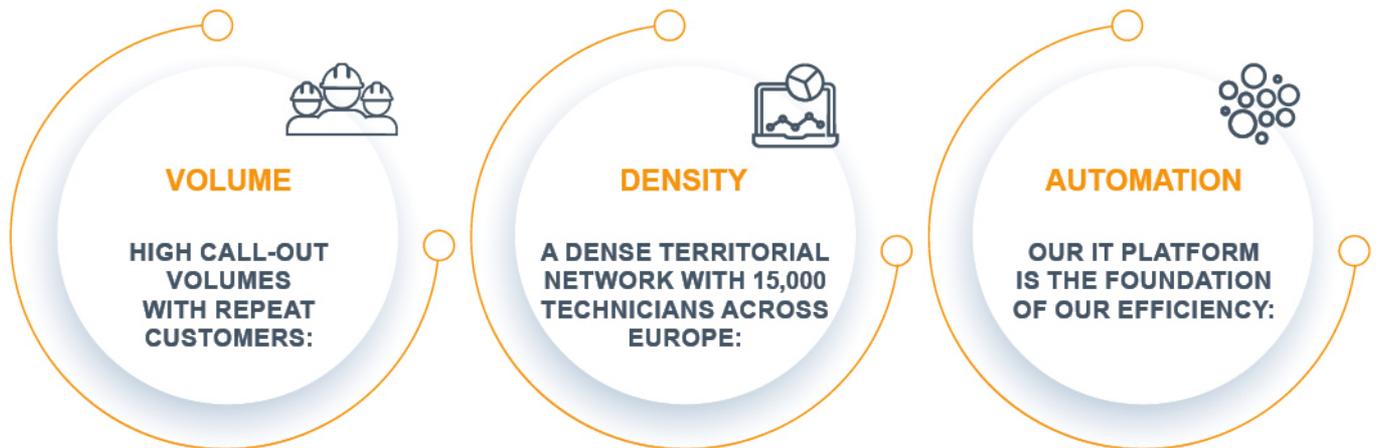
Never in our nearly 20-year history have we had such a positive outlook, nor on such a scale across all our markets. We are energized, focused, confident, and determined to achieve our mission: building an international group that can partner with even the largest European clients and that is ready to add a new chapter of growth to its history.

Gianbeppi Fortis
Chairman of the Management Board

SOLUTIONS 30, EUROPEAN LEADER IN RAPID-RESPONSE TECHNICAL SERVICES

To better serve markets experiencing exponential growth, we have developed a range of competitive multi-technology services

THREE PERFORMANCE DRIVERS

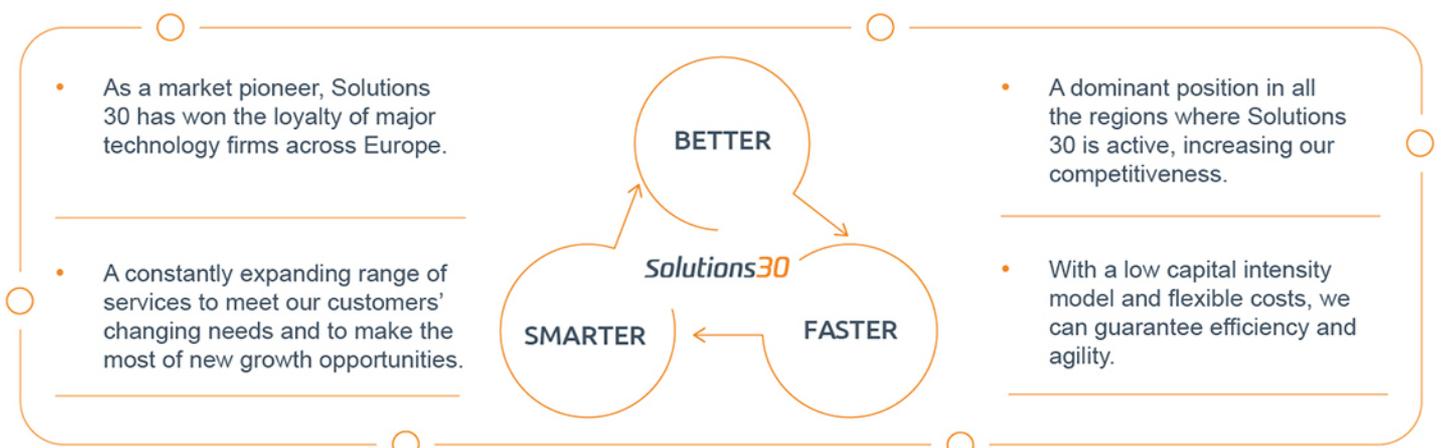


VOLUME
HIGH CALL-OUT VOLUMES WITH REPEAT CUSTOMERS:

DENSITY
A DENSE TERRITORIAL NETWORK WITH 15,000 TECHNICIANS ACROSS EUROPE:

AUTOMATION
OUR IT PLATFORM IS THE FOUNDATION OF OUR EFFICIENCY:

- Securing high-volume contracts through multi-year partnerships with major technology groups from various business sectors
- Standardizing interventions to maximize economies of scale
- Adding to our knowledge base in real time to constantly increase service providers' expertise and effectiveness
- Sharing skills and technical resources
- Optimizing travel
- Reducing call-out lead times
- Automating repetitive and time-consuming tasks to better focus on customer satisfaction
- Simultaneous planning and optimization in real time for schedules and itineraries
- Integrating new staff members quickly, ensuring fast and efficient onboarding



- As a market pioneer, Solutions 30 has won the loyalty of major technology firms across Europe.

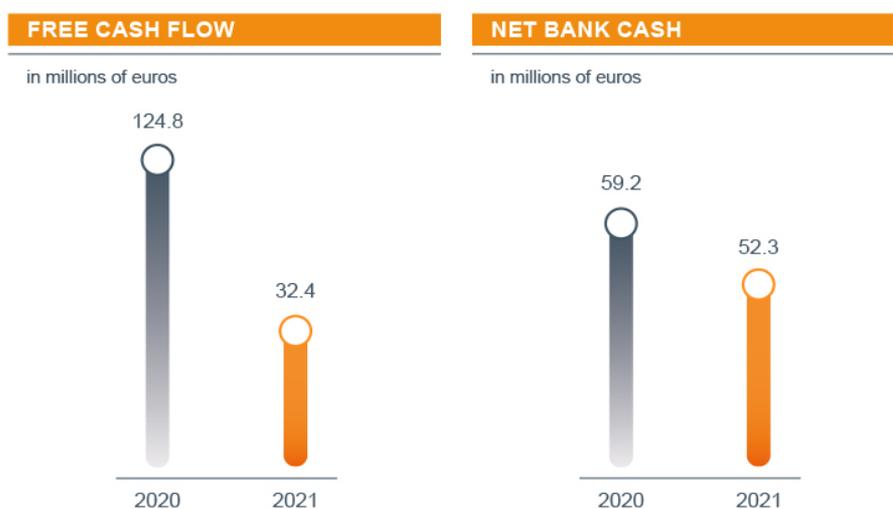
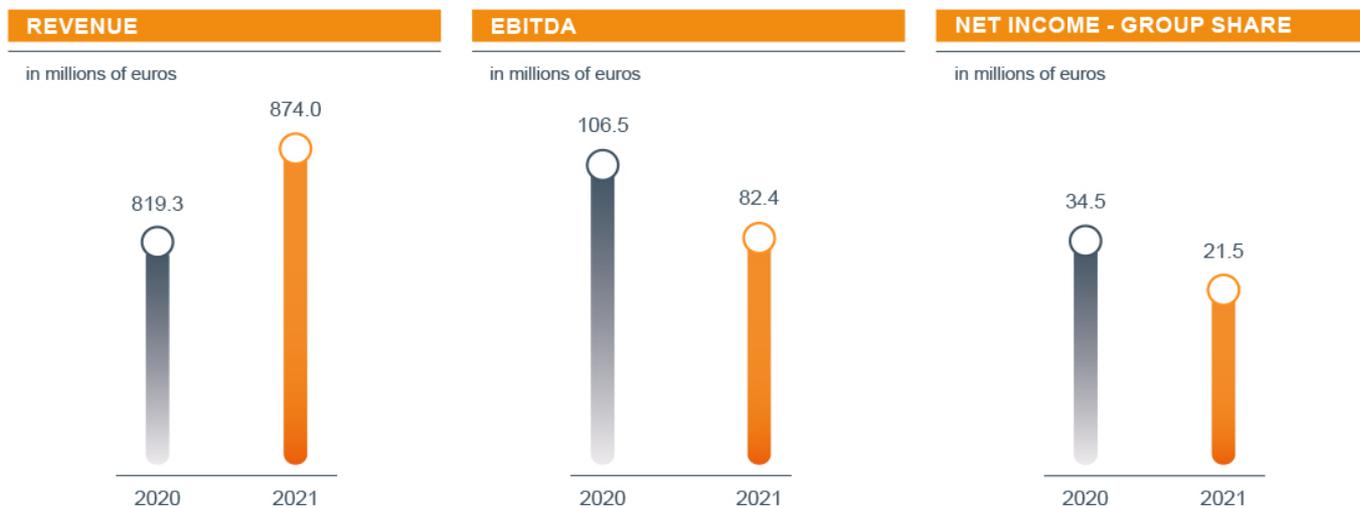
- A constantly expanding range of services to meet our customers' changing needs and to make the most of new growth opportunities.

- A dominant position in all the regions where Solutions 30 is active, increasing our competitiveness.

- With a low capital intensity model and flexible costs, we can guarantee efficiency and agility.

FINANCIAL PERFORMANCE

2021 KEY FIGURES



2022 OUTLOOK:

PROFITABLE GROWTH CONFIRMED FOR 2022 AND SET TO ACCELERATE IN THE SECOND HALF OF THE YEAR.

A SUSTAINABLE GROWTH STRATEGY BASED ON PROMISING MAJOR STRUCTURAL TRENDS



DIGITAL TRANSFORMATION

Networks are the foundation of the digital revolution, and so are always being pushed to meet new needs:

- More screens and simultaneous connections, content that takes up more and more space, the general adoption of video conferencing, streaming, and remote working.
- Connected cities, Industry 4.0, autonomous vehicles, smart buildings, connected objects, and soon, edge computing.

Fixed and mobile networks are adapting and expanding. High and ultra high-speed, fiber-optic and 5G connections are changing the way we live, the way we get around, the way we work, and the way we have fun. During the pandemic, more demands were placed on networks than ever before, with everyone trying to stay connected to their studies, their job, and their loved ones.

Today, countries across Europe are upgrading their telecommunications networks to increase their performance. Solutions 30 is ready to support national service providers with roll-outs, subscriber connections, and adopting new technologies.

ENERGY TRANSITION

Energy efficiency, European energy sovereignty, and renewable energy have become critical issues, as energy producers feel the effects of the geopolitical context and the looming climate crisis:

- Installing smart electricity and gas meters to better predict and reduce energy consumption.
- Adapting networks that were designed to draw power from a limited number of production sites, but that are now connected to a growing number of widely distributed producers.
- Installing charging stations to support the growth of electric mobility.

Other growth opportunities for Solutions 30 include expanding recharging infrastructure to accelerate the rise of electric mobility, tapping the solar potential of unused sites, such as roofs, open areas, and parking lots, and installing connected objects to help manage energy consumption.

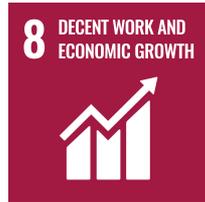
HELPING MAKE THE WORLD MORE SUSTAINABLE

As a responsible corporate citizen, Solutions 30 has adopted a holistic approach to environmental, social and governance policy that takes all its stakeholders into account.

SUSTAINABLE DEVELOPMENT GOALS



By making technological innovations that can change our daily lives more widely available, both at home and at work, we are helping to make the economy more inclusive and sustainable.



Our strong growth has allowed Solutions 30 to make important commitments to job creation. The men and women who work with us daily are the foundation of our success.



To promote further growth and to develop new skills, Solutions 30 has launched a training program for young people without degrees or those looking to change professions, making it easier than ever to join the company.



Solutions 30 always aims for excellence when it comes to the safety of people and property, which is why it sought out certification under ISO 45001:2018 Occupational Health and Safety Management Systems).

15,000
expert technicians

41%
of new employees
are under 30 years old

168,338
hours of training provided
in 2021

3.6/5
Team satisfaction

