

## THE MINISTRY OF THE ECONOMY, FINANCE AND EMPLOYMENT HAS AWARDED THE MAINTENANCE OF ITS CENTRAL ADMINISTRATION EQUIPMENT POPULATION TO OSIATIS.

The equipment population to be maintained includes more than 30 000 items (workstations, printers, peripherals) throughout french territory

Vélizy, 4 September 2007

For the past many years, the Ministry of the Economy, Finance and Employment ("MINEFI") has entrusted the maintenance of the equipment used by its central administration to a service provider in order to focus on its public service mission. In 2006, the Ministry decided to invite bids for a new maintenance contract for the 370 sites of its central administration, located throughout French territory. The purpose is to maintain service at all times in order to improve service quality. This is done using procedures based on management of ITIL processes.

Osiatis is a leading French IT service provider specialised in selective and future-proof IT management with complementary offers in the areas of engineering, support services and infrastructure and applications maintenance.

Osiatis has a workforce of almost 3,000 employees and is established in France, Belgium/Luxembourg, Spain and Austria.

*Osiatis is listed on Eurolist of Euronext Paris Compartment C (ISIN code: FR0004044337) and included in the MIDCAC and SBF SM indices.*

Code: OSA  
Bloomberg: OSA.FP  
Reuters: OSA.PA

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A number of service providers, including OSIATIS, filed a bid for this project.

The Ministry decision reflected:

- resources and methods used for office hardware and software maintenance and for upgrades
- resources and methods proposed to guarantee and monitor service quality
- the cost of the services
- the service provider's capacity to commit itself to results.

Osiatis' bid reflected the Ministry's specifications and showed its capacity to stick to its commitments. Its experience with similar projects, its knowledge of the public sector (particularly owing to its collaboration with the Ministry of National Education) and its industrialised organisation enabled it to stand out from the competition.

Osiatis has already achieved the following:

- the requested service level was achieved in less than three months despite the constraints created by a complex history
- costs were brought under control and optimised
- Osiatis uses its regional agencies to provide flexible service to all French entities of the MINEFI's central administration with the same quality level, helping to improve user satisfaction and the image of the Ministry's IT Directorate.

The MINEFI plans to implement tools designed to step up the industrialisation of ITIL intervention processes and subsequently to open a user service centre.