



Press Pack | 2024

SUMMARY

Editorial from our CEO	3
Jacques POMMERAUD – Chairman and Chief Executive Officer, Inetum	
Press release	4
Inetum Way	6
Identity card & key figures	9
Our 4 Global Business Lines	10
Biography	12
Press contacts	13
Notes	14



Editorial from our CEO

Jacques Pommeraud

Chairman & Chief Executive Officer,
Inetum

A strategic approach to serve a renewed ambition as a European technology leader.

For more than 10 years, the Inetum Group has been growing continuously, driven by a strong appetite for acquisitions and organic growth, to reach a revenue of 2.5 billion euros in 2023, representing an annual growth rate of more than 12%. Inetum has become an international Group with 28,000 people, a footprint covering 19 countries, with strongholds in Europe: 8th in France, 5th in Spain, 3rd in Portugal and 2nd in Belgium.

In a constantly changing world, driven by technology and innovation, no company can afford to stand still. Our aim is to help our customers win, to meet the expectations of their employees and their own clients thanks to technology. Our mission is to make a positive difference by combining our sector expertise, hands-on approach, speed, agility and proximity to deliver the best possible technology.

With the arrival of Jacques Pommeraud at the head of the Inetum Group in March 2023, and with the support of its main shareholder Bain Capital Private Equity, the Group is entering a new phase of growth, structured around 5 pillars:

- Leverage the scale of a leading local player to customers in Europe, with a customer-centric approach based on geographic density (proximity with 130 sites)

- Deliver best-in-class business transformation services, as the preferred local partner for SAP, Salesforce, ServiceNow and Microsoft, to help organizations innovate and adopt new technologies, such as Gen AI
- Ensure competitive prices based on agility and efficiency, thanks to innovative tools and a high-quality onshore and offshore industrial production model
- An employer brand driven by pride and values, capable of attracting the best talent
- The unique approach of a BtoBtoS (Business to Business to Society) company as ESG leader in the IT services sector, supporting its customers in their social responsibility.

"This strategic plan sets us on an ambitious and exciting trajectory to achieve a new scale and reputation. We aspire to make a significant difference to our customers by offering them the very best in business transformation services and supporting them in their need for new technologies, such as GenAI. It's an ambition that gives current and new members of our team the opportunity to develop their careers, work on exciting projects and maintain their skills at the cutting edge of technology."

OUR PURPOSE

A compelling articulation of the impact we want to create for customers and in the world.

Most organizations aren't able to realise the full potential of digital. We're obsessed with helping our clients realise it.

The big 5 make digital transformation complex and slow. We are different. Our local proximity and relative scale make us faster and easier. A challenger mindset is key to how we will win.

**DIGITAL
IMPACT
– BUT FASTER,
EASIER AND FOR
THE GOOD OF ALL.**

All our competitors say they are trying to create that impact. Few are succeeding. 'But' picks a fight.

We have a high bar to help clients achieve more, perform better, and have more positive impact.

Working with people – not logos – to create access to technology's possibilities; including our employees, suppliers, and clients.

OUR STRATEGIC OUTCOMES

The 3-year outcomes of our strategy all of us must focus our time and effort on.

Impact obsessed people

Propositions that matter

Easy, inspiring client relationships

Faster, simpler model

OUR VALUES

How every one of us must operate to deliver our
Purpose and Strategic Outcomes.

We start with impact

We fight for better

We help each other

We get it done

28,000

TEAM MEMBERS



top
EMPLOYER

EUROPE
2024

CERTIFIED EXCELLENCE IN EMPLOYEE CONDITIONS

2023

€2.5

BILLION IN REVENUES

+3.7%

FY23 reported growth including acquisitions after IFRS



4

GLOBAL
BUSINESS
LINES

Inetum Consulting
Inetum Technologies
Inetum Solutions
Inetum Software



4

YEARS

Average long-term
contract length

98%

Contract renewal
rate in 2023

TOP

10

CLIENTS

Have been with
Inetum for **10 years**

19

COUNTRIES

FRANCE, SPAIN, PORTUGAL, BELGIUM,
MEXICO, LUXEMBOURG, POLAND,
MOROCCO, ROMANIA, BULGARIA,
SWITZERLAND, BRAZIL, TUNISIA,
COLOMBIA, PERU, UK, USA, INDIA, IRELAND



22

SERVICE CENTERS

Brazil, Colombia, France, India,
Morocco, Poland, Portugal,
Romania, Spain, Tunisia

130

OFFICES

Global Headquarters
in Paris, France
Mainly in Europe, Iberia
LatAm, Africa



+4

MAJOR
SOFTWARE

Propriety
solutions for a
large scope of
market sectors

Cleeva
Insurance Solution
inetum

Chronotime
workplace
Workforce Management Solution
inetum

Business
Document Unity
Content Management Solution
inetum

Cybersecurity
Solutions
inetum

REVENUE BY GLOBAL
BUSINESS LINE



4

strategic partners

Microsoft SAP salesforce servicenow

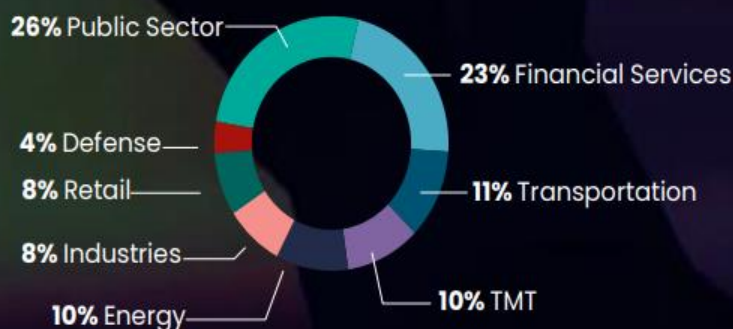
ALLIANCES NETWORK

aws Google outsystems
ORACLE IBM



8

SECTORS



7

FABLABS

Paris, Nantes, Lyon,
Ghent, Lisbon, Madrid,
Casablanca





Our 4 Global Business Lines

Inetum Consulting

Lead digital transformation journeys through deep sectorial expertise.

Advisory services adapted to the client context, from strategy to operational reality

- CIO Advisory
- Operational excellence
- Sustainability
- Data & AI

Inetum Solutions

Create value around specific solutions expertise.

Top notch solutions to transform customer relations and experience, corporate finance management and IT operating model.

- CRM / CX
- ERP
- ITSM
- GenAI



Inetum Technologies

Modernize and bring efficiency to the core IT through industrialized services.

Full-stack services for application and infrastructure management, focused on high-availability, flexibility and efficiency through industrialization.

- Custom development
- Infra management
- Cyber & Data

Inetum Software

Develop top-class software solutions for Insurance and Public Sector.

Software editor of leading solutions for Local Public entities, Core Systems for Insurers and other cross-industry solutions in Identity, Workforce and Document Management.

About Inetum

Inetum is a European leader in digital services. Inetum's team of 28,000 consultants and specialists strive every day to make a digital impact for businesses, public sector entities and society. Inetum's solutions aim at contributing to its clients' performance and innovation as well as the common good. Present in 19 countries with a dense network of sites, Inetum partners with major software publishers to meet the challenges of digital transformation with proximity and flexibility. Driven by its ambition for growth and scale, Inetum generated sales of 2.5 billion euros in 2023.

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Biography



Jacques Pommeraud is Chairman and CEO of Inetum since 2023. Prior to being appointed at Inetum, Jacques Pommeraud was Executive Vice President of Bureau Veritas in charge of France, Africa and Government Services. He started his career in Strategy Consulting with McKinsey & Co, in Paris and Boston. In 2009, he joined Atos to head up the Group transformation program and gradually extended his responsibilities until he was appointed CEO of Canopy Cloud. In 2014, he joined Salesforce Inc, as Senior Vice President & General Manager of Success Services (based in San Francisco, USA). He then took on a similar global role at SAP. Jacques Pommeraud, 46, holds a Master's degree in Engineering from the École Nationale des Ponts et Chaussées (France) and an MBA from INSEAD.

[LinkedIn](#)



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