



# Third quarter 2011-2012 trading update

(Turnover for the 9 months ended 31 December 2011)

**9,4% year-over-year growth in total turnover in the first nine months of this fiscal year. Services revenue is up by 6,1% while Products revenue is up by 16,9% compared to last year.**

Bruno Segers, Chief Executive Officer of RealDolmen, commented:

“We are pleased with these numbers. Year-to-date Services revenues are showing consistent growth due to the fact that most of our ratios continue to improve. In contrast with the last two years our headcount advanced thanks to increased hiring despite that the IT labor market remains very tight. Products revenue growth is strong year-over-year even if the actual third quarter numbers are lower than last year’s strong performance over the same period.

This quarter brought strong financial figures and new client deals. We are pleased to have won several awards among which the Trends ICT Gazelle Award.

Based on the current visibility and pipeline, we remain confident we are off for a year of strong results even if the economic environment requires us to remain very careful.”

Enquiries:

**RealDolmen**

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## Turnover

Overall turnover in the third quarter of this fiscal year increased by 0,5%. Infrastructure Products revenue shrunk by 3,7% while Services revenue grew by 2,4% compared to the same period last year. Year-to-date revenue continues to grow at a sound 9,4%.

Turnover per segment in m€	Q3 2011/2012	Q3 2010/2011	% Variance	YTD Q3 2011/2012	YTD Q3 2010/2011	% Variance
Infrastructure Products	19.361	20.106	-3,7%	63.292	54.155	16,9%
Professional Services	35.071	34.451	1,8%	101.763	96.279	5,7%
Business Solutions	8.796	8.382	4,9%	27.235	25.308	7,6%
<b>Subtotal Services &amp; Solutions</b>	<b>43.867</b>	<b>42.833</b>	<b>2,4%</b>	<b>128.998</b>	<b>121.587</b>	<b>6,1%</b>
<b>Total Group</b>	<b>63.228</b>	<b>62.939</b>	<b>0,5%</b>	<b>192.290</b>	<b>175.742</b>	<b>9,4%</b>

**Infrastructure Products:** Third quarter revenue has been decreasing with 3,7%, partially as an effect of the strongly performing product revenue in the first half of this fiscal year. YTD Product revenue shows a solid growth of 16,9%. The performance of datacenter and front office offerings confirms the company’s reputation and leadership in new trends around private cloud and mobile technology initiatives.

**Professional Services:** Third quarter revenue of Professional Services grew by 1,8% compared to the third quarter of last year. This growth is the result of a strong growth in sales on our Belgian market supported by increased headcount and rates offset by a reduction of revenue in France as a consequence of the termination of a large project mainly staffed with subcontractors. Overall year-to-date Professional Services revenue is still growing at a sound 5,7% as a consequence of improved headcount, better day rates and higher productivity. Part of the increased headcount is not yet reflected in the revenue numbers due to the training of young professionals.

**Business Solutions:** Third quarter revenue of Business Solutions increased by 4,9% compared to the third quarter of last year bringing year-to-date revenue growth at 7,6%. This is mainly due to the strong performance of our Enterprise





Solutions business with new projects, a strengthening of our MS Dynamics business mitigated by a slight decrease of our legacy application business.

## During the period, the following contracts and customers were won

The **Belgian Federal Public Service Finance** has granted RealDolmen several new projects under the RapidDev frame agreement. Amongst others it concerns the projects DOCTRAN (Documents Transversales), DER (Document Électroniquement Reconnaissable) and BBF (Bijzonder Beschermingsfonds). The RealDolmen Education division was also engaged to provide a number of training tracks.

To achieve a better complaint handling regarding fines, the **Vlaamse Landmaatschappij** has chosen RealDolmen for the introduction of a Microsoft Dynamics based CRM-system. The system will implement an automated process flow which will guarantee optimal speed and integrity during the treatment of the cases.

**Picanol**, a world player in development and production of weaving systems, has assigned to RealDolmen a three year contract to run the first line helpdesk for all end-users. RealDolmen will use a Remote Managed Services concept to fulfill the contract.

The **French Home Affairs Minister** has granted Aerial Conseil (French RealDolmen subsidiary) the application maintenance of the material resources tools of the French Police Forces (GMMPN). It is a 4 years fixed price contract.

## Confirmation of the prospects for H2 2011/2012

The economic environment requires us to remain careful. Most of our Service indicators started to improve in the second half of last year and we expect them to be maintained in the second half of this year while headcount continues to grow. For this reason and given the strong intake of young professionals with no impact on this fiscal year's results, we anticipate the second year half Services revenue growth to be milder compared to the first half of this year. Products sales during the second year half will probably be lower compared to last year. The strong products sale in the same period last year and a lower visibility due to the nature of this business, especially in the current economic uncertainty, call for caution. For the entire fiscal year 2011/2012 we still anticipate growing faster than the market while slightly improving margins.

We remain confident that our leading market position and the strength of our single source offering, the benefit of the strategic projects in which we have continued to invest and our financial stability, even more critical in turbulent times, will allow us to continue to gain market share.

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### For more information:

visit our **COMPLETELY REDESIGNED** website [WWW.REALDOLMEN.COM](http://WWW.REALDOLMEN.COM)

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### About RealDolmen

RealDolmen is an independent single source ICT solutions provider and knowledge company with almost 1,600 highly skilled IT professionals and more than 1,000 customers in the Benelux and France. The company offers innovative, effective and reliable ICT solutions and professional services designed to help its clients achieve their objectives by optimizing their business processes.

