

Press Release:

## IT service provider INFO AG sends growth signals for 2010

- IT outsourcing and IT consulting for mid-sized firms profit from increased demand

**Hamburg, April 28, 2010 – The Hamburg company INFO AG is on a solid growth course. For the concluded fiscal year 2009 the IT service provider reported an earnings plus of 35 percent (EBIT) in comparison to the preceding year. The EBIT margin rose to 6.6 percent, above-average for the industry, while turnover amounted to 82.3 million euros. With over 500 employees on staff, INFO AG forecasts continuing major dynamics in business, above all in IT outsourcing and IT consulting for mid-sized enterprises. This above-average growth has also precipitated a necessary upscaling of personnel. The company is going to create 100 additional new jobs by the end of the year, bringing the number of gainfully employed to over 600 within the corporate group.**

A key driving factor in the demand for IT services is the growing confidence held by many major medium-sized companies that the economy is on the upswing. Executive echelons are preparing to cope with the rising volume in job orders in spite of ongoing constant pressure in terms of both costs and competition. Selective outsourcing contracts are increasingly being concluded to accomplish this. For IT services, the industry association BITKOM anticipates 5 % growth by the end of next year. INFO AG itself reckons with slightly higher growth for its own contracts. Despite the crisis, the number of job orders received in 2009 exceeded the figures for preceding recent years.

INFO AG is facing this challenge by taking the offensive. The stated goal is to advance into the top 10 largest independent IT service providers for mid-sized companies in the next 3 years. In the process INFO AG is banking on its more than 25 years of expertise in the stewardship of medium-sized firms, as well as on the matured customer relationships in the metropolitan Hamburg region. “As an independent full-scale service provider, we offer our customers not only consulting for IT, we assume operational responsibility for their IT systems, too,” explains Thomas Stoek, a member of the board at INFO AG. “By doing so we cover the international requirements for service that our national customers demand.”

Accompanying these customer projects abroad supplies an impulse towards growth as well. As a result INFO AG continuously adapts its spectrum of services offered to its customers’ rapidly changing needs. One of the most recent examples is the large-scale project from a plant-builder in South Africa. INFO AG was commissioned with equipping the data center at a new coal-fired power plant, a contract that emerged from a long-matured business partnership in Germany. Following years as the partner for IT outsourcing, INFO AG assumed responsibility for operating the systems, too. Similar areas of region-

transcending responsibility have been equally assumed to meet the international logistics requirements of other customers.

**Background information on INFO AG** ([www.info-ag.de](http://www.info-ag.de))

Founded:.....1982 (listed on the stock exchange since 1987)

Field of business:.....IT services

Staff:.....approx. 500

Locations:.....Hamburg (headquarters), Oberhausen

INFO AG began in 1982 as a specialist for backup services. Today the company is a full-scale service provider that numbers among the leading providers of IT outsourcing and IT consulting in Germany. The portfolio at INFO AG encompasses the planning, implementation and operation of sophisticated IT solutions. From advisory consulting to setting up the IT infrastructure and on to the process steering of entire value-creation chains, INFO AG offers a holistic service approach. INFO AG is an SAP System House and a Microsoft Gold Certified Partner, and currently operates three data centers in Germany (at two locations in Hamburg, one in Oberhausen).

The spectrum of offers at INFO AG is oriented primarily towards mid-sized companies. The clear expertise demonstrated lies in understanding the business processes and needs of this customer segment. INFO AG offers its customers the portfolio and methodologically professional plan of action of a global provider combined with the mindset and working methods exhibited by a mid-sized enterprise. These include short routes without red tape, direct, personal contacts and a high degree of flexibility and dependability.

The services rendered by INFO AG are subject to strict quality standards and regularly certified in compliance with DIN EN ISO 9001:2008 and ISO/IEC 27001:2005. They are also audited pursuant to SAS70 II/IDW EPS 951 B. The processes involved in the services are furthermore audited on a recurring basis by an independent auditing company in compliance with SAS70 II/IDW EPS 951 B. In addition, the processes at INFO AG are aligned closely to the ITIL standard. All services are transparent and measurable, while handling and stewardship are contractually assured through Service Level Agreements (SLA). The dependability of the performance commitment on the part of INFO AG and the faith of our clientele form the basis for the company's success: INFO AG generates more than two thirds of its turnover from long-term contracts. The list of customers at INFO AG includes Reemtsma (ITG), SIGNAL IDUNA, Hitachi Power Europe and SPIEGEL-Verlag.

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