

## Acquisition: Everal re-takes the CRM and BPO centre of the Team Partners-Datem group

Lyon, 23 February 2011 – Everal, the major player in digital and physical document flow management, has announced a reprisal of the Team Partners-Datem group work related to CRM and the externalization of BPO processes, following the Nanterre Chamber of Commerce decision issued on 23/01/11. Based on an ambitious plan governing all activities and 707 colleagues at the centre of a new subsidiary, entitled HAPY, this operation is part of a genuine industry project designed to create the first French global operation for document management. Turnover for 2012 will be some 100 million euros.

A major player in the world of document flow management, Everal undertakes “cold” document flow management for the major banks, insurance companies and industrial companies: management and secure storage of physical archives, electronic archiving, EDM, document portal, paperless work and processing of document archives, digital safety deposit boxes, etc.

For its part, the Team Partners’ group possesses complete solutions to manage “warm” document flows, offering externalisation of multi-channel back office operations. The group’s main activities are the management and processing of databases, creation of paperless solutions, call centres or logistics and DTP (enveloping, packing, posting). With numerous clients in such industries as media, telecoms, finance and associations, these services respond to their back office needs (subscription contract management, client request management, processing and response to claims and cancellations, information management...) and of marketing support (loyalty services for subscribers, behaviour analysis for purchasing procedures, marketing campaign).

*“CRM and BPO activities of the Team Partners Group are very complementary to the activities of Everal, in subject, commercial and technical terms. This development is part of a real industry project, designed to produce a product unique to the industry, designed to accommodate the complete documentary chain: from information distribution, the warmest document flows, final archiving, and the coldest document flow. This coming together allows us to offer the clients of both groups a much larger range of services, to capitalise on increased digitisation capacities, to make inroads into new markets and to offer a different strategy to the paperless business market”* says Lionel Garcia, General Manager of the Everal Group.

### **An ambitious continuity plan, supported by more than 10 million euros of investment**

The Everal continuity plan, representing 50 million euros of the 2012 turnover, includes:

- the continuance of all CRM and BPO activities for the Team Partners-Datem group, through a single, homogenised subsidiary entitled HAPY,
- the continuance of 707 jobs,
- the maintenance of 6 operational sites (Chantilly, Rouen, Paris, Blois, Rennes and Casablanca),
- an investment of more than 10 million euros, designed to finance cash flow requirements.

*“In the context of our industry project, we wanted to implement an ambitious continuity plan, in terms of activity, headcount and investment, in order to maintain the widest possible corporate structure relative to that already in existence, giving us the means to achieve our objectives. Our offer was based on the continuity of the majority of the corporate activities, and of 707 employees. Today’s aim is to involve those teams who have, through the years, achieved important knowledge and expertise and delivered high quality service to all our clients. Such activity is in keeping with the core values our business has held for more than 20 years”* said Lionel Garcia.

The immediate business synergies will allow the new HAPY subsidiary to capitalise on Everal's 5 000 clients, as well as to infiltrate new markets and address new activity sectors, in which Everal is a valued partner (banking, insurance, industry...) Synergies will also be implemented in terms of production and support functions, such as Human Resources, Finance and Communication.

The MBO holding company, HAPY, whose head office is in Paris, will be 70% owned by Everal, with the remainder owned by management and a private third party.

Denis Marsault and Hervé Pagazani, respectively President and General Manager of the Team Partners Group, will retain their current functions at the centre of HAPY. Lionel Garcia, General Manager of the Everal Group, will remain a General Manager within HAPY, on the Everal side.

The Team Partners Group, created in 1990, is organised around two primary centres: IT (IT engineering and technology advice) and CRM, following the 2006 acquisition of the Datem Group.

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About Everal – [www.everal.com](http://www.everal.com)

Created in 1989, today the Everal Group is a major player in the management of document flows and document archives.

With an excellent Archiving and proprietary system, Everal offers a complete solution, covering all document management for physical and digital documents, including:

- management and maintenance of physical archives of all types,
- digitisation and indexing of documents,
- document sharing in an EDM system,
- document security due to electronic safety deposit boxes,
- supply of business information systems.

A family business, Everal is run by Michel Garcia, Chairman and Managing Director, Lionel Garcia, General Manager, and Jack Lomont, Director.

Today, the Everal Group comprises:

- coverage in mainland France and French overseas territories,
- international operations (Spain, Switzerland, Mauritius, Monaco),
- 5 million containers, representing some 2 500 km linear metres (a total capacity of 12 million containers),
- more than 5 000 containers, including the main banks and insurance companies, major industrial groups and numerous public bodies,
- a 2010 turnover of 40 million euros, EBITDA: 3.79 million euros,
- 400 colleagues.

Everal is a member of Aproged, PAGE and the FNTC.