

**Welkom
op de
AB
Klantendag**



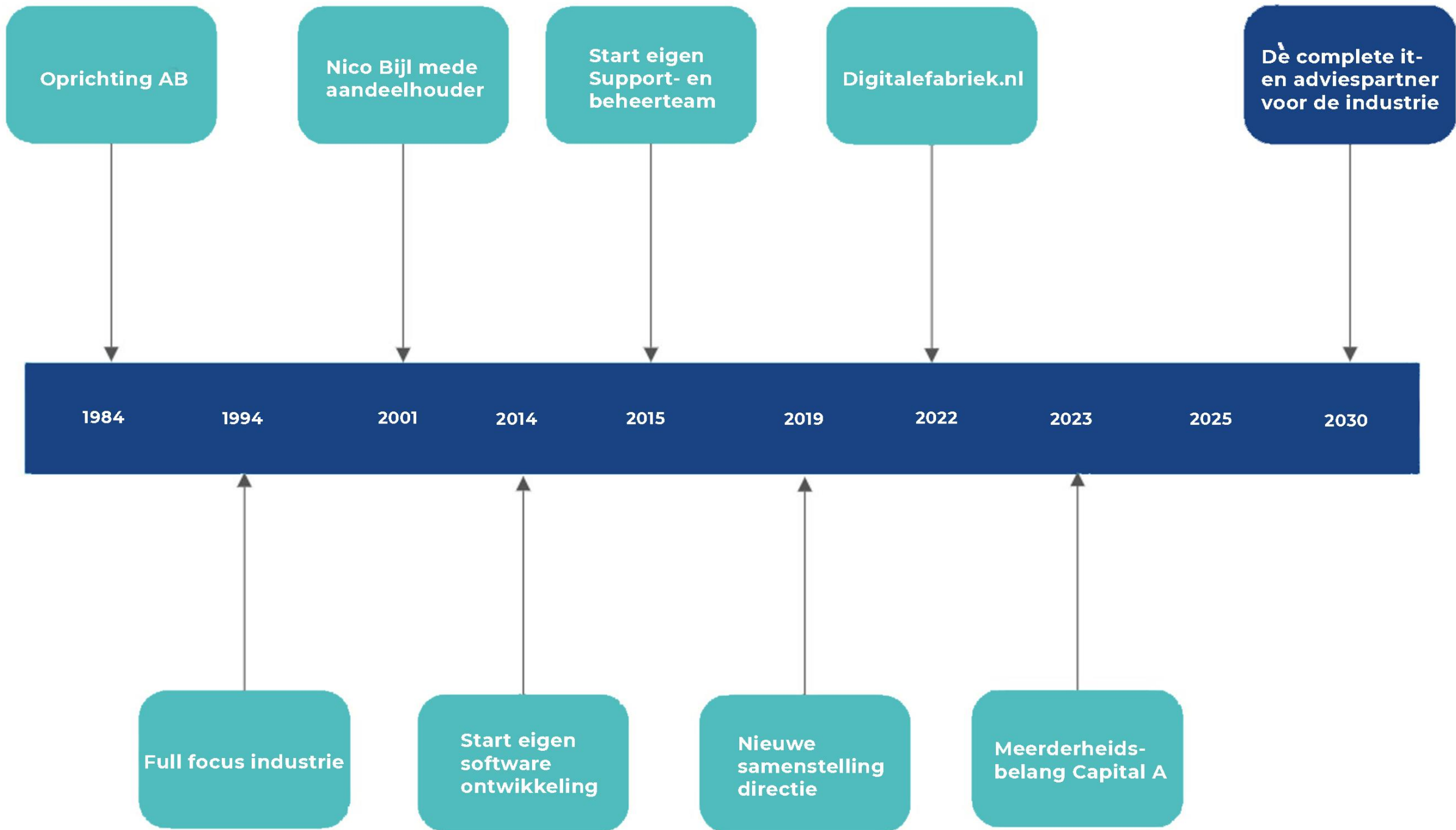
Even voorstellen...



Roland ten Broeke



Ger Bos





TMT



Financial Institutions



Wholesale



Healthcare



Retail & Consumer



Business Services



Other







Best-of-Suite



Best-of-Breed

Systems of Innovation



Nieuwe Ideeën,
Ad Hoc, Game changers

- Next Competitive Advantages

Systems of Differentiation



Industrie specifieke
ideeën

- Business-critical Processes
- Current Competitive Advantages

Systems of Record



Standaardisatie
En transacties

- Standard Business Processes
- Operational Efficiency
- Compliance

Gartner[®]



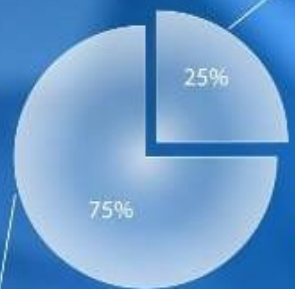


the major industry players



Distribution of market share among the major industry players: IT & C and BN & T was 74% and 26% percent respectively. A further change in the economic situation in the market will be characterized by a more equal distribution of market share major players

Share of market activity



Changes in the activity of the active and passive market is uncertain. Established positive trends in various market segments.

Projected sales of main products in 2013



Passive market share





=exact

Nieuw

Premium edities Exact Online

Jouw data naar eigen inzicht







Exact Globe+

CUSTOMER
LOYALTY



SATISFACTION



REWARD



SERVICE

QUALITY

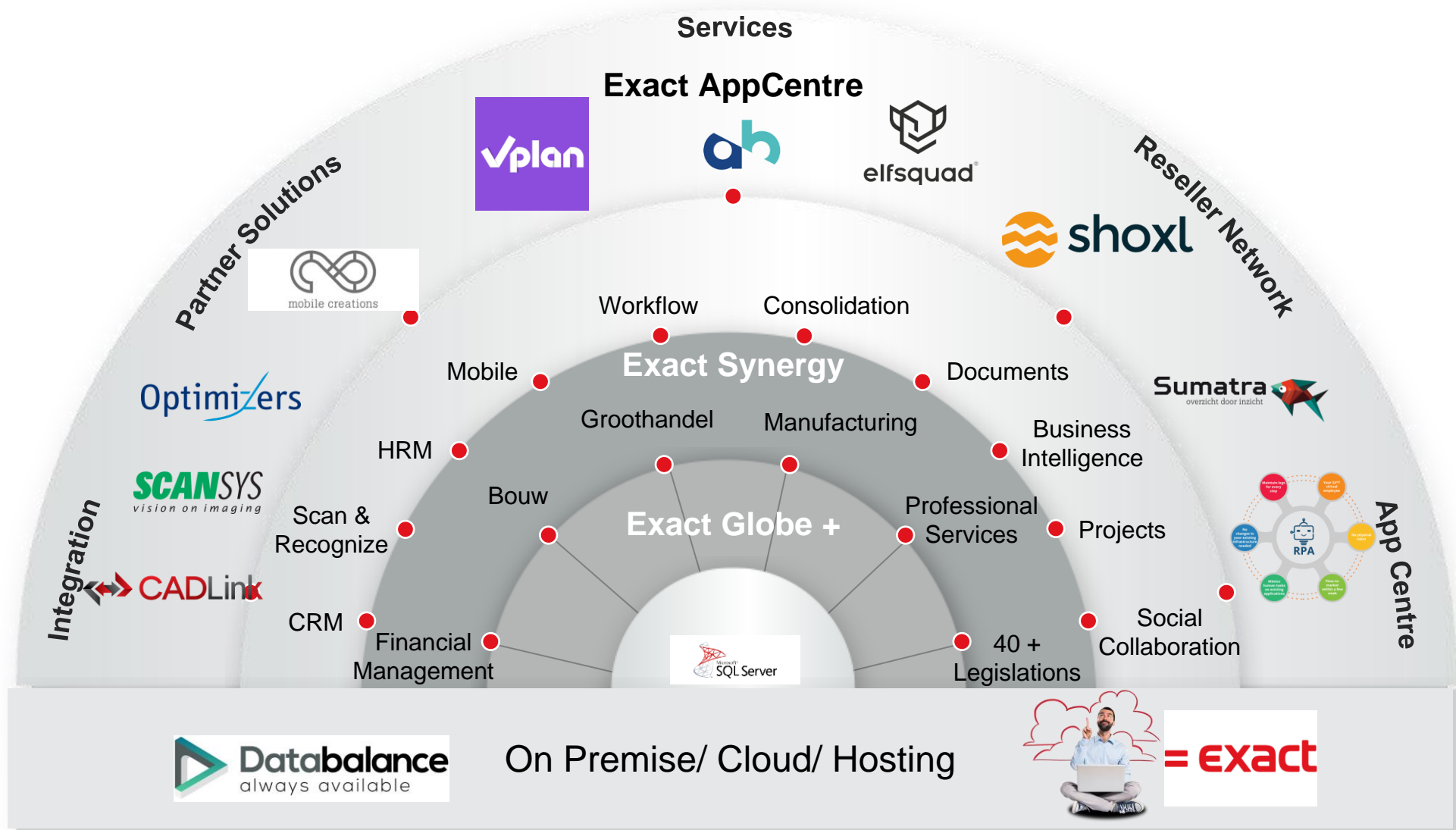


FEEDBACK



SUPPORT







FUTURE

PRESENT

PAST



Category	Item	Status	Value
Production	Item 1	Active	100
Production	Item 2	Active	200
Production	Item 3	Active	300
Production	Item 4	Active	400
Production	Item 5	Active	500
Production	Item 6	Active	600
Production	Item 7	Active	700
Production	Item 8	Active	800
Production	Item 9	Active	900
Production	Item 10	Active	1000
Production	Item 11	Active	1100
Production	Item 12	Active	1200
Production	Item 13	Active	1300
Production	Item 14	Active	1400
Production	Item 15	Active	1500
Production	Item 16	Active	1600
Production	Item 17	Active	1700
Production	Item 18	Active	1800
Production	Item 19	Active	1900
Production	Item 20	Active	2000
Production	Item 21	Active	2100
Production	Item 22	Active	2200
Production	Item 23	Active	2300
Production	Item 24	Active	2400
Production	Item 25	Active	2500
Production	Item 26	Active	2600
Production	Item 27	Active	2700
Production	Item 28	Active	2800
Production	Item 29	Active	2900
Production	Item 30	Active	3000
Production	Item 31	Active	3100
Production	Item 32	Active	3200
Production	Item 33	Active	3300
Production	Item 34	Active	3400
Production	Item 35	Active	3500
Production	Item 36	Active	3600
Production	Item 37	Active	3700
Production	Item 38	Active	3800
Production	Item 39	Active	3900
Production	Item 40	Active	4000
Production	Item 41	Active	4100
Production	Item 42	Active	4200
Production	Item 43	Active	4300
Production	Item 44	Active	4400
Production	Item 45	Active	4500
Production	Item 46	Active	4600
Production	Item 47	Active	4700
Production	Item 48	Active	4800
Production	Item 49	Active	4900
Production	Item 50	Active	5000
Production	Item 51	Active	5100
Production	Item 52	Active	5200
Production	Item 53	Active	5300
Production	Item 54	Active	5400
Production	Item 55	Active	5500
Production	Item 56	Active	5600
Production	Item 57	Active	5700
Production	Item 58	Active	5800
Production	Item 59	Active	5900
Production	Item 60	Active	6000
Production	Item 61	Active	6100
Production	Item 62	Active	6200
Production	Item 63	Active	6300
Production	Item 64	Active	6400
Production	Item 65	Active	6500
Production	Item 66	Active	6600
Production	Item 67	Active	6700
Production	Item 68	Active	6800
Production	Item 69	Active	6900
Production	Item 70	Active	7000
Production	Item 71	Active	7100
Production	Item 72	Active	7200
Production	Item 73	Active	7300
Production	Item 74	Active	7400
Production	Item 75	Active	7500
Production	Item 76	Active	7600
Production	Item 77	Active	7700
Production	Item 78	Active	7800
Production	Item 79	Active	7900
Production	Item 80	Active	8000
Production	Item 81	Active	8100
Production	Item 82	Active	8200
Production	Item 83	Active	8300
Production	Item 84	Active	8400
Production	Item 85	Active	8500
Production	Item 86	Active	8600
Production	Item 87	Active	8700
Production	Item 88	Active	8800
Production	Item 89	Active	8900
Production	Item 90	Active	9000
Production	Item 91	Active	9100
Production	Item 92	Active	9200
Production	Item 93	Active	9300
Production	Item 94	Active	9400
Production	Item 95	Active	9500
Production	Item 96	Active	9600
Production	Item 97	Active	9700
Production	Item 98	Active	9800
Production	Item 99	Active	9900
Production	Item 100	Active	10000

HYPERAUTOMATION





