

The HELPLINE group strengthens its Lille location

HELPLINE continues its development in the west region in completing its Angers site. 60 jobs are already created on the new Nantes site.

Nanterre, July 6, 2017 – HELPLINE, the European leader in user experience, announces the growth of its Lille site and the strengthening of its presence in the region.

The Lille site, inaugurated on June 25, 2015, continues to grow and develop with local players and boost employment in the region.

Ambitions exceeded

When it opened in the Lille metropolitan area, HELPLINE aimed to create 140 jobs by 2016. Currently, 150 jobs have been created. The site covers 1,300 m² and manages 14 new customers. *"The choice of the European metropolis of Lille was essential due to its dynamism, its market potential and its crossroads situation towards the North-Europe zone. Installed for two years, we are now firmly anchored in this territory which allows us to support regional economic players. In Lille, HELPLINE already has prestigious references such as HappyChic, La Poste or the Société Générale"* adds Alexis Hovine, Director of the Lille site. *"HELPLINE is also continuing its development throughout France with the recent opening of a service center in Nantes and the forthcoming opening of a center in Lyon"* comments Bernard Lewis, CEO of the HELPLINE Group.

A doubled workforce in Lille by 2020

As part of its development plan ("Horizon 2020"), HELPLINE announces the doubling of its workforce by 2020 in Lille. In addition to Support Technicians, HELPLINE is looking for Support Engineers, System Engineers, Integrators or Consultants.

In total, the HELPLINE Group plans to reach, by 2020, a workforce of 3,500 employees and a turnover of 220 million euros, achieved thanks to Service Desk, optimization of IT infrastructures and support to the change of business directions. To achieve this objective, the focus is on large national and regional accounts, including those in the banking/insurance or retail sector for this region.

About the HELPLINE Group

The HELPLINE group fosters the digital transformation of organizations and provides outsourcing solutions and expertise to the IT and business departments of French and international companies. Resolutely oriented towards the quality of service provided, the group is known for deploying innovations that guarantee its customers the best level of performance. Having 200 clients, 50% of them being CAC 40 companies, HELPLINE has proven steady growth since its foundation, in 1994. The HELPLINE group reached a turnover of 135 million € in 2016.

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