

## HELPLINE Group is set to strengthen its service offering in digital transformation for businesses as it anticipates a workforce of 3,500 employees and a turnover of €220 million by 2020.

**Nanterre – 16 March 2017** – After two strong years which have resulted in organic growth of 30%, HELPLINE Group is predicted to reach 3,500 employees and have a turnover of €220 million by the year 2020, thanks to its work in the service desk sector, IT infrastructure optimisation and transition support – managed respectively by its HELPLINE, ExperTeam and SeeQualis divisions. To support its commercial development and to continue to serve the needs of the market, the company has announced that it is moving into two new regions in 2017.

### Three divisions working towards a common goal: to support the digital transformation of businesses.

*“The three complementary divisions of our organisation; HELPLINE, ExperTeam and SeeQualis, allow us to offer a complete range of expert support to businesses going through digital transformation. Our clients benefit from the fact that each of these entities is able to respond independently to their specific sector needs but can also work together to provide an integrated service when there is crossover between their functions,” said Bernard Lewis, MD of HELPLINE Group.*

**HELPLINE, the European leader in service desk.** Through a user-centred approach which takes into account the specific requirements of its customers’ sectors, HELPLINE provides a tailored support service to help improve performance. [www.helpline.fr](http://www.helpline.fr)

**SeeQualis, transformation expert.** Knowledge management, learning gamification, business process digitalisation and self-service tools – SeeQualis offers a wide range of expertise to support change at the heart of businesses. [www.seequalis.fr](http://www.seequalis.fr)

**ExperTeam, specialising in new working environments.** ExperTeam works with organisations to rethink, transform and optimise their IT infrastructures. It is recognised as the industry expert in workstation engineering, Cloud, data analytics and IoT. [www.experteam.fr](http://www.experteam.fr)

“This range of expertise, which allows us to advise and support on all cornerstones of digital transformation, is complemented by our ability to foster close working relationships with our clients,” explained Bernard Lewis.

### A commercial infrastructure consolidated on the ground and a recruitment strategy that will take the group up to 3,500 employees.

This year, the business is set to open two new French sites, in Lyon and Nantes, which will join the group’s seven other sites in France and across Europe. Each of these sites, which handle both commercial and operational activities, will welcome 100 new members of staff in 2017.

To facilitate this expansion, the company has launched an ambitious recruitment strategy which will take the headcount of the organisation up to 3,500 in 2020.

## **About HELPLINE Group**

HELPLINE Group drives the digital transformation of businesses, providing IT outsourcing solutions as well as expertise in the business and IT management of companies in France and across the globe. Staunchly committed to offering a quality service, the group is known for deploying innovations which guarantee their clients the best possible performance. With 200 clients, including half of the firms in the CAC 40 index, the group has seen strong and steady growth since it was founded in 1994. HELPLINE Group achieved a turnover of €135 million in 2016.

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