

2014 INTERIM RESULTS

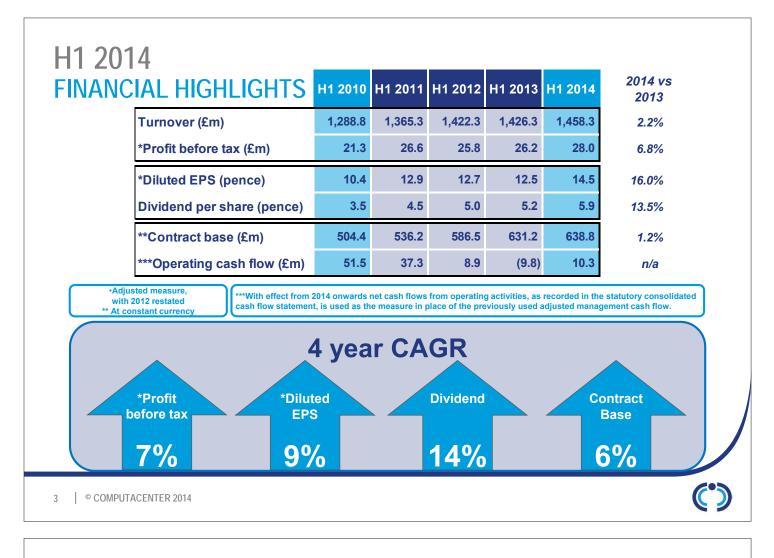
Mike Norris 29 August

H1 2014 FINANCIAL HIGHLIGHTS

- Group revenue increased 2.2% to £1.46 billion (H1 2013: £1.43 billion) and was up 4.3% in constant currency
- Group adjusted* profit before tax increased by 6.8% to £28.0 million (H1 2013: £26.2 million) and was up 7.5% in constant currency
- Adjusted* diluted earnings per share ('EPS') of 14.5p (H1 2013 12.5p), an increase of 16.0%
- ▶ Net funds** of £54.0 million (H1 2013: £22.2 million)
- Interim dividend of 5.9p (H1 2013: 5.2p), an increase of 13.5%

**Note that H1 2013 net funds is presented here after adjusting for the remittance of £43.6 million made in early July 2013 as part of the return of value to shareholders of approximately £75 million that took place in 2013

^{*}Adjusted measure



H1 2014 OPERATING HIGHLIGHTS

- Group Services revenue increased by 3.3% across the Group on an as reported basis
- UK business generates revenue and profitability growth of 14.1% and 24.4% respectively
- Early signs of progress in Services in Germany, but disappointing Supply Chain performance
- Revenue growth across the business in France, but margins remain challenging
- Trading performance for the three onerous contracts continues in line with expectations
- Charge of £9.1m taken in respect of the comprehensive restructuring in France to improve competitiveness

FINANCIAL REVIEW

Tony Conophy 29 August 2014

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H1 2014 GROUP AD	JUSTE	ED FIN	IANC	IAL RESULT
	A	s reporte	d	Constant currency As adjusted
	H1 2014 £m	H1 2013 £m	Change	Turnover up 2.2%, 4.3% in constant
Total Revenue	1,458.3	1,426.3	2.2%	4.3% Profit before tax up 6.8%, 7.5% in
Adjusted gross profit	189.9	184.7	2.8%	
Adjusted gross profit %	13.0%	13.0%	0.1%	Diluted EPS up 16.0%
Admin Expenses	(161.8)	(159.0)	1.8%	3.8%
Adjusted operating profit	28.1	25.7	9.1%	Adjusted tax rate higher in H1
Adjusted operating profit %	1.9%	1.8%	0.1%	2014, due to unrecovered losses in
Adjusted net interest	(0.1)	0.5	(116.2%)	
Adjusted profit before tax	28.0	26.2	6.8%	28.7%
Adjusted tax expense	(8.0)	(7.3)	10.0%	11.2%
Adjusted tax rate	(28.7%)	(27.8%)	(0.9%)	24.3% 22.0%
Adjusted profit after tax	20.0	18.9	5.5%	6.1%
Diluted earnings per share		10.5	10.001	2010 2011 2012 2013 2014
– Adjusted – Statutory	14.5p 7.4p	12.5p -5.7p	16.0% n/a	
Adjusted profit before tax, income amortisation of acquired intangib profit and adjusted gross profit is CSF	e tax expense and les and exceptior	I EPS are stated nal items. Adjus	prior to ted operating	Income statement rate H1 2014 : £1 = € 1.217
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H1 2014 RECONCILIATION TO STATUTORY RESULTS

	H1 2014 £m	H1 2013 £m	Change %
Adjusted profit before tax	28.0	26.2	6.8%
Amortisation of acq. intangibles	(0.9)	(1.3)	-31.8%
Onerous contracts - trading losses - net provision for future losses Onerous German contracts Non-cash Impairment Redundancy and restructuring costs Exceptional items	(2.4) 2.4 (0.0) 0.0 (9.1) (9.1)	(10.7) (15.8) (12.2) (1.3) (29.3)	n/a n/a n/a 586.9% 68.9%
Statutory profit before tax	18.0	(4.3)	-514.6%
Adjusted tax expense Adjusted tax %	(8.0) 28.7%	(7.3) 27.8%	10.0% 0.9%
Tax on exceptional items Tax on impairment Tax on amort'n of acq. intangibles Income tax expense Tax %	0.0 0.0 0.1 (7.9) 43.9%	2.0 1.0 0.1 (4.1) -94.9%	n/a n/a -4.5% 91.8% 138.8%
Statutory profit after tax	10.1	(8.5)	-219.3%

Exceptional items H1 2014

- The exceptional cost at H1 2014 is for the planned restructuring cost in France.
- We have announced a 'social plan' which will reduce our cost and expense base there, installed new leadership and made progress in the implementation of our Group Operating Model.
- This exercise will enable a fundamental re-shaping of the business to take place which we hope will provide a solid foundation for the business to sell our core Group Services offerings to our target customer market.
- We do not expect to see the benefit of these changes in 2014.

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		As reporte			nstant curre	
	H1 2014	H1 2013	Change	H1 2014	H1 2013	Change
	£m	£m	%	£m	£m	%
upply Chain Revenue						
К	434.0	369.1	17.6%	434.0	369.1	17.6%
ermany	326.8	400.0	(18.3%)	326.8	386.2	(15.4%)
rance	193.0	170.4	13.3%	193.0	164.5	17.4%
elgium	15.9	14.2	11.5%	15.9	13.7	15.5%
otal Group	969.8	953.7	1.7%	969.8	933.5	3.9%
ervices Revenue						
K	241.3	223.1	8.2%	241.3	223.1	8.2%
ermany	199.7	203.4	(1.8%)	199.7	196.4	1.7%
rance	37.8	37.4	1.2%	37.8	36.1	4.8%
elgium	9.6	8.8	9.8%	9.6	8.5	13.7%
otal Group	488.5	472.7	3.3%	488.5	464.1	5.3%

H1 2014 REVENUE AND ADJUSTED OPERATING PROFIT BY SEGMENT

	As reported				In co	nstant curre	ency
	H1 2014 £m	H1 2013 £m	Change %		H1 2014 £m	H1 2013 £m	Change %
Revenue							
UK	675.4	592.1	14.1%		675.4	592.1	14.1%
Germany	526.5	603.4	(12.7%)		526.5	582.6	(9.6%)
France	230.9	207.8	11.1%		230.9	200.6	15.1%
Belgium	25.5	23.0	10.8%		25.5	22.2	14.8%
Total Group	1,458.3	1,426.3	2.2%		1,458.3	1,397.6	4.3%
Adjusted operating profit							
UK	24.9	20.1	24.4%		24.9	20.1	24.4%
Germany	7.8	9.7	(19.2%)		7.8	9.4	(16.3%)
France	(5.7)	(4.6)	(22.4%)		(5.7)	(4.5)	26.8%
Belgium	1.0	0.6	57.4%		1.0	0.6	63.1%
Total Group	28.1	25.7	9.1%		28.1	25.5	10.0%

• UK performance continues to go from strength to strength with a solid Q2 performance in supply chain consolidating the very strong growth achieved in Q1.

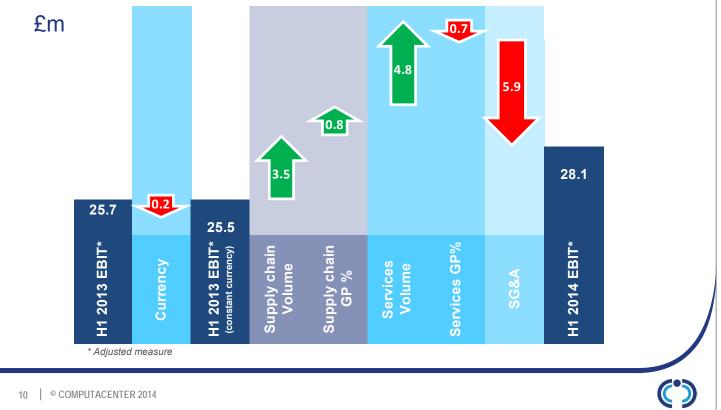
German profitability has been impacted heavily by the decline in supply chain revenues with a 16.3% reduction in constant currency to adjusted operating profitability.

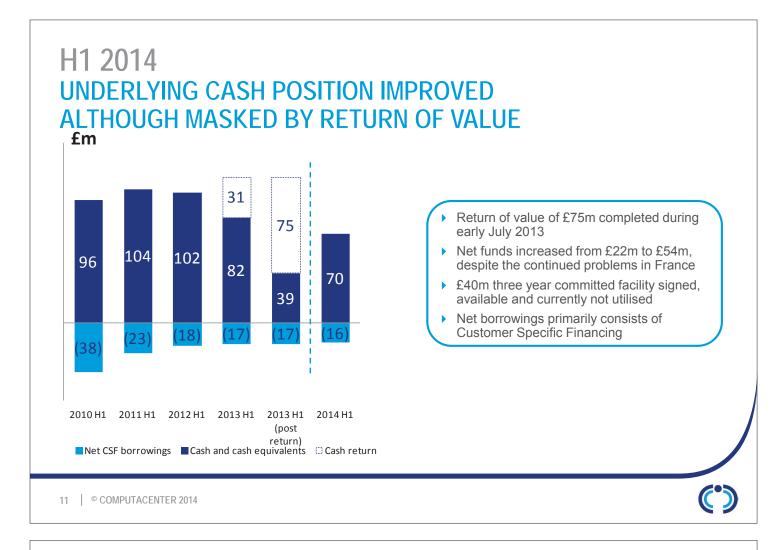
• France performance is mixed with headline sales volumes strong however margins are down across the business and profitability is weighed down by the lack of utilisation of resources. These cost base issues will be addressed in H2 2014 with the Social Plan

Belgium performance continues to be strong with both double digit services and supply chain growth is beginning to provide the business
with some scale to pursue both procurement and managed services opportunities.

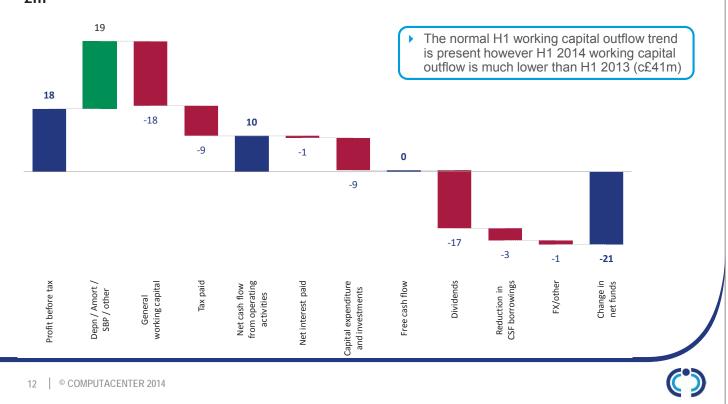
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H1 2014 GROUP EBIT* WALK (IN CONSTANT CURRENCY)

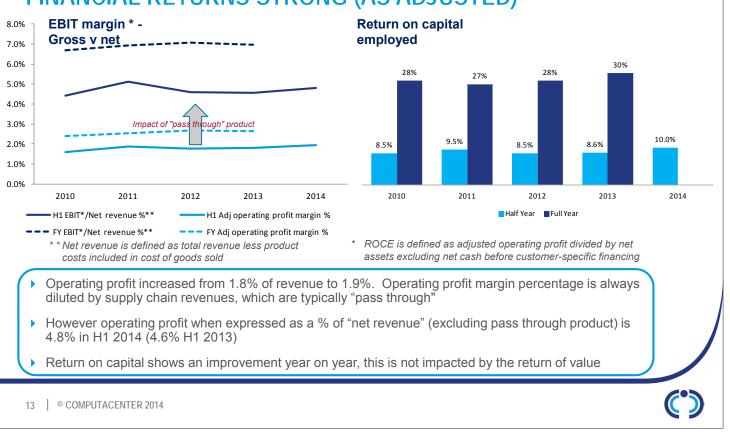


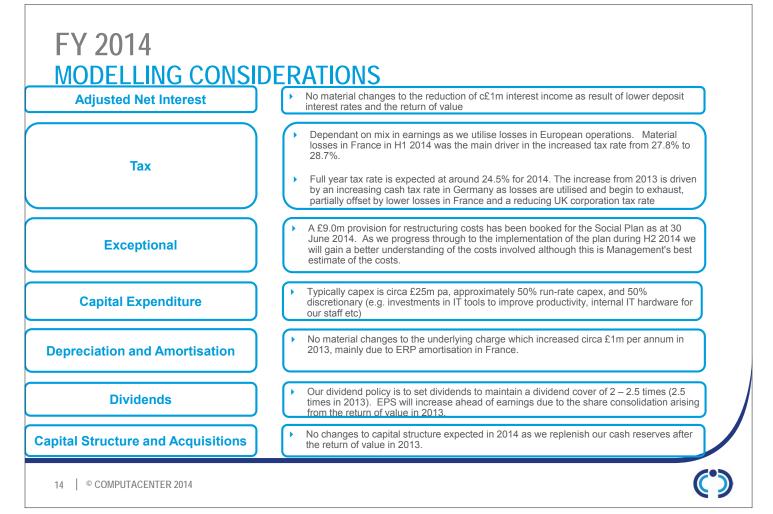


H1 2014 OUTFLOW SINCE DECEMBER 2013



H1 2014 FINANCIAL RETURNS STRONG (AS ADJUSTED)





FY 2014 FINANCIAL SUMMARY

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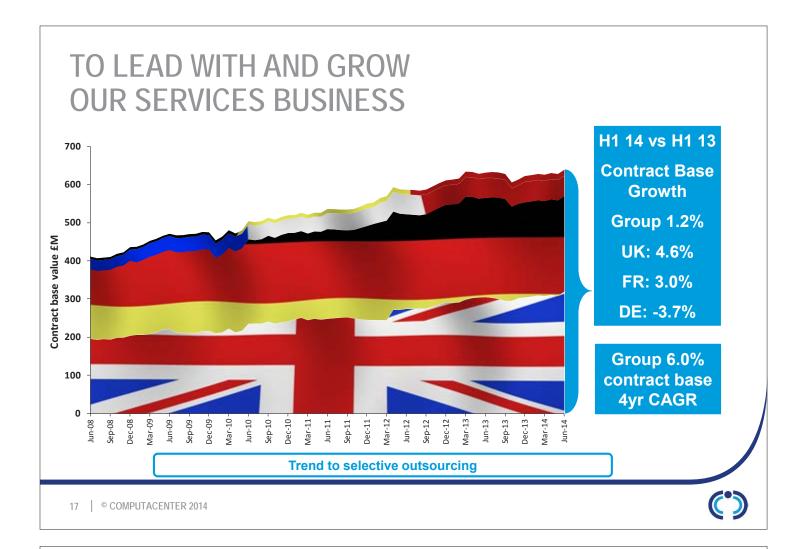
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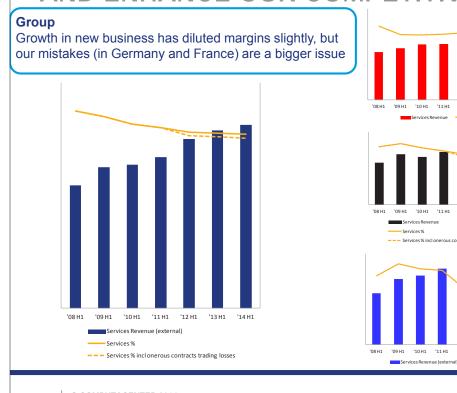
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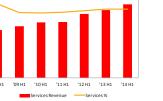
OPERATING REVIEW

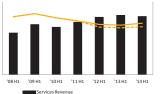
Mike Norris 29 August 2014



TO IMPROVE OUR SERVICES PRODUCTIVITY AND ENHANCE OUR COMP **ENESS**







Services Revenue (external) -Services%

UΚ

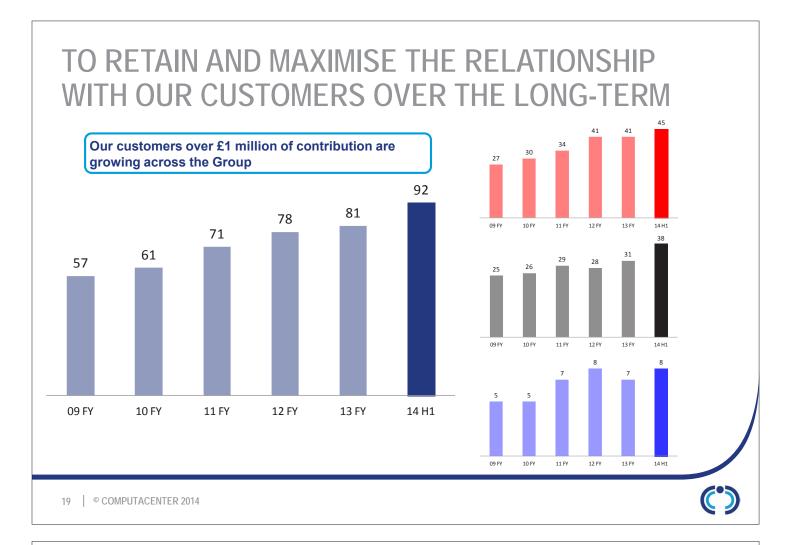
Material gross margin improvement from here is unlikely. We are focused on maintaining the current levels

DE

Some signs of improvement but still a long way behind the UK level. We certainly have some upside potential

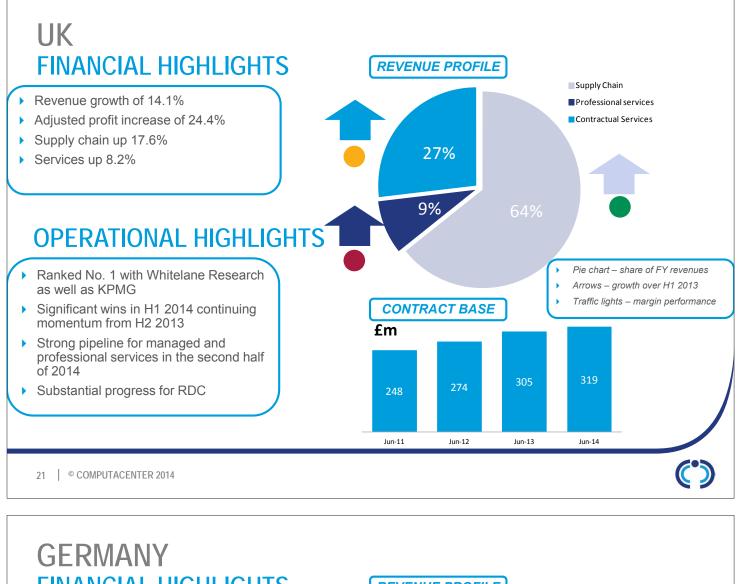
FR

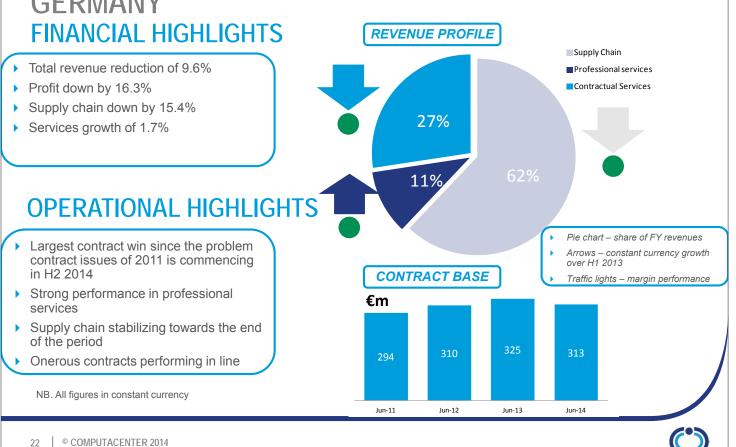
Less material to the Group, but services margin decline has been very disappointing. Poor utilisation of our central engines which are now sub-scale

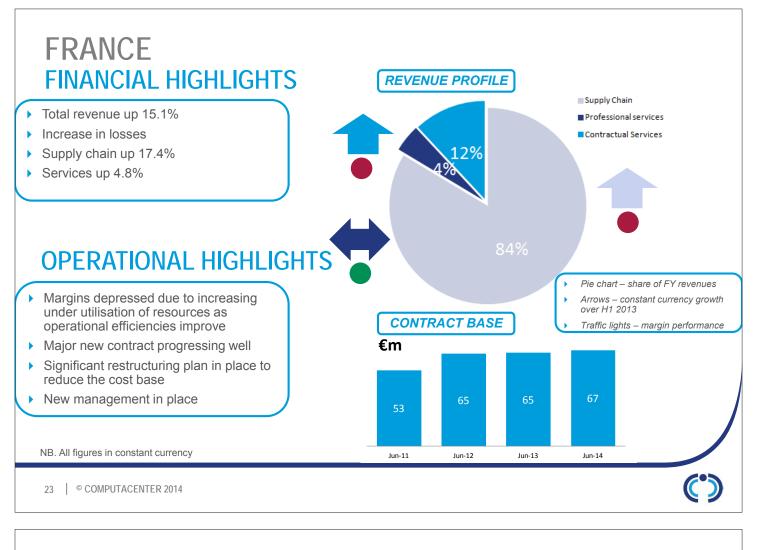


ORGANIC GROWTH INCREMENTAL INVESTMENTS

- Redefine strategy from the start of 2014 around Enabling Users to bring a consumer experience to corporate IT
- Next Generation Service Desk going live internally in Q3 2014
- Managing mobile estates for our customers in the way we have managed their traditional Windows estates
- Investing in our international capabilities to support our customers' global requirements

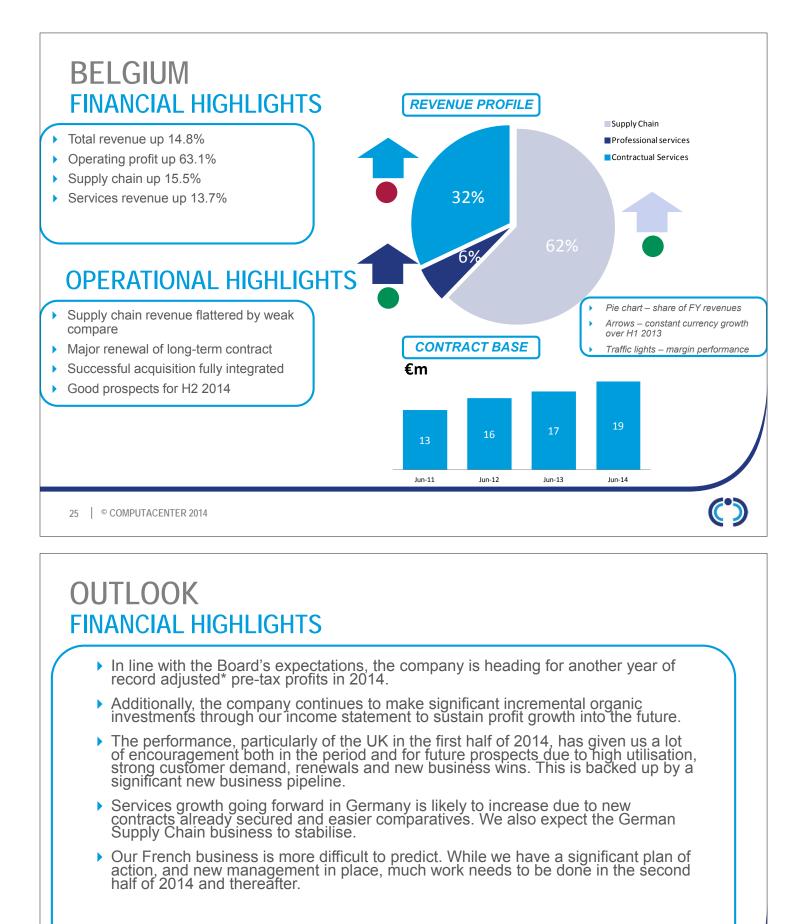






SOCIAL PLAN IN FRANCE EXCEPTIONAL ITEM

- We remain uncompetitive in France and in order to improve the longterm profitability of our French business, we are taking steps to address our cost base.
- We have previously announced that, as a result of the action we are taking to increase the ability of the business to compete, we have taken an exceptional restructuring charge of £9.1 million as at 30 June 2014.
- In line with the Group's accounting policy, the charge has been classed as 'exceptional' due to the materiality, infrequency and nature of the restructuring plan, and it represents the estimated costs of completing the exercise currently being prepared for implementation.
- Ms Isabelle Roux-Buisson has been appointed as its new Country Unit Leader and will oversee the implementation of its strategic repositioning to be Services-led.



The investments we continue to make in our business and the market opportunities that are presenting themselves gives us confidence for the rest of the year and beyond.

APPENDIX

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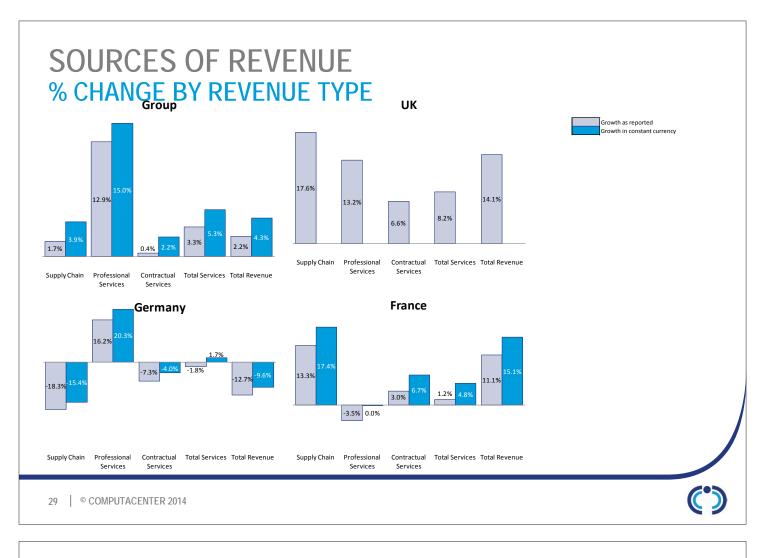
GLOSSARY

Adjusted results

- > PBT and EPS are adjusted for exceptional items and amortisation on acquired intangibles.
- Operating profit is stated after charging finance costs on CSF
- Customer-specific financing ("CSF")
 - > Finance costs for CSF are charged after operating profit for statutory purposes
 - These costs are considered to be contract specific costs, and operating profit is adjusted to charge for these costs
 - > Net finance costs are also adjusted in this presentation

Net funds

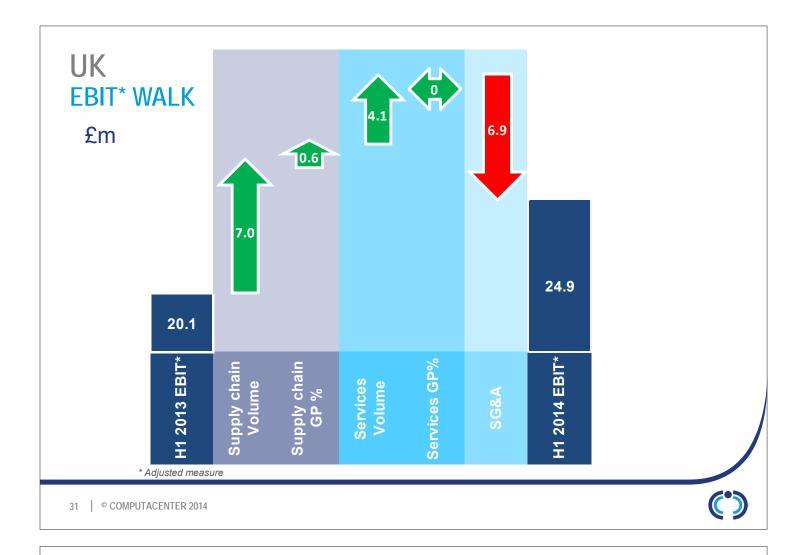
- Net funds is monitored internally by the Group
- Included in this measure are current asset investments, where the group deposits cash, access to which is subject to a notice period
- Previously this adjusted measure was reported exclusive of future obligations for CSF, that are covered by future income streams. The statutory net funds is now the main measure for the Group.
- All CSF facilities are committed
- Constant Currency
 - The Group has calculated constant currency comparative information by re-translating 2013 results into the group's functional currency (GBP) at the exchange rates prevailing in the H1 2014 reporting period



UK INCOME STATEMENT

014 H1 2013	Change
n £m	%
75.4 592.1	14.1%
02.3 90.5 15.3%	13.0% (0.1%)
77.3) (70.5) (1.5%) (11.9%)	9.7%
24.9 20.1	24.4%
3.7% 3.4%	0.3%
, 354 4,141 , 421 1,352	5.1% 5.2%
,354 ,421	4,141 1,352

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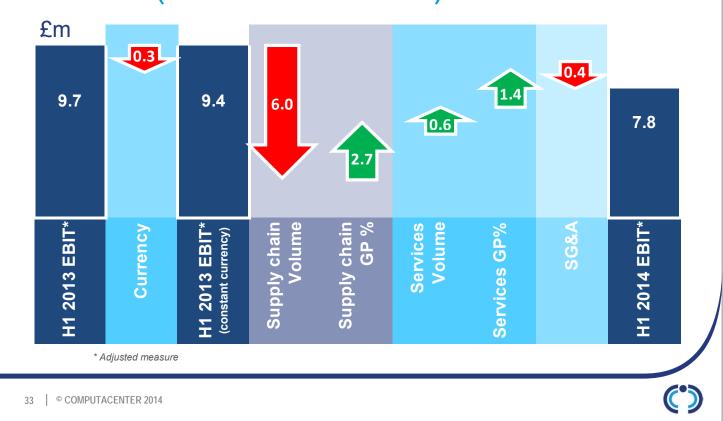


GERMANY INCOME STATEMENT

H1 2013 £m 6.5 603.4	Change % (12.7%)	H1 201 €m 640
	(12.7%)	640
9.673.3.2%12.1%	(5.0%) 1.1%	84 13.:
, , ,		(75 -11.
	(/	9 1.:
	(2.0%) 1.3%	
	1.8) (63.6) .7%) (10.5%) 7.8 9.7 .5% 1.6% 722 3,798	1.8) (63.6) (2.8%) .7%) (10.5%) (1.2%) 7.8 9.7 (19.2%) .5% 1.6% (0.1%) 722 3,798 (2.0%)

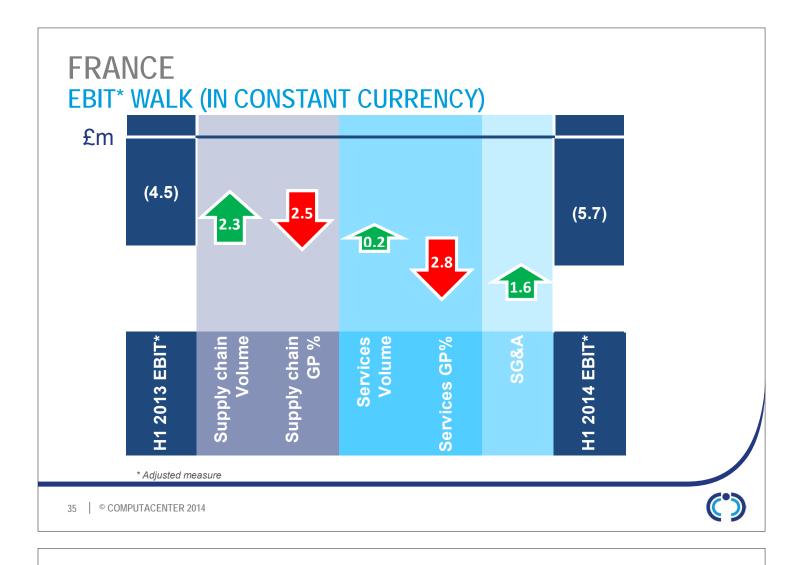
In local currency							
H1 2014	H1 2013	Change					
€m €m %							
640.8	709.0	(9.6%)					
84.8	86.1	(1.6%)					
13.2%	12.1%	1.1%					
(75.2)	(74.7)	0.6%					
-11.7%	-10.5%	(1.2%)					
9.5	11.4	(16.3%)					
1.5%	1.6%	(0.1%)					

GERMANY EBIT* WALK (IN CONSTANT CURRENCY)



FRANCE INCOME STATEMENT

		Reported		In k	ncy	
	H1 2014	H1 2013	Change	H1 2014	H1 2013	Change
	£m	£m	%	€m	€m	%
Revenue	230.9	207.8	11.1%	281.0	244.1	15.1%
Adjusted gross profit	14.7	18.2	(19.0%)	17.9	21.4	(16.1%
	6.4%	8.8%	(2.4%)	6.4%	8.8%	(2.4%
Admin Expenses	(20.4)	(22.8)	(10.6%)	(24.8)	(26.8)	(7.4%
	(8.8%)	(11.0%)	2.2%	-8.8%	-11.0%	2.2%
Adjusted operating profit	(5.7)	(4.6)	22.4%	(6.9)	(5.4)	26.8%
	(2.5%)	(2.2%)	(0.2%)	-2.5%	-2.2%	(0.2%
Headcount *:						
Direct	1,491	1,449	2.9%			
Indirect	481	492	(2.2%)			



	Jun 14 £m	Jun 13 £m	Change £m
Cash and cash equivalents	69.6	72.2	(2.7)
Current asset investment	0.0	10.0	(10.0)
Bank loans	(0.1)	(0.1)	(0.1)
Finance leases	(8.1)	(16.3)	8.2
Other loans	(7.3)	(0.1)	(7.2)
Net Borrowings	(15.5)	(16.5)	0.9
Net funds	54.0	65.8	(11.7)

The Group's primary measure when managing the business is net funds

- From 2014 onwards the Group will no longer separately report it's net funds pre-CSF
- In July 2013 a payment of £43.6 million for the Return of Value was made which should be removed from the year-on-year comparison
- On an underlying basis, therefore net funds improved by £31.8 million compared to June 2013.
- Working capital improvements, primarily in France, are expected to begin to have an effect through H2 2014.

NET FUNDS

	H1 2014	11 2013	
	£m	£m	
Profit/(loss) before tax	18.0	(4.4)	
let finance expense/(income)	0.4	(0.1)	
Depreciation, amortisation and impairment	16.3	28.2	
hare-based payments	1.7	0.5	
rofit/(loss) on disposal of non-current assets	0.2	(0.3)	Demoving the offect of the
/orking capital movements	(18.5)	(25.4)	 Removing the effect of the £31.4 million placed on escrow in June 2013 in
other adjustments	0.6	0.3	escrow in June 2013 in
ash generated from/(used in) operations	18.9	(1.2)	relation to the Return of
come taxes paid	(8.6)	(8.6)	Value, the decrease in cash experienced in the first half
et cash flow from operating activities	10.3	(9.8)	experienced in the first half
terest received	1.2	1.0	of the year improved £18 million from £37.4 million in
apital expenditure and investments	(9.3)	(7.3)	million from £37.4 million in
et cash flow from investing activities	(8.1)	(6.3)	H1 2013 to 19.4 million in H2 2014
terest paid	(1.8)	(0.8)	112 2014
ividends paid to equity shareholders of the parent	(16.6)	(15.8)	
roceeds from issue of shares	0.2	0.1	
crease in other financial assets	0.0	(31.4)	
et borrowings	(3.4)	(4.7)	
let cash flow from financing activities	(21.6)	(52.7)	
ecrease in cash and cash equivalents	(19.4)	(68.8)	
ffect of exchange rates on cash and cash equivalen		3.6	
Cash and cash equivalents at the beginning of the pe		137.5	
Cash and cash equivalents at the end of the per		72.2	

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GROUP BALANCE SHEET

	H1 2014	H1 2013	Var
	£m	£m	£m
Non-current assets			
Property, plant and equipment	82.9	95.3	(12.5)
Goodwill & Intangibles	95.7	94.4	1.3
Investments in associates	0.0	0.6	(0.6)
Deferred income tax asset	15.0	17.1	(2.2)
	193.6	207.5	(13.9)
Current assets			
Inventories	71.8	69.5	2.3
Trade & other receivables	532.5	521.3	11.2
Prepayments & accrued income	125.9	123.1	2.9
Forward currency contracts	0.2	0.1	0.1
Financial & current asset investment	-	41.4	(41.4)
Cash and short-term deposits	71.0	76.3	(5.4)
	801.4	831.7	(30.3)
Current liabilities			
Trade & other payables	482.4	474.5	7.9
Deferred income	109.1	107.9	1.2
Return of value	-	75.0	(75.0)
Financial liabilities	11.6	11.7	(0.0)
Forward currency contracts	0.7	0.5	0.2
Income tax payable	9.1	4.1	5.0
Other liabilities & provisions	10.4	8.2	2.2
	623.3	681.9	(58.6)
Non-current liabilities			
Financial liabilities	5.4	9.0	(3.6)
Other liabilities & provisions	12.3	13.4	(1.1)
	17.7	22.4	(4.7)
Net assets	354.0	335.0	19.1

Balance sheet rate H1 2014 : £1 = € 1.249

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THANK YOU

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