



ONION S.p.A.

Company Profile

As of February 15th, 2009

ONION S.p.A

Via Luigi Abbiati n. 14 – Brescia

Capital: euro 400.500

Company registration n. Brescia 03265510176

VAT n. 03265510176

R.E.A. n. 350316

A company of the ALTEN Group





TABLE OF CONTENTS

1. The company	3
2. The Alten Group	4
3. Services.....	5
3.1. ICT Management.....	5
3.2. ICT Applications & Services	6
3.3. ICT Solutions	7
4. Partnerships.....	8
5. References.....	8



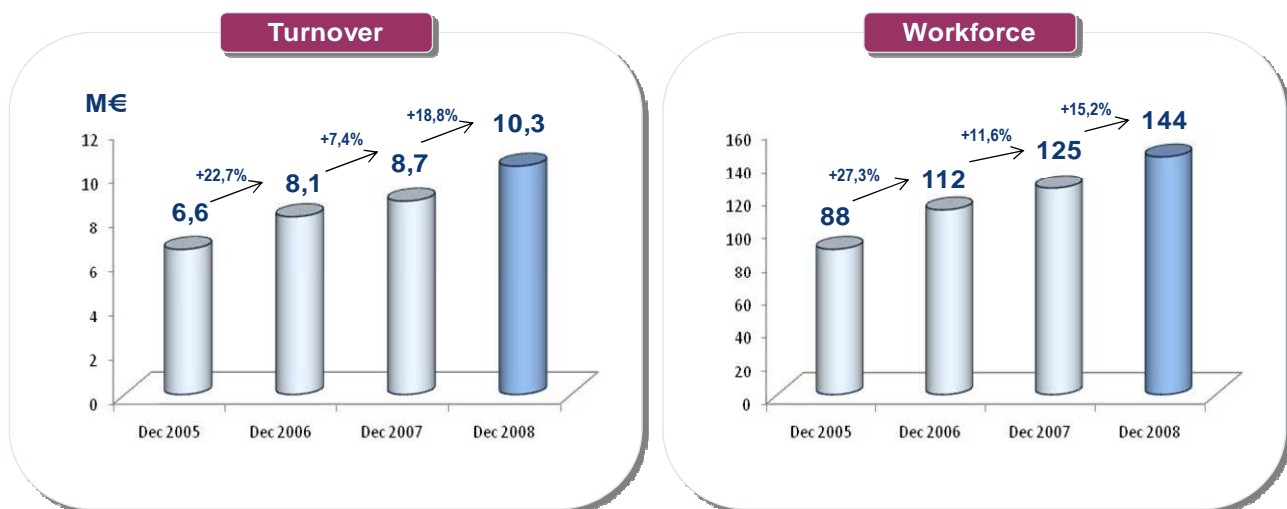
1. The company

ONION operates since 1994 in the Information Technology market with the mission to contribute to the progress and the success of its Clients, acting as a service supplier for the design, realization and management of innovative IT solutions dedicated to value creation in the business processes.

ONION operates as 1st Tier Supplier of ICT services ICT, differentiating itself in the Italian market for its ability to satisfy the needs of middle/large-sized companies as early adopter / fast follower of the emergent technologies, and for its ability to offer such services with excellence in delivery and with a good cost / performance ratio, aiming to an organic growth based on a multi-focused approach, pursued by a motivated and active management.

ONION's strategy is based on competence, professionalism, and integrated services, as well as on the ability to operate in different domains thanks to wide and consolidated experiences. Service delivery is based on the most widespread quality system and governance models: ONION is certified ISO9001 since 1998, in 2003 it has updated its Quality System according to the recommendations of the ISO9001:2000, and in January 2009 has certified it according to the ISO 9001:2008 norm; the certification applies to all the sites and all the sectors of business activity; in addition, ONION adopts numerous ITIL and CMMI practices. The competences and the delivery model of the firm have contributed to making the company an appreciated reality by its Customer base, as underlined by Customer Satisfaction analyses that confirm a very positive positioning of ONION, both in absolute terms, and in comparison to its competitors.

Born as a development, experimentation and implementation centre for IT technologies, ONION has been one of the first firms in Italy to embrace the Internet technologies and the Web, and it currently has a workforce of around 150 FTEs (Full Time Equivalent), with collaborators distributed in the offices in Brescia, Milan and Turin. ONION has achieved over the years a solid organic growth, with a growth rate higher than market average. ONION has also a very solid asset base, as testified by the excellent ratings given by the main banks in accordance to the Basel 2 schemes.



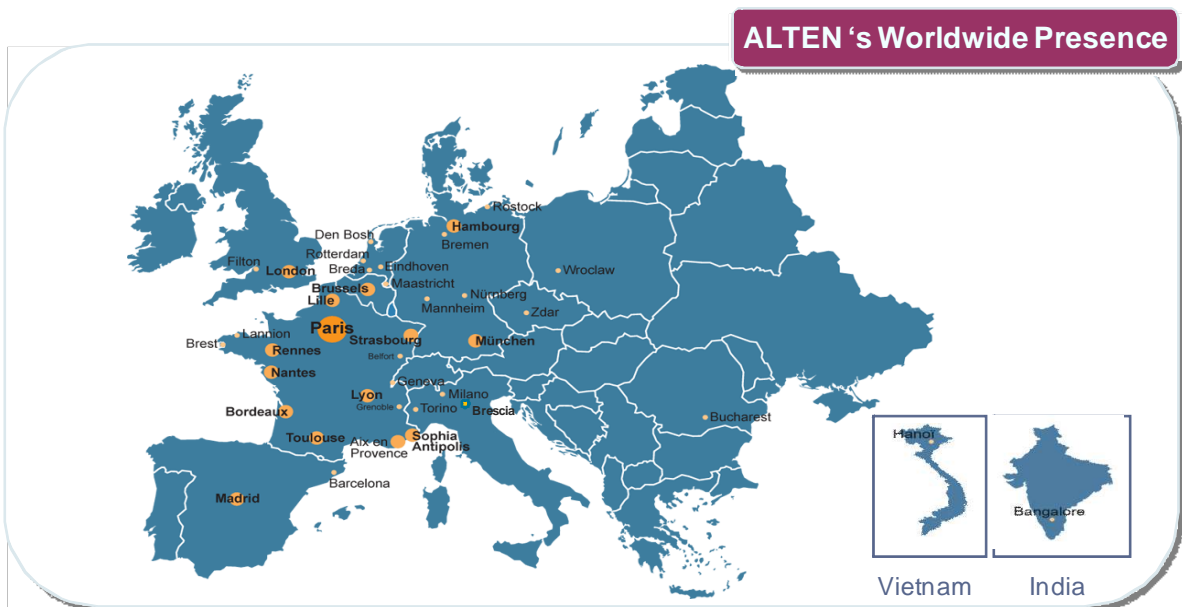
ONION contributes to competence exchange at international level, with over 100 publications and numerous participations to conferences as presenter of innovative methodologies and application experiences.



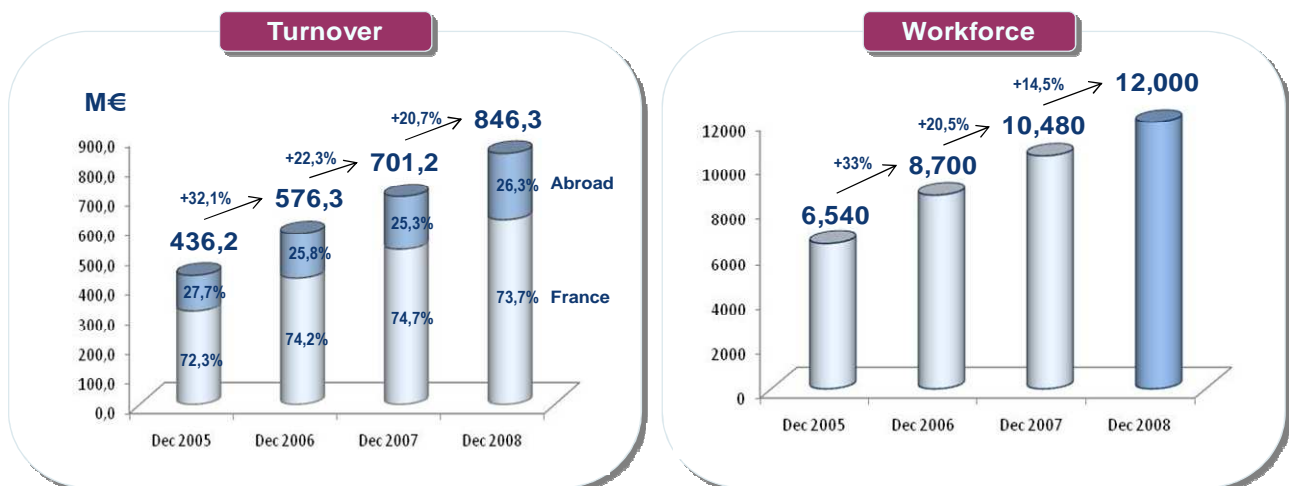
2. The Alten Group

In January 2009 ONION has become a member of the Alten Group, the European Leading company in Engineering and Consulting in High Technologies and IT services. ALTEN carries out consulting and design projects for Technical IS Departments for key industrial, telecom and tertiary sector accounts.

At the end of 2008 the group has over 12,000 employees in 15 countries, with multidisciplinary skills (Networks, IT, Electronics, Embedded software, Mechanical engineering..) and a well balanced coverage of every business sector (Telecoms and Multimedia, Financial Services, Automotive, Aeronautics & Space, Defence, Consumer Electronics, Public transportation, etc.).



ALTEN has grown its market share in all business sectors through both organic growth, twice as high as the market, and acquisitions.



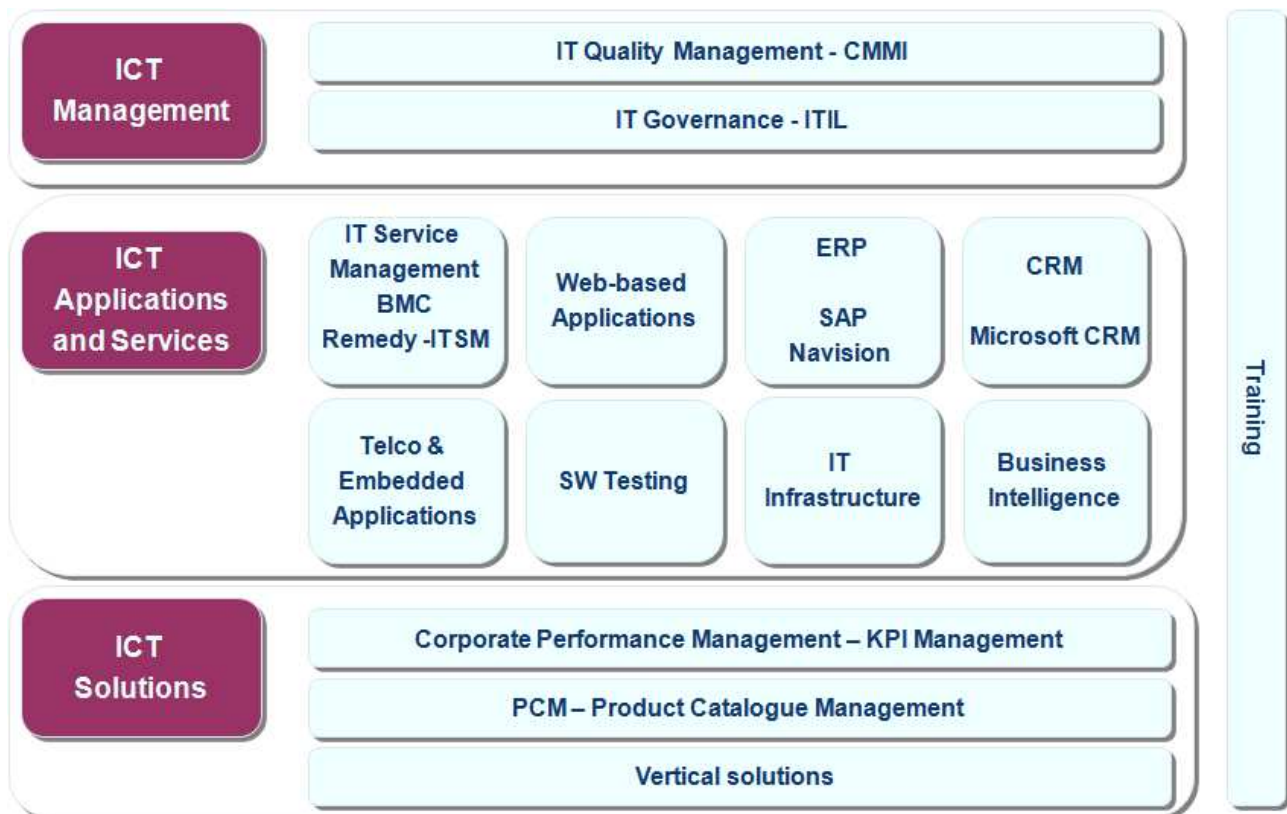


ALTEN stock is listed on 'compartment B' of the Euronext Paris Stock Exchange (ISIN FR0000071946). It is part of the SBF 120, the IT CAC 50 and MIDCAP 100 indexes.

3. Services

ONION operates in the market through different operational areas, with the goal to be a one-stop shop for the demands of ICT Clients. ONION's activities are organized in the following areas:

- **ICT Management**
- **ICT Applications & Services**
- **ICT Solutions.**



3.1. ICT Management

ONION provides consulting services to support the improvement and/or the re-engineering of ICT Management processes, with particular emphasis on the IT process quality and governance.

ONION's activities are divided into two main areas:

- **IT Quality Management**
CMMI® & Software Process Improvement; Requirements Lifecycle Management; Project Management; ISO 9001 Quality Systems; Measurements and Metrics.
- **IT Governance & Security**
ITIL® & Business Service Management; IT Governance Frameworks; Business Performance Management.



ONION consultants are specialized both in the individual areas and in the integration of the reference models above, with the goal to increase the value of the ICT services delivered by the customers.

3.2. ICT Applications & Services

Starting from specific customer requirements, ONION develops turn-key IT Projects to support of the business processes, using the most important technological and application platforms and integrating the existing contexts. ONION's main competence areas include:

➤ **IT Service Management**

Implementation on complete solutions based on the BMC Remedy and ITSM platforms:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

ONION has matured specific experiences and competences in the following areas:

- Asset Management
- Service Catalogue & Service Portfolio Management
- Supplier Management
- Service Level Management
- Change & Configuration Management
- Release & Deployment Management
- Event, Incident & Problem Management
- Service Desk Management
- Access Management
- Request Fulfilment
- Campaign Management
- Knowledge Management

➤ **Web-based Applications and Enterprise Information Portals**

- Enterprise Information Portals (Employees, Customers, Suppliers)
- Intranet Services (Employee Self-Service, Workgroup Solutions, E-Learning, Document Workflow Management)
- Extranet B2B Services
- E-Commerce B2C Services
- Web Agency (development of web sites and multimedia presentations, with special care to communication and usability, in accordance to the W3C WCAG)
- Web Marketing (positioning in Web Searchers and set-up of campaigns based on Google AdWords)
- Application Housing/Hosting in the Brescia Data Center.

➤ **Telco, Embedded and Mobile Applications**

- Software Development and System Integration in the telco sector
- Embedded applications development in several domains, from railways to industrial automation
- Development of applications and services for mobile users (for example: Remedy-mobile integration; SAP-mobile integration; Wireless Applications; Applications for mobile devices)



➤ **Testing**

Verification and validation of applications and software systems, with special emphasis on:

- Web Applications
- TLC Systems and Applications
- GAMP4 Computer System Validation for the pharmaceutical, chemical, and medical equipment sectors
- PrEn50128 Software Validation for the railways sector
- Safety critical applications

➤ **SAP R/3 and Microsoft Dynamics NAV information systems**

- SAP Projects and Application Maintenance SAP in the following domains: Finance and Controlling, Sales and Distribution, Materials and Warehouse Management, Human Resources Management, ISU, Customer Relationship Management, Supply Chain Management, Business Warehouse, Strategic Enterprise Management.
- Integration between SAP and web/mobile technologies
- Integration between SAP and MS-CRM
- Complete implementation of information systems for SMEs, based on Microsoft Navision.

➤ **CRM - Customer Relationship Management**

Complete implementation of solutions based on Microsoft Dynamics CRM, for:

- Sales Force Automation
- Marketing Automation
- Customer Service

➤ **Business Intelligence**

- Data Warehousing, Data Mining, OLAP
- Business Performance Management for the management of KPIs (Key Performance Indicators)

➤ **IT Infrastructure**

- Consultancy on Microsoft and Linux systems
- LAN/ WAN Design and optimization
- IMAC and technical assistance services
- ICT Security services

➤ **Training**

- Base and specialized training on all the areas above
- Specialized training on the BMC Remedy and ITSM platforms
- ISTQB Specialized training (International Software Testing Qualifications Board)

Thanks to its experience and delivery structure, ONION makes also available to its customers professionals to suit the Customer's needs in all areas above.

3.3. ICT Solutions

Valuing the know-how acquired in 15 years of experience for important firms, ONION has developed a suite of solutions to support a wide set of business processes.

ONION solutions relate to:

- **Corporate Performance Management** (developed and distributed in co-operation with Twain)



Cockpit based on the Balanced Scorecard methodology, usable both for Management Reporting and to support quantitative analysis of specific business processes.

- **PCM – Product Catalogue Management**

Pre-defined solution for the centralized management of product catalogues, with generation of paper, Web, and CD versions.

- **Support processes for the Information System**

Web-based pre-defined solutions for the following areas:

- Marketing: Web Content Management
- Sales: Product configurators
- Sales: Sales Force Automation solutions based on MS-CRM
- Sales: Internet On-Line Sales
- Purchasing: Vendor rating and qualification
- Purchasing: B2B Procurement
- Collaboration: Document workflow management
- Collaboration: On-line questionnaires management
- HR Management: E-Learning
- HR Management: CV and hiring management.

4. Partnerships

ONION develops and delivers the "BPM – Business Performance Management" solution in partnership with Twain, a company in which ONION is a shareholder.

ONION is Microsoft GOLD Certified Partner; in particular, ONION specialises in the following competences:

- Business Intelligence
- Custom Development
- Business Solutions (Dynamics NAV and Microsoft CRM)

ONION has also distinctive partnerships for training, in particular:

- ONION is the only BMC certified partner in Italy for Remedy and ITSM training.
- ONION is the only accredited company in Italy for the delivery of courses on SW testing by the ITA-STQB, the Italian Board member of ISTQB (International Software Testing Qualifications Board), the worldwide organization that certifies the competences in SW Testing.

Another qualified partnership is with Intel, for collaboration in experimental activities for new technologies in innovative companies (POC – Proof of Concepts).

5. References

ONION services are particularly appealing to the “**TLC – Telecommunication**” market, thanks to the experiences gained for both the manufacturers and the operators; in this context, ONION has distinctive competences, which constitute a strong asset for the years to come. The same can be said for the “**Manufacturing**” and “**Automotive**” markets, in which ONION has the skills and the experience to deliver value added systems and solutions for leading companies.



Good competences and references have been gained also in the “Finance” market, especially in IT Service Management. Other sectors in which ONION has important references include:

- Public Administration
- Pharmaceutical
- Utilities
- Real Estate
- Media
- Services
- Food & Beverages
- Distribution and Logistics

In general, ONION focuses on large and medium-sized customers, with which it can establish long-term relationships.

Companies that have benefitted of ONION’s services include (in alphabetical order): A2A; ABB; Abbott; AB Energy; AB Impianti; AEM; Allied Telesyn; Alstom; Ansaldo Camozzi; Artsana; Auricchio; Autogerma; Banca d’Italia; Banca Immobiliare; Banca Mediolanum; Banca Popolare dell’Etruria e del Lazio; Banca Popolare di Sondrio; Bancapulia; Bertello; Beta Commerce; Biasi; BMC Software; Bre.Be.Mi; Cambrex; Camozzi; Canale; Carapelli; Cassa di Risparmio di Bolzano; Cassa di Risparmio di Volterra; Cedacri; Cembre; CIRA; Cogne Acciai Speciali; Comdata; Cometal; Commissione Europea; COOP; Consorzio Parmigiano Reggiano; Credem; CSC; CSI Piemonte; CTA Casa; Datasiel; Domus Salutis; Dropsa; Econgass; Edipower; Edison; EdisonTel; eDreams; Elefra; Eli Lilly; Elle U Multimedia; ENEL; ENI; Ericsson; ESC Group; E-Utile; FIAT Auto; Fincantieri; Finmek; Fondazione Edison; Fondazione San Francesco; Frabosk; GAT; Generali Assicurazioni; GESCO; Gimatic; Gioiatech; Global Value Services; Golmar; H3G; H&M; HotelPlan; HP; IBM; ICRA; I.net; Ingersoll; Innse-Berardi; Inoxriv; Intel; Interapp; International PBI; Italclem; Italfarmaco; Italtel; Itap; Jabil; Leonardo; Leroy Merlin; Lombarda Sistemi e Servizi; Lorenzoni; Lucchini; Lutech; Marzoli; Master Legno; Menarini Farmaceutica; Merlo; Modine; Monelli; Montesi; Nardi Elettrodomestici; Nokia Siemens Networks; Novara Vita Assicurazioni; Officine Ferroviarie Veronesi; Olivetti MultiServices; Omav; OMP; ONU International Labour Office; Petronas; PharmaIdea; Pirelli Real Estate; Poliedra – Politecnico di Milano; Postecom; Poste Italiane; Pozzi Italia; Prada; Primo Promo; QAI India; Quercia – Gruppo Unicredito; RAI; RBM; Redspark; Rete Mercedes Benz Italia; Rosenfire; Sanofi-Aventis Italia; SAP Italia Consulting; Seat Pagine Gialle; Selex Communications; Sferc; SIA; Siemens AG; Siemens Informatica; Sinco Systems; Sipla; Sogegross; Spea; Spot a Porter; SQS; STL; Streparava; SW Dimensions; Systech; Tattile; Tiscali; Tremolini; Trimec; T-Systems; Unicom; Unicredit; Verres; Visiant; Villa Salus; Vodafone; Volkswagen France; Volkswagen Group Italia; WAC Europe; Wiedes.