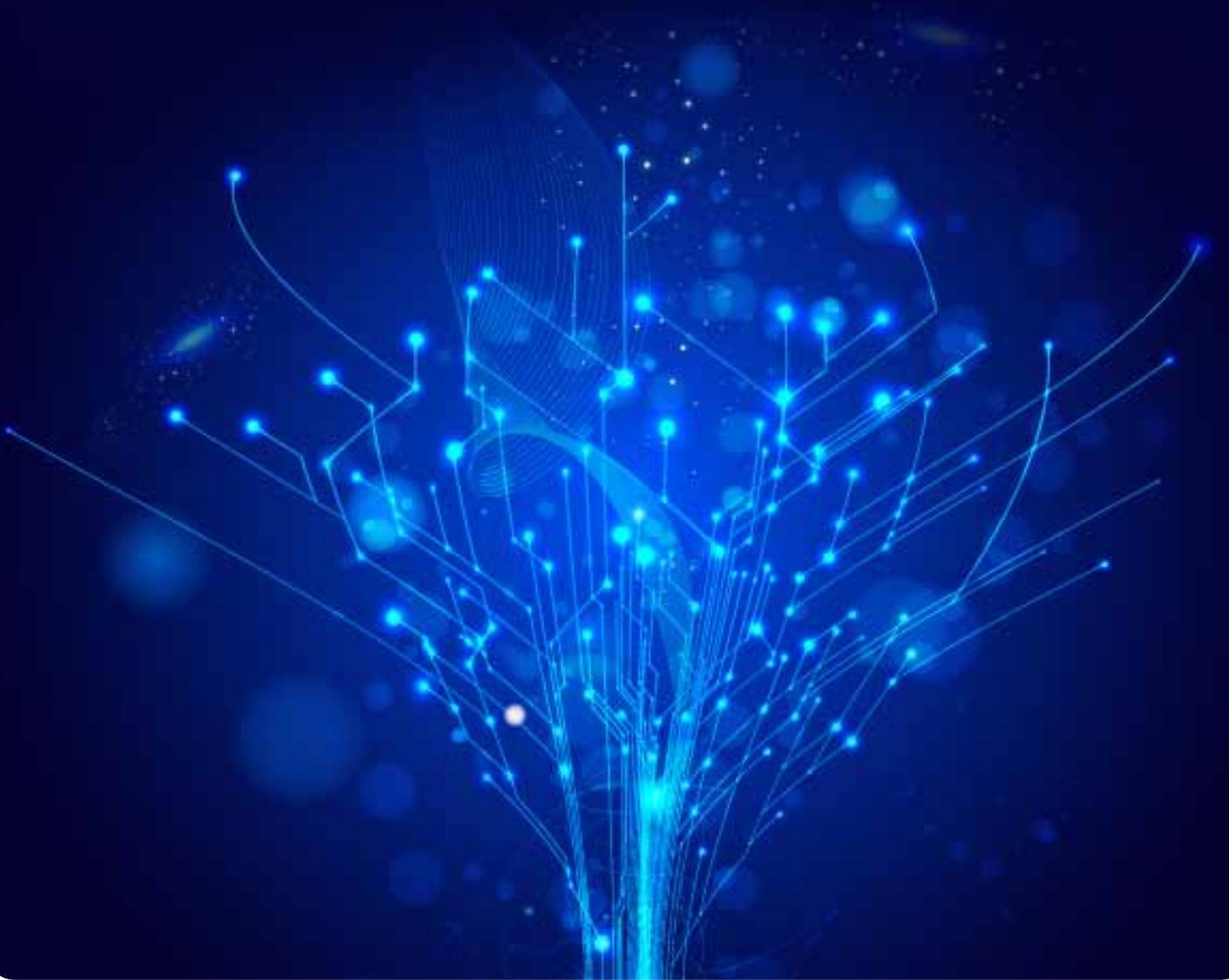


Belgian Software





Editor: F. L'Hoost

Authors: François Bries, Sofie Albert

Graphic design and layout: Cible communication

COPYRIGHT © Reproduction of the text is authorized provided the source is acknowledged.

Date of publication: August 2012

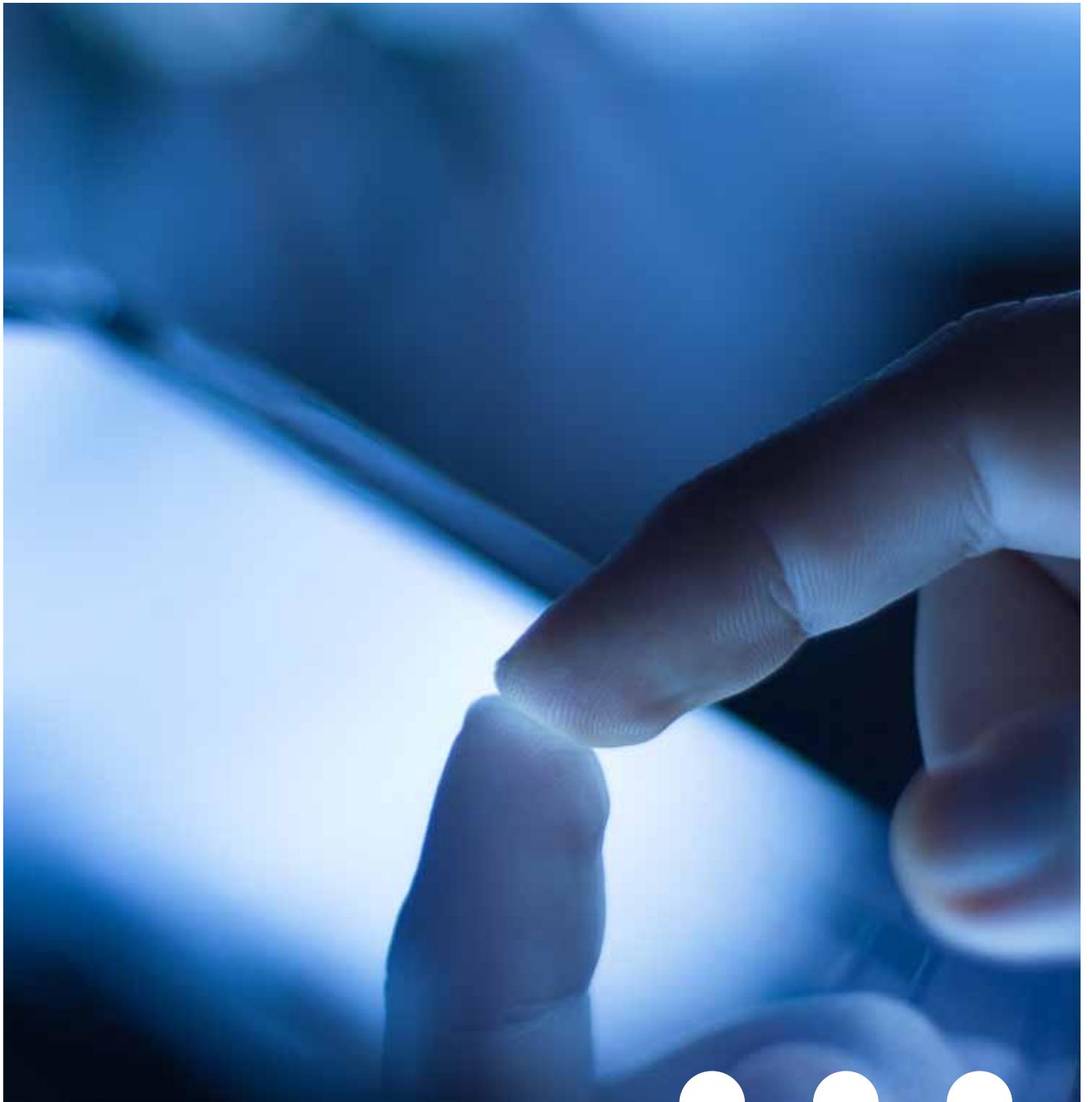
Printed on FSC-labeled paper

This publication is also available on the website of the Belgian Foreign Trade Agency: www.abh-ace.be



Contents

Presentation of the sector	5
Belgian software excellence	6
Leading companies a in a number of niche markets	8
Highly qualified workers	8
A stimulating research environment	10
Developed infrastructure	11
Belgian players in the software sector	12
eGovernment in Belgium	16
A fiscal environment designed for foreign investors	17
Additional benefits for R&D	18
Software success-stories in Belgium	21
Microelectronics	22
Alpha Technologies	22
Macq	24
Telecommunications	26
ESCAUX	26
Mondial Telecom	28
Image and audio processing	30
EVS	30
Memnon Archiving Services SA	32
Zappware	34
Banking IT, security and authentication	36
Babelway	36
Mainsys	38
Vasco Data Security International	40
Geo-ICT	42
Mobile Token	42
Septentrio	44
STAR-APIC	46
Traficon	48
Others	50
Agfa HealthCare	50
Materialise	52
OpenERP	54
Wataro	56
Directory of companies	59



Presentation
of the sector

Belgian software excellence

The ICT sector is one of the most dynamic in Belgium. Between 1997 and 2011, it contributed 15,5% of Belgian GDP growth, and accounted for 4.22% of GDP in 2010. For 2009, Information and Communications Technologies also contributed no less than 0.62% to growth in GDP which makes it the fourth most dynamic sector among the 27 countries of the European Union.

Software makes up a significant part of overall ICT activity: almost 20% of Belgian ICT workers produce software. The sector represents 4% of total Belgian GDP. Although our small country has only 2% of Europe's population, it is responsible for 3.3% of turnover generated by the software sector in EU25.

“ Belgium, (...) among other countries, features once again between the best performers worldwide, fully exploiting the latest technologies in their national strategies and daily activities.”

The Global Information Technology
Report 2010-2011

A country open to investors

According to the Swiss KOF Foundation, Belgium is the most globalized country in the world according to a series of economic (trade, investment, etc.), social and political indicators. The economic openness of the country is recognized worldwide, while the number of international patents registered by foreigners attests to the ease with which Research and Development can be conducted in Belgium. In fact, Belgium is the fifth country in the European Union in terms of the proportion of patents held by non nationals.

Due to its outstanding location and the quality of its workforce, our country was *the* destination of choice for investors in 2010. By way of example, in spite of its small size, Belgium is the European country that received the most American foreign direct investment in 2010 (World Investment Report 2011 from the UNCTAD).

A sophisticated and competitive market

Belgium is one of the top five most sophisticated ICT markets in the European Union. What's more, in 2010, the country came 12th in the world in terms of countries with the most developed ICT sectors, according to the World's Top Innovators 2009-2010 report.

Thanks to its cutting-edge technology infrastructure, Belgium offers fertile ground for the multiple start-ups in the world of software. Belgian broadband networks serve as benchmarks for the rest of Europe and Belgians are the biggest users in the world.

These many advantages, coupled with an environment favorable to business creation, have made Belgium the destination of choice for foreign investors. Indeed, the head offices of many ICT multinationals are located in our country.

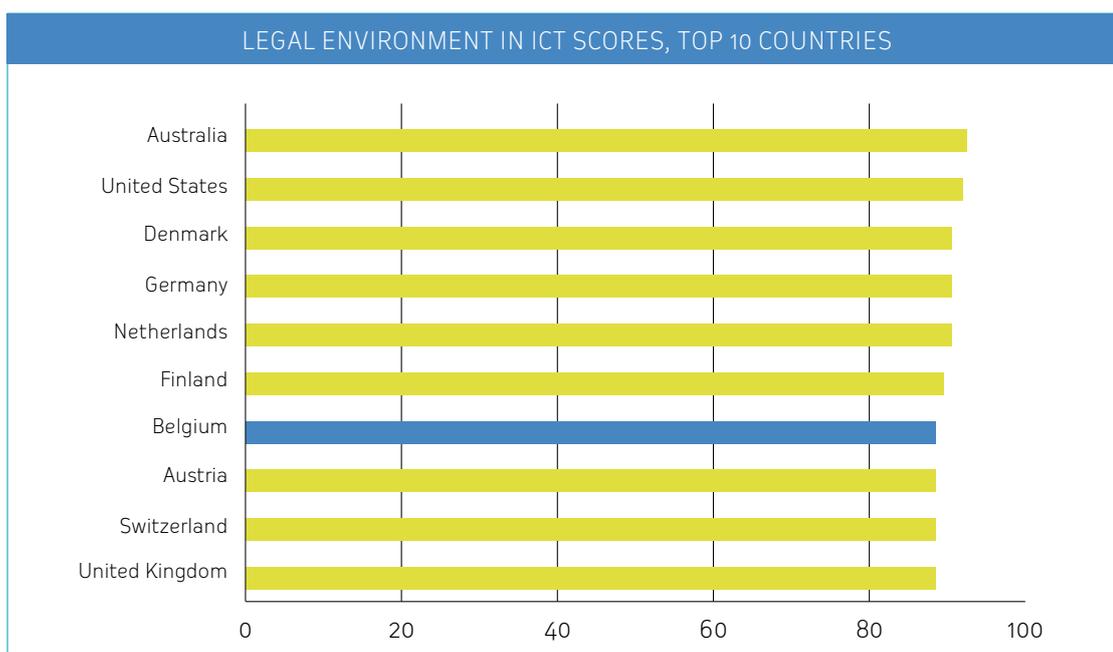
The concentration of all the key global players has had the result of making the Belgian market extremely competitive: the country offers the 3rd most competitive market in the world according to Insead's Global Innovation Index 2011.

This geographical concentration is also supported by a marked policy of clustering. In the three regions of the country, companies are grouped together in clusters enabling enhanced collaboration with universities and the authorities. The institutions that have been created reflect the support of the country's three regions for the sector.

A concentration of added value

The software sector covers a broad range of areas. This study is based on the sectoral definition used by Agoria (the Belgian technology federation), i.e. any company that develops software in Belgium and sells it anywhere in the world.. In addition to production and distribution, this definition also includes services such as software consulting, training or maintenance.

According to this definition, 30% of activity in the sector in Belgium takes place in Brussels, with the north and south of the country sharing the other two thirds of the sector (precise figures are not available for these regions).



Source: EIU

Employment

The Information and Communications Technologies sector is a major employer in Belgium. Over 100,000 workers are employed by ICT companies in Belgium, with a considerable portion in the software sector (by way of example, 30% of ICT workers in the capital work in software). This represents 2.28% of total employment in 2010.

These workers are exceptionally qualified and skilled and the technical training of the Belgian labor force in engineering and IT is among the best in Europe, at both secondary and university level. It is their quality education that makes Belgian workers some of the most productive in Europe.

Leading companies in a number of niche markets

The software sector is so broad that specialization is essential in order to be able to be competitive and offer an innovative solution. Belgian companies have managed to position themselves in expanding niche markets and offer highly specialized solutions to satisfy specific needs. In this

way, several Belgian companies are world leaders in their market.

What is true for companies is also evident at country level. Belgium can thus boast of ranking among the world leaders in the following sub-sectors:

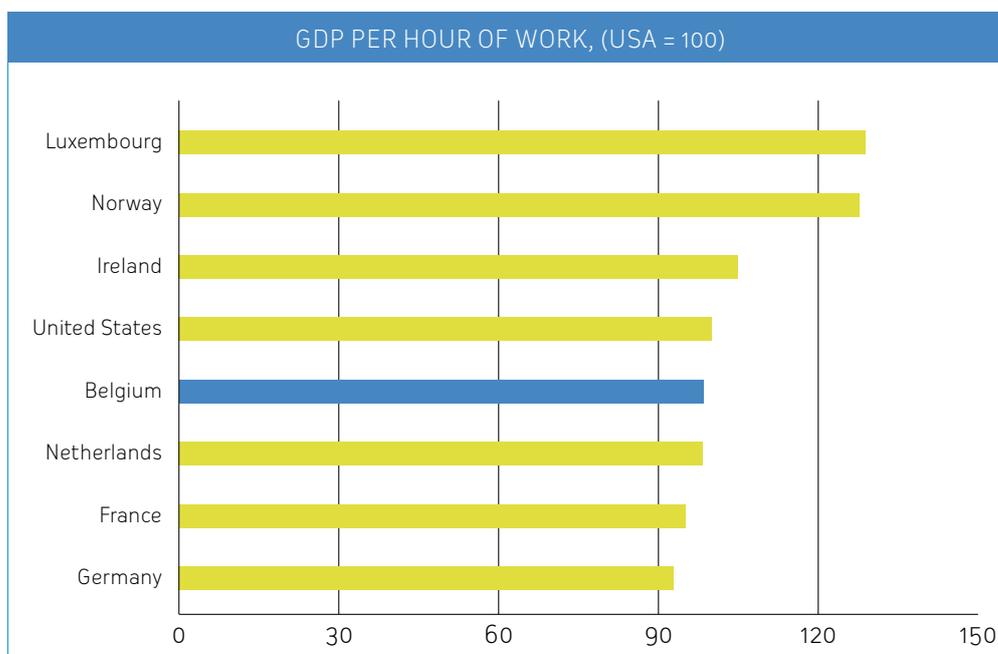
- Software used in microelectronics,
- Software used in telecommunications,
- Software used in image and audio processing,
- Software used in the area of banking, security and authentication,
- Software used in Geo-ICT.

Highly qualified workers

Belgian workers are among the top 5 most productive in the world according to recent statistics from the OECD and "The Conference Board". However, it is in the engineering and computer science sectors that Belgium particularly stands out:

- Belgium systematically exceeds the OECD average. Whether in terms of number of researchers per thousand jobs, number of science and engineering graduates, percentage of degrees awarded, or in terms of the proportion of total employment in science and technology, our country is one of the OECD's model students (OECD, 2010). It is also due to its human resources that Belgium is the 6th most innovative of the EU 27.
- The Belgian education system is one of the best-performing in the world. The country is ranked in second place in the "Global Information Technology Report 2011" insofar as the quality of its education is concerned. The same report puts Belgium

“ Belgian workers rank among the top 5 most productive in the world according to recent statistics from the “The Conference Board” (2010).”



in first place in Europe in terms of the quality of its education in science and mathematics. The country is also in the top 5 in terms of management schools.

- The proportion of highly-qualified workers in Belgium is among the highest in Europe. 43.4% of the population work in a job with a strong intellectual component, and this cutting-edge workforce is readily available (4th place in the European Union in terms of accessibility to highly-qualified workers (scientists and engineers)).
- 51% of Belgian workers speak at least two foreign languages, a sign that they are adapted to the international world of work.

All of these factors combine to make Belgian workers a significant asset for any company active in the software sector. Our human resources put Belgium in the top 10 of the most creative countries in the world. Belgium's current 12th place ranking in the world in terms of innovative capacity is due in large part to its workers who are renowned worldwide.

Foreign investors have made the right choice, and our country is one of the most open to research. The proportion of Belgian patents held by foreigners is 50%, compared with an OECD average of just 15%. Our labor force works hand-in-hand with foreign researchers and belongs to the most important international networks in order to provide top quality research.

“ The Belgian education system is one of the best in the world, training some of the most productive workers in the OECD.”

A stimulating research environment

There is a dense network of university institutions and research centers in Belgium which is composed of internationally-renowned institutions. The country is number four in the European Union in terms of the quality of its research, and fifth in terms of collaboration between universities and the private sector.

Just recently, four Belgian universities were included in the 100 best research institutions in Europe. Two of them, UCL and KULeuven, were even ranked in the top 20 best-performing universities in Europe. Our small country can pride itself on having five universities in the top 200 European universities for computer and computer science research (QS World University Rankings 2011). KULeuven and Ghent University both have the honor of featuring in the top 100 universities in the world for computer research according to the Academic Ranking of World Universities 2010.

“ Belgium is a crucial market for our long-term development in Europe. That’s why we installed our R&D center in Belgium.”

Mario Fan, Managing Director
Huawei Benelux

As regards the budget allocated to these universities and centers of research, the findings are clear: in Belgium, researchers achieve more than elsewhere with less resources. How can such good results be explained?

A high concentration of quality universities and incubators: the 11 Belgian campuses (4 in Flanders, 4 in Wallonia and 3 in Brussels) are geographically close and organized into efficient networks. There are also numerous incubators located on the territory. These sometimes relate directly to ICT and sometimes other sectors where ICT plays a central role.

An effective clustering policy, promoting exchanges between universities and companies: in Flanders, the DSP Valley (Digital Signal Processing) is a particularly dynamic cluster. The region also has a cluster focused on graphic design and telematics. In the Wallonia, clusters are organized around the ICT Cluster infopôle, which is positioning itself as the cluster for all ICT, and around TWIST, a cluster more specifically focused on digital and multimedia technologies. Finally, in Brussels, it is the ICT center and the Brussels Enterprise Agency’s “Software in Brussels” cluster which are responsible for supporting companies in the sector, while at the same time encouraging the sharing of knowledge between them.

Engineering and mathematics education of an international standard: researchers in Belgium are among the most productive in the world. In addition to their top quality university training, they have a solid basic education, as evidenced by the higher than OECD average Belgian results in PISA surveys.

Support from federal and regional authorities: there is unfailing support for research in the area of ICT and software in each of the Belgian regions. Belgian policy and citizens alike are aware of the importance of information and communications technologies, particularly software, in the economic fabric of Belgium.

Support and advice to foreign investors

FIT, AWEX and Brussels Invest & Export each promote their own region: Flanders, Wallonia and Brussels. They have three main tasks that they each fulfill in their own way:

1. Supporting exporters from the region
2. Informing, prospecting for, and advising potential foreign investors
3. Promoting the region abroad



FIT provides professional advice to all foreign companies that want to start or expand operations in Flanders. To make things even easier, FIT has a network of more than 90 offices abroad that can give advice. Their presence on the ground means that they know better than anyone what foreign investors need. More generally, FIT helps companies wishing to invest in Flanders to find the best location, acquire the correct information and make the right contacts. It also offers assistance in applying for grants and other aid, and in understanding Flemish and national regulations, etc.

www.flanderstrade.com / www.investinlanders.com



AWEX is responsible for all commercial activities that take place either in or from Wallonia. It incorporates the Office for Foreign Investors (OFI), which has a similar role to FIT with respect to foreign investors: helping to find suitable sites, explaining support measures and tax rules, and providing information on recruitment and staff training, project funding, etc. AWEX also has a presence abroad, with more than 100 economic and commercial attachés all over the world.

www.awex.be / www.investinwallonia.be



Brussels Invest & Export promotes foreign trade, assists Brussels companies, and attracts foreign investors to Brussels. It has built a database where foreign investors with a specific project in mind can find business partners in Brussels. Brussels Export has some 88 economic and trade attachés in a network abroad. Some are shared with FIT or AWEX.

In particular, Invest in Brussels offers companies the opportunity to test Brussels as a business location for three months, providing them with free office space, secretarial services, facilities and professional advice offered by experts on suitable locations, support facilities, sector related issues, legislation at Brussels and national level, etc.

www.brusselsinvestexport.be

Federal player



Fedict – the Federal Public Service for Information and Communication Technology – was set up in May 2001 and became fully operational in 2002. As a federal public service, Fedict defines and implements the federal e-government strategy. It uses innovative information and communication technology (ICT) to help the various federal public services to improve their service portfolios and tailor them to meet the needs of the general public, businesses and civil servants. For example, Fedict is involved in building and developing the software for the electronic identity card (eID). Fedict also develops new online services aimed at the general public, businesses and civil servants, and made available through the federal portal.

www.fedict.belgium.be

Supraregional players



Agoria is partner to 1,600 companies active in the technology industry. The federation and its 200 collaborators offer information, practical services and advice to its members.

Agoria makes full use of the strength of its member companies. The federation is involved in drafting legislation at regional, federal and European level to improve the environment for companies in the technology industry. Its ICT unit is particularly concerned with the development of companies in the ICT sector and provides assistance to 418 member companies active in this area.

www.agoria.be



The eTIC Charter, launched in 2004, is a code of conduct promoting balanced and transparent contractual relations between signatory ICT providers and their professional customers.

This charter, signed by over 500 ICT solution providers, obliges signatories to address with the customer, as soon as the offer is made, a number of key issues which might be the source of disputes at a later date if not clarified. Such issues include control of costs and deadlines, intellectual property rights or the sustainability/portability of the solution. The charter requires signatories to ensure that the service is suited to the needs of the customer and that there is proper coordination with any sub-contractors.

www.charte-etic.be

Regional industry federations



The Agentschap Ondernemen is the point of contact between Flanders entrepreneurs and the regional authorities. In this respect, it actively supports entrepreneurship in Flanders and plays an active role in the policy decision-making process.

It is tasked with raising awareness among entrepreneurs of the issue of sustainable management of companies, encouraging entrepreneurship through grants and meetings between companies, ensuring implementation of policy decisions and providing the Flanders government with expert advice on all issues of concern to entrepreneurs. To do this, it has a budget of almost €240 million in grants.

www.agentschapondernemen.be



The AWT is the Walloon public body tasked with promoting and spreading Information and Communications Technologies (ICT) in the Walloon Region. The basic mission of the AWT is to promote universal access to information and communications technologies and encourage their widespread use.

This mission is given effect via three basic areas of focus, namely technological monitoring, advice and reference and the promotion of companies in the sector.

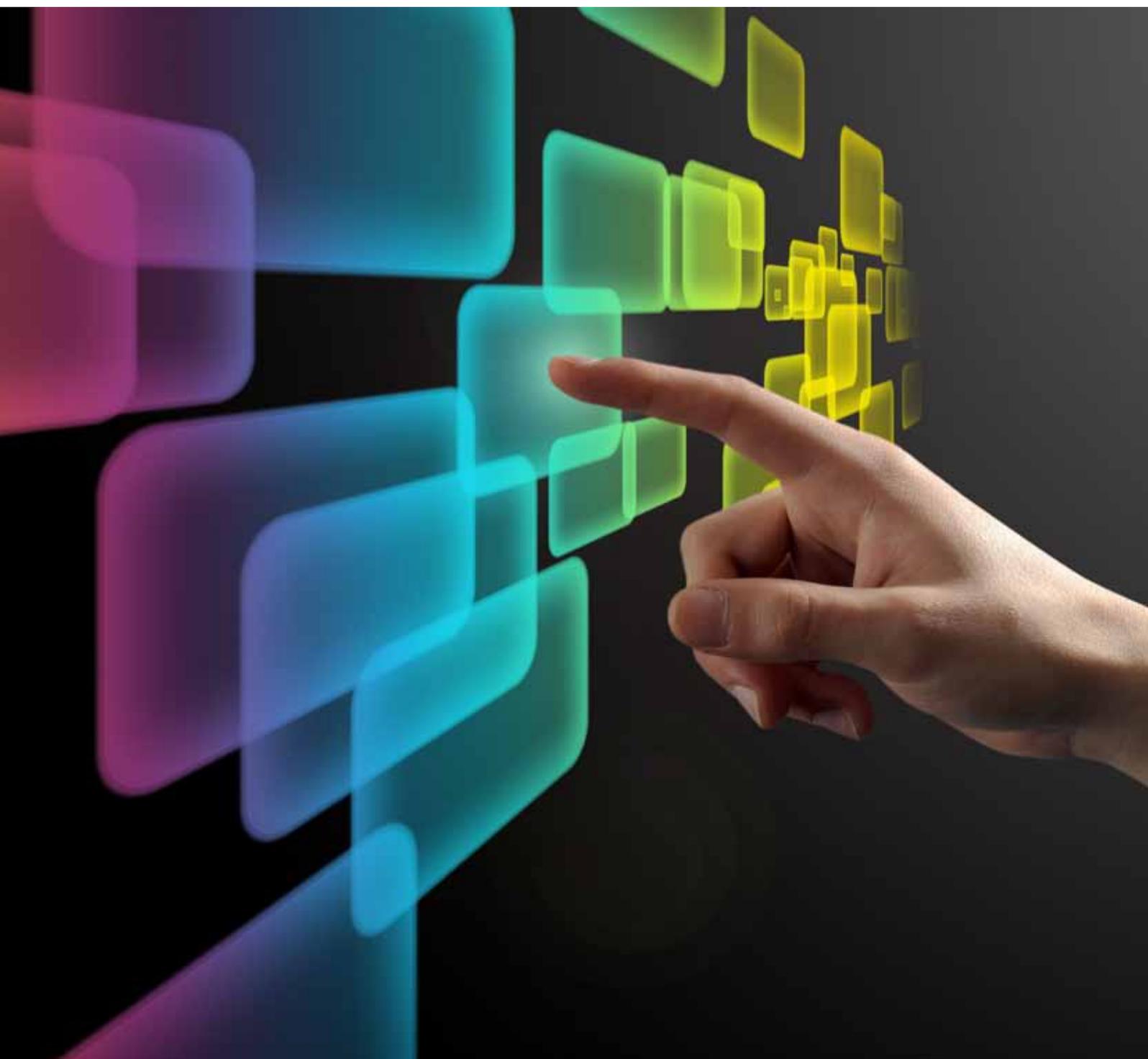
www.awt.be



The “Software in Brussels” cluster is an initiative of the Brussels Enterprise Agency supported by the Minister of the Economy, Exports, Employment and Research. The cluster brings together 100 companies with high growth potential which produce and sell their own software or internet solutions in a number of areas.

As a public institution, its mission is to support the growth of software developers based in Brussels, at national and international level. It does this by offering a series of services to companies centered on basic common needs and by developing synergies between software developers and research centers.

www.softwareinbrussels.be



eGovernment in Belgium

The Belgian eGovernment strategy aims to create a single virtual Public Administration while respecting the privacy of users, as well as the specificities and competences of all Government bodies and administrative layers. Its main objective is to improve the delivery of public services for citizens and businesses by rendering it faster, more convenient, less constraining and more open.

Here are some axes around which the current strategy is being outlined:

- the formulation of specific objectives, like the optimal service delivery to citizens, the limitation of administrative burden and the optimisation of the efficiency and effectiveness of public services;
- the explicit choice of a collaboration among all stakeholders in order to create added value for users of eGovernment services;
- the use of a common vision for the use of information in terms of modelling information, mandatory reporting of supposed errors, electronic exchange of information, unique collection of information;
- the use of a common vision for information security and protection of privacy;
- the maximum use of common elements for networks, eID and SIS cards, middleware interconnected and related basic services;

To meet the objectives stated above, the Belgian eGovernment strategy has been based in the past on four main strategic streams:

- 1st stream – Re-engineering and integrating service delivery. This first stream focuses on users' needs, life events and simplification of all administrative procedure.

- 2nd stream – Cooperation among all levels of Government so as to provide integrated services across organisational boundaries and administrative layers.

The second stream was based on two documents. First, the eGovernment cooperation agreement, signed in March 2001 by the Federal, Regional and Community authorities, which laid down a framework of cooperation, according to which all layers of Government committed to use the same standards, the same identification infrastructure and the same eSignature.

Second, the cooperation agreement on the principles of a seamless eGovernment, signed in April 2006, with the objective to use ICTs that provide information to all citizens, businesses and public institutions in a user-friendly way.

- 3rd stream – Simplification of administrative procedures for citizens and businesses. This requires an increased exchange and sharing of both data and information among Government Departments and Agencies.
- 4th stream – Back office integration and protection of personal data. The Department or Agency that requires specific data will be considered most frequently as a trusted source by other Administrations that may need such data. Hence, the Department or Agency in question will be responsible for maintaining a personal data repository.

A fiscal environment designed for foreign investors

Belgium has one of the most attractive fiscal and legal environments for foreign investors. The country achieves a score of 86.7% for regulatory quality in the Global Innovation Index. Due to extremely efficient legislation, only four days are needed to set up a company in Belgium, which makes it the number one country in the European Union in this area. All of these advantages are reflected in the openness of the country to investors.

Legal certainty is guaranteed in the software sector in Belgium. Our country is one of the best in terms of combating piracy. The small number of procedures required to enforce a contract also make it a safe place to do business.

A competitive nominal tax rate

All companies in Belgium are subject to corporate tax. The nominal rate is 33.99%. For SMEs with a taxable income of up to €322,500, the tax rate drops to 24.98%.

Notional interest deduction

The notional interest deduction is a unique and innovative tax benefit in Belgium. This is a tax deduction for risk capital which decreases the unequal treatment between debt financing and equity financing. It is automatically applied to all Belgian companies and all companies established in Belgium. The system allows companies to make deductions from their taxable base against a purely notional interest charge. The notional interest corresponds to a specific percentage of each company's adjusted equity capital. In the year 2012 the rate for SMEs is 3%. This can bring the final tax rate down below 27%.

“ Notional interest deduction is a tax deduction for risk capital which decreases the unequal treatment between debt financing and equity financing.”

Advance tax rulings

Belgian tax legislation recognizes the growing importance of legal certainty for existing and potential investors. So it offers companies an advance ruling on tax matters. This ruling has legal force, and is based on a determination by the competent tax authority as to how the tax laws apply to a particular situation or transaction. This gives potential investors the legal certainty they need over the tax implications of their projects. The tax authorities are bound by these rulings for up to five years.

Exemption from withholding tax on dividends

The exemption that investors enjoy from withholding tax on certain dividends to investors is another widely-acclaimed provision. This new exemption applies to all countries with which Belgium has concluded a tax treaty, including the United States. By choosing Belgium as the location for their holding when making investments in Europe, corporate investors from treaty countries can repatriate unlimited European profits without paying withholding tax on dividends and profits.

Additional benefits for R&D

Tax deduction on patent income

Tax deduction on patent income is a federal measure that allows up to 80% of exemptions for income from certain patents. This gives Belgium the lowest effective tax burden on patent income (a maximum of 6.8%). The measure applies to all Belgian companies subject to corporate tax, but also to all Belgian branches of foreign companies that are subject to corporate tax.

The scheme covers patents resulting from a company's activity:

- developed in a research center in Belgium or abroad;
- obtained as a result of further development by a research center in Belgium or abroad;
- obtained through a license if development is continued by a research center in Belgium or abroad.

Reduced employment charges for foreign researchers

The Belgian tax system also provides attractive conditions for employers, including reduced employment costs for foreign executives and researchers. Expatriate employees posted to Belgium generate additional costs for the employer. To ease these costs, significant relief is allowed to employers on up to 75% of these payroll costs.

Higher investment incentives and tax credits for research and development

Companies that invest in research and development of new environmentally friendly products and advanced technologies can enjoy increased investment incentives or a tax credit, according to each company's choice. The selected benefits can be applied immediately or over an agreed period.



There is also an exemption on the payment of withholding tax for scientific research. This exemption, which accounts for 75% of the withholding tax that is owed, is available to universities, colleges and other scientific organizations, as well as to companies which employ researchers holding scientific diplomas. But in addition to researchers who are engaged with specific research projects, *Young Innovative Companies* is also able to employ scientific personnel under this scheme. Since July 2006, Belgian SMEs that carry out research projects (projects do not have to be in conjunction with research institutions) lasting no more than 10 years and which spend at least 15% of their annual revenue on R&D can take advantage of this scheme as well.

For more information, see www.minfin.be or business.belgium.be.

“ The tax deduction on patent income gives Belgium the lowest effective tax rate on revenues from patents.”





Software
success-stories
in Belgium

[ALPHA TECHNOLOGIES]

- MEMBER OF THE ALPHA GROUP SINCE THE START OF 2010
- 80 EMPLOYEES
- OFFERS HIGH-RELIABILITY ENERGY SOLUTIONS
- PIONEER IN EUROPE IN THE AREA OF XDSL NETWORK SOLUTIONS
- BASED IN WAVRE



Interview with
Emmanuel Orban,
Director of Marketing
with Alpha Technologies

“What we do is supply highly reliable electrical energy solutions”, begins Emmanuel Orban, director of marketing with Alpha Technologies. Indeed, in sectors such as healthcare, transport, electricity networks or even telecommunications and banking, it is imperative that there is a reliable continuous supply of electricity.

While the company has several decades of experience in designing conversion modules, it offers each customer an integrated solution tailored to its needs in terms of availability and also provides, if required by the customer, installation, commissioning and servicing. “Even though servicing is very limited due to the modular nature of the solutions”, remarks Emmanuel Orban. “Over the last two or three years, we have also developed software applications used in the remote management of power stations and infrastructure, enabling the operational costs of networks to be reduced.” This innovation in the software sector is one of the company’s competitive advantages.

“ Belgian engineers are among the best.”

Alpha Technologies has taken advantage of Belgium’s forefront position with regard to installed XDSL networks to position itself as the European leader in terms of access to broadband: “the number of sites to be monitored has grown significantly and our natural reaction was to adapt to this evolution in telecoms networks. Our Comp@s and Arm@da solutions do just that”. In fact, Comp@s microservers, developed around open software compliant with the ETSI ES 202336 standard, are installed on each site and communicate with the Arm@da network software to enable easy management from a central server.

A firm national base

The initial choice to set up in Belgium was based on historical reasons and the company remains convinced that it was the right decision. “We have sub-contracted a proportion of production but have kept research and development related activities, customer support and integration and management in Belgium due to the expertise of Belgian staff.”

The company is currently involved in a number of research cooperation programs, via the Walloon Region General Directorate for Research, among others. “We are involved in several collaborative projects with other companies and universities”, reports Mr. Orban. The subsidies and grants from the Region have been a decisive factor in realizing these projects and the support from the Region is effective and real. The company has therefore been able to launch a number of initiatives.

Mr. Orban is full of praise for his country: “Don’t forget that XDSL is a Belgian invention and the country’s research centers are among the best in Europe.” In fact, Belgium can pride itself on having strong centers of expertise in numerous ICT-related

“ There’s a huge amount of stuff being done in Belgium, but we just don’t make enough noise about it.”

areas. This is the case with the TWIST cluster in Wallonia, a driver of innovation in the field of image and audio; the IBBT, or even the IMEC, in Flanders, active, respectively, in broadband and nanotechnologies and numerous other centers throughout the country.



[MACQ]

- FOUNDED IN 1923
- 70 EMPLOYEES
- TURNOVER OF €6.5 MILLION IN 2010
- 30% OF TURNOVER REINVESTED IN R&D
- BASED IN BRUSSELS

A family business founded in 1923, Macq (then called Macq Electronique) quickly made its mark in the area of industrial automation. The solutions offered by the company cover the areas of automation and remote control of technical equipment in the industrial and road traffic sectors. Although the company's cutting-edge technologies were initially mainly aimed at industry, they were subsequently extended to encompass site management and road traffic. This latter segment turned out to be particularly successful and has now become the company's main focus. "What's quite big for us at the moment is automatic number plate recognition systems", confides François Macq, CEO of the company.

The company occupies a niche position in the Belgian market, and is growing internationally by offering suitably adapted products. "For us, exports are very important but we tend to export turnkey solutions". In the area of automation, geographical proximity is still often a factor. This is why the company carefully targets its export partners.

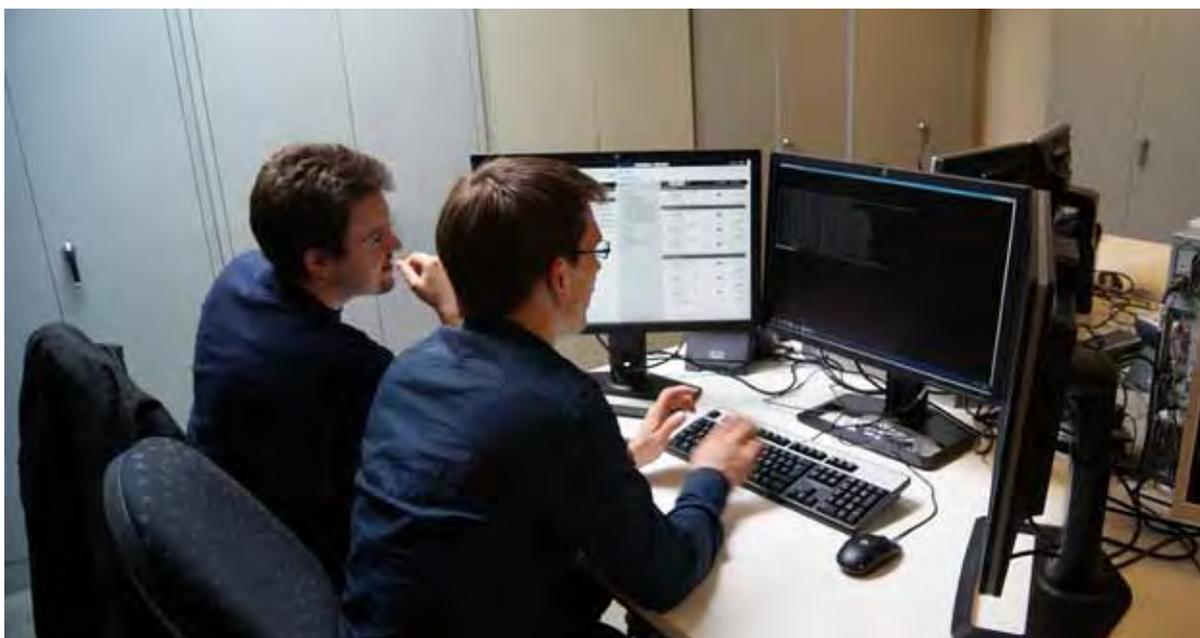


Interview with
Mr. François Macq,
CEO of Macq

Belgium: land of engineers

"We have more and more IT engineers working at Macq. The design and engineering of products will continue to be done in Belgium". François Macq is adamant: Belgium has top quality engineers. The students trained by Belgian schools are among the most productive in the OECD, which is reflected in

“ We're lucky in Belgium to have a pool of highly competent engineers who are motivated by their work.”



the growth of the company. This has enabled the company to implement Agile method development processes, where multi-disciplinary teams of engineers and technicians work together.

Research and development forms an integral part of Macq's strategy, as almost 30% of the company's turnover is reinvested in research. Thanks to the support of Innoviris, the company is increasing the number of investment projects: "This also encourages us to work with universities".

Brussels policy bodies have been there throughout the company's existence: the Brussels Enterprise Agency, Brussels Invest & Export, and the *Société Régionale d'Investissement de Bruxelles* [Brussels Regional Investment Company] have encouraged Macq's development via coaching, personalized advice and the provision of quality interns.

“ We should be more proud of our universities in Belgium. They provide a top quality education.”



[ESCAUX]

- FOUNDED IN 2003
- SUPPORTED, SINCE 2008, BY BIP INVESTMENT PARTNERS (LUXEMBOURG)
- 50 EMPLOYEES
- TURNOVER OF €4,000,000 IN 2011
- BASED IN WAVRE



Interview with
Christophe Hendriks,
Chief International
Business Development
Officer at ESCAUX

ESCAUX provides flexible communications solutions for businesses, enabling them to incorporate as many functionalities as possible into their IT architecture. “Our strategy aims to develop ‘Unified Communication’”, promptly announces Christophe Hendriks, Chief International Business Development Officer at ESCAUX. Its clients include end customers such as service providers.

ESCAUX offers its clients a solution that is both modular and simple. By combining different elements in a functional language, clients build the solution best suited to their situation and needs. Thanks to this modular, functional approach, ESCAUX can very quickly develop and incorporate solutions to new market requirements, such as mobility.

Once the solution has been designed, it is very easy to replicate it across sites and organizations. By generalizing the application of principles of Unified Communication, the company has rapidly become *the* company in Belgium, where it is partner to the biggest service providers. In this context, ESCAUX’s solution enables new applications to be offered without any impact on maintenance costs.

In an environment where service provider margins were being cut to the bone, the company quickly succeeded in filling a particular niche. Since then, not only has it been at the forefront in Belgium, it has also expanded into France, Canada and Germany. “The Belgian market is very open and competitive and all of the major players are there.

“ A service provider needs to create a platform that offers à la carte solutions, but not à la carte maintenance, and that is what we offer.”



“The Belgian market is very open and very competitive.”

When you succeed in Belgium, you can succeed anywhere”, adds Mr. Hendriks. “Which is why Belgian companies are so competitive overseas”.

The group’s latest development is the FMU or Fixed Mobile Unification module. With this application, which is offered in partnership with cellphone operators, companies can integrate their entire fixed line telephony with their cellphone network, without any modification. “Our solution doesn’t require any installation of software and can therefore be adapted to all cellphone devices in the market”. From now on, clients can manage all their telephones (landline and cellphone) via their existing IP-PBX. As for the users, they have access at all times to all essential functionalities of their telephone exchange, including their voicemail, their usual communication flow, speed dial numbers for colleagues, etc.

“Belgium is a very dynamic market”

In addition to the dynamic nature and the high standard of the solutions offered by Belgian companies, ESCAUX also praises Belgian bodies concerned with promoting foreign trade. The assistance provided by AWEX was of considerable benefit during the Mobile World Congress in Barcelona. At CeBIT in March 2012, the once-off collaboration with Brussels Invest & Export provided valuable assistance which was much appreciated by the company.

“The most difficult thing when entering a new market is having contacts”, says Mr. Hendriks. For that, one can rely on economic and trade attachés from one’s region and on the economic missions organized by Belgian state bodies. However, the indirect channel is also an important vehicle for promoting the company which can rely on the address books of its Belgian clients to forge contacts abroad.

[MONDIAL TELECOM]

- CREATED IN 2009, AS A RESULT OF THE MERGER OF MONDIAL TELECOM WITH ITS SUBSIDIARY HAPPY MANY
- INCREASE IN CAPITAL OF €2 MILLION IN 2009 AND €5.6 MILLION IN 2010
- 35 EMPLOYEES
- TURNOVER OF €5 MILLION IN 2010, 4 MILLION OF WHICH REINVESTED IN R&D
- BASED IN BRUSSELS

MONDIAL  TELECOM



Interview with
José Zurstrassen,
CEO of Mondial Telecom

“We are three months into the sale of our product and our achieving results well in ahead of our expectations”, begins José Zurstrassen, the CEO of Mondial Telecom. It was in October 2011 that the Brussels company launched its mobile telephony solution “beCherry”. With this solution, users can combine the advantages of GSM, 3G, 4G, EDGE and WiFi networks, and switch from one to the other during a call without any interruption.

The market for this technology is still growing, and for good reason: Mondial Telecom is the pioneer in this area. “Given what we do, there’s no risk of us coming up against any competition any time soon, as it’s a heavy procedure when starting up”.

The company is therefore at the cutting edge in terms of this technology and is particularly active in research. In this respect, it participates in numerous research centers and has previously collaborated with Belgian universities, always successfully. José Zurstrassen explains one of the reasons for his company’s success: “In Belgium,

we’re lucky to have great minds”. It is these minds that have enabled the company to develop a cutting edge solution without having to avail of substantial capital.

“ We are currently the only company in the world offering technology like ours.”



Belgian infrastructure serving business

“Here in Brussels, we have remarkable coverage”, confides José Zurstrassen. With regard to Mondial Telecom’s technological offering, the quality of the infrastructure network is of crucial importance. For all of the networks used by Mondial Telecom’s technology, the quality is better than the global average.

By comparison with developed countries, Belgium has implemented numerous public and private initiatives to develop infrastructure and connectivity for as many people as possible. “You could almost say that we have too much fiber compared with actual requirements”.

However, according to José Zurstrassen, while the authorities are implementing many measures to attract companies, it is also important to focus on attracting good workers and creating stable employment. “The jobs created need to add value, and need to provide job satisfaction with workers appreciating their social utility. Brussels is particu-

larly well placed to do this”. The capital is one of the most pleasant places to live and frequently features in the top 10 of the best cities in which to live. It thereby offers a fertile climate for job creation.

“ I remain a major devotee of the Brussels region and have no desire to change.”

[EVS]

- 46.5% OF EMPLOYEES ACTIVE IN RESEARCH AND DEVELOPMENT
- OVER 400 EMPLOYEES
- 20 OFFICES IN 16 COUNTRIES
- TURNOVER OF €111 MILLION IN 2010
- BASED IN SERAING



EVS is the uncontested leader in the area of server equipment for outside broadcast units. The Liege-based company holds almost 90% of the market in the sector. “The first layer in our offering is the hardware”, confides a manager of the company. The solutions on offer cover physical storage of video content as well as management of slow motion, editing and archiving. However, the company also offers a number of software applications and is renowned for the quality of its service.

In 2009, EVS started developing systems for processing of images within television studios. This was a logical move given that many program filmed in the studio are shot under conditions very similar to those for live, outside broadcasting. “The major challenge for us has been, and continues to be, developing all the applications needed to integrate the solution with all stages of post-production” the company tells us. The effort invested in research and development to this end, just like the enhancing of the teams which conducted it, is testament to EVS’s desire to attack this market. “A recent example illustrating this dynamic is the SkyNews HD channel in the UK, which is shot entirely on EVS technology”.

“ The position we have achieved in outside broadcasting is due to the reliability of our solutions as well as our highly responsive service.”

A global playing field

“Belgium currently only makes up 5% of our turnover”. In fact, the most promising markets for major event broadcasting technology are now in developing countries. Regardless of its strongly internationally-orientated positioning, the company has no plans to leave Belgium:



“Our country and our region are part of who we are. With modern communication methods, Liege is only a stone’s throw from New York or Hong-Kong”.

As the company became profitable very quickly, it did not overly depend on the authorities for its development. Nevertheless, it wanted the economic landscape of Belgium to benefit from its success. This is why it got involved in two networks: the TWIST cluster which brings together companies in the south of the country active in the area of image, audio and text, and the Agoria Sport Technology Club, the Belgian technology industry federation. “If our reputation in this sector can in anyway contribute to the development of Belgian expertise, we’re ready to get involved”, confirms the company.

“ There is real cutting edge audiovisual expertise in Belgium.”

Agoria Sport Technology Club

The aim of the Belgian Sports Technology Club is to promote its members’ products and services abroad and to identify and create international business opportunities.

The Belgian Sports Technology Club is one of the few organizations that receive the support of all three Belgian regional export supporting agencies. In addition, the Belgian Sports Technology Club maintains excellent relations at the highest political levels, with the Foreign Affairs Department and the Cabinet of the Belgian Prime Minister for instance.

www.agoria.be



[MEMNON ARCHIVING SERVICES SA]

- 15 YEARS OF EXPERIENCE IN THE AUDIO-VISUAL BUSINESS
- 30,000 HOURS PER MONTH CAPACITY IN AUDIO AND VIDEO DIGITIZATION
- MORE THAN 700,000 HOURS OF AUDIOVISUAL ARCHIVES DIGITIZED
- AROUND THIRTY EMPLOYEES, A SIGNIFICANT PORTION OF WHOM WORK IN R&D
- BASED IN BRUSSELS



Interview with
Grégory Verdonck,
Account Advisor at
Memnon

“We are half-way between the industrial process and cutting edge technology”, begins Grégory Verdonck, Account Advisor at Memnon. Indeed, the premises of the Brussels archiving company could easily be mistaken for a production site for physical goods. However, Memnon only produces digital files, digitizing, with an extreme level of reliability, data available on the media formats supplied by its clients. The company’s areas of expertise cover audio (disc, magnetic tapes, audio cassettes, DAT, etc.), video archiving (Umatic, VHS, Beta SP, DV, 1 inch B and C, 2 inch, etc.) as well as film (16mm/35mm).

In the same way, for several years, the company has been positioning itself in the software sector. Firstly, by developing its PAM (Production Asset Management) system, which offers the company’s clients quality monitoring and control throughout the entire digitization process. In addition to this highly flexible, reliable system, the company has also forged a reputation in the area of content indexing. With IPI©-Manager, Memnon combines

enhancement, automated content indexing and documentation tools for digital content, all within a single interface.

The company, which is one of the European leaders in archiving, is therefore firmly looking to the future. “We have a large number of competitors, but archiving is not their core business. Our strength is our specialization in this area, expertise in metadata (essential in a digitization project) and the ability

“ We’re not far from Paris, London, Germany nor even the Netherlands. Belgium is ideally located.”

to digitize on a large scale and to manage resulting contracts using the cutting edge technology of our PAM system”, confirms Grégory Verdonck, who is optimistic about the company’s future.

Outward-looking

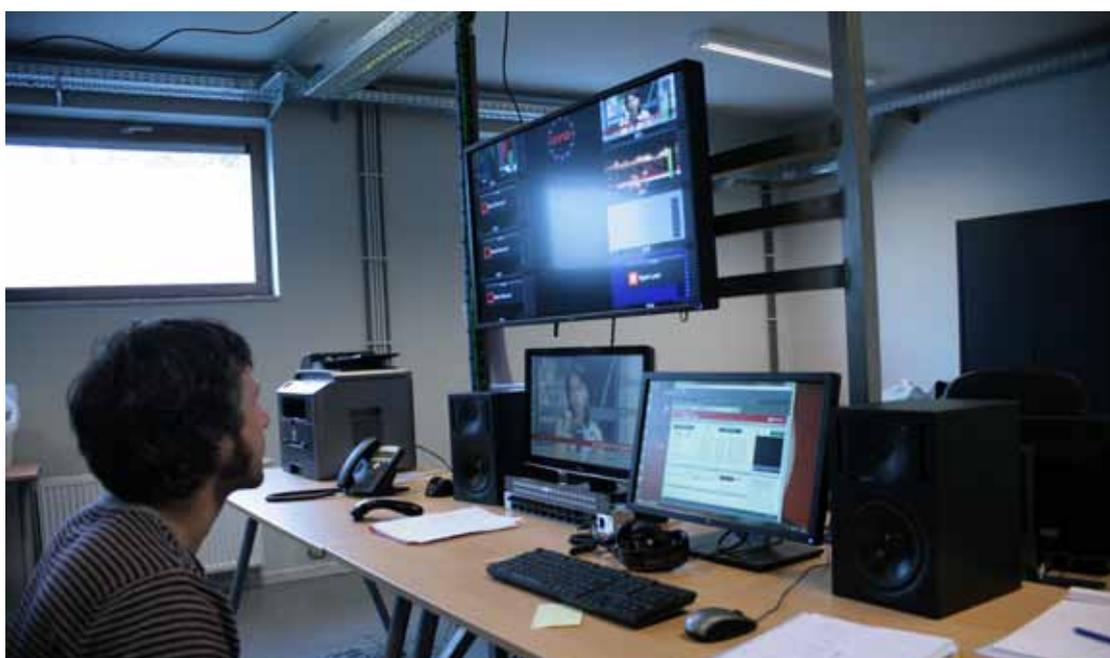
The company is firmly oriented towards the international market and today only realizes 5% of its turnover in Belgium: “We have a few clients here of which we are very proud, such as Sonuma and the Queen Elisabeth International Music Competition, but very few compared with our international activities”, confirms Mr. Verdonck. The company supplies its clients from Belgium. “We think that our location in Belgium is effective for serving all of the European market. If we were to think about setting up abroad, it would be somewhere like the Middle East or Eastern Europe” says Mr. Verdonck, while confiding in us that such decisions are unlikely to be taken any time soon.

TWIST:

the Belgian audio and image cluster

The objective of this cluster is to encourage and promote the development of companies active in the sector of digital processing of audio, images and text in the south of the country. Created in September 2007, and with around 100 members, it aims, among other things, to enhance synergies between companies active in the sector through meetings, seminars, representation activities and through the provision of personalized support to companies.

www.twist-cluster.com



[ZAPPWARE]

- FOUNDED IN 2001
- TURNOVER OF EUR 3 MILLION IN 2010-2011, 20% OF WHICH IS REINVESTED IN R&D
- 39 EMPLOYEES, A DOUBLING IN ONE YEAR'S TIME
- BASED IN HASSELT

Zappware came into its own in 2001 as a pioneer in the digital television field in Belgium. This company develops software for numerous digital TV applications, such as program guides, video-on-demand, advertising applications and interactive gaming, all of which facilitate contact with and among viewers. Zappware not only offers software solutions for the telecom company and cable operator but also for the end user by delivering software for the set-top box in the living room. Plenty of work goes into the design of this software. "We combine reliable technology with an attractive design, which is a real key differentiator in our business," says Koen Swings, CTO and Director of Marketing and Communications for Zappware. "Through our creative and media-oriented approach, we offer a very user-friendly product." And the company continues to innovate. Zappware recently began offering solutions for integrating tablets, smartphones and notebooks, paving the way for even more interactive potential.

Perfect example

A company such as Zappware, which has to start with a good basic idea and technical innovation,

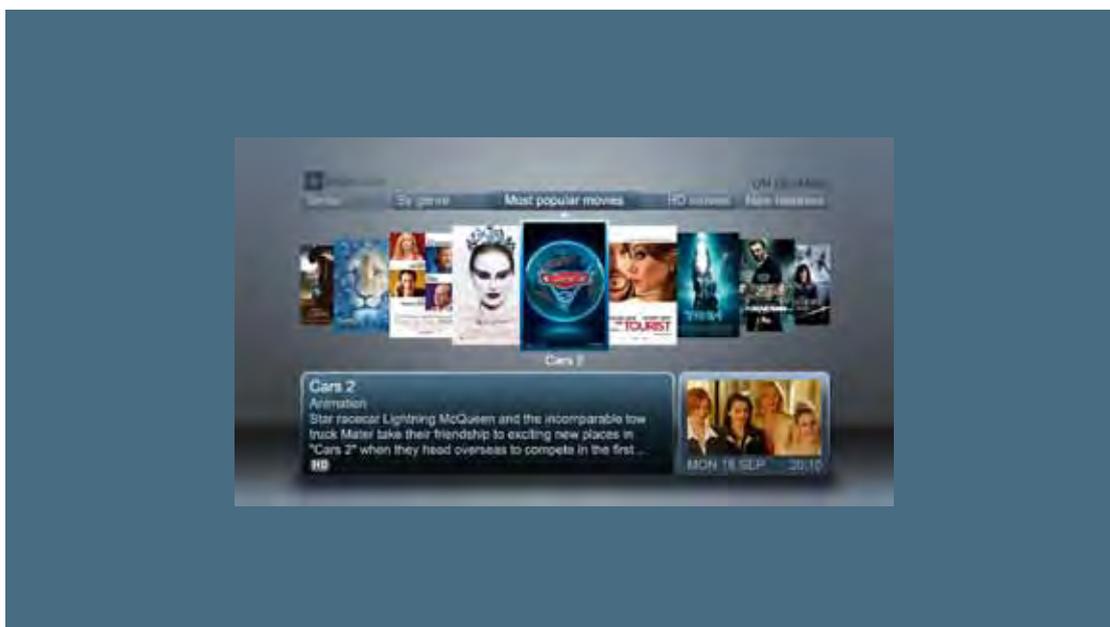


Interview with
Patrick Vos, CEO and
Koen Swings, CTO & MarCom

first needs a project. Through its collaboration with Belgian cable operator Telenet and other broadcasters within the scope of the Flemish research project *Flanders Interactive*, Zappware developed expertise in the field of digital television, and discovered the kind of surplus value they could offer to cable operators. In the beginning, of course, Zappware was also in need of investors to help finance the company. The company found these investors through the Limburg-based company LRM, which provides support for innovative companies in the Flemish province of Limburg. The Agency for Innovation by

“ Zappware is a perfect example of the difference that the IWT can make.”

Patrick Vos, CEO



Science and Technology (IWT) was also approached. The IWT supports innovative companies in the hope that these companies will in time become self-sustaining and even be poised to expand their operations abroad. “Zappware is a perfect example of the difference that the IWT can make,” says Patrick Vos. “Through the support of the IWT, we are not just standing on our own two feet, we are growing internationally without having to give up our local roots.”

Zappware has acquired name recognition in the media through a few successful partnerships. The company is currently working with major operators in Europe, and plans for gaining a foothold in Latin America are well underway. “In order to explore new markets, we have called on the expertise of Flanders Investment and Trade (FIT). Their economic representatives were able to provide us with local information. We have also taken advantage of a number of subsidies for scouting trips and international trade fares,” adds Patrick Vos. “This help, along with a number of favorable federal tax provisions for *Young Innovative Companies*, has definitely made it much easier for us.”

“ We combine reliable technology with an attractive design, which is a real key differentiator in our business.”

Koen Swings, CTO & MarCom



[BABELWAY]

- CREATED IN 2007
- 2,000,000 TRANSACTIONS HANDLED IN 2011
- 400% INCREASE IN NUMBER OF TRANSACTIONS COMPARED WITH 2010
- LOCATED IN THE UNIVERSITY OF LOUVAIN-LA-NEUVE SCIENCE PARK

The logo for Babelway, featuring the word "babelway" in a lowercase, sans-serif font. "babel" is in blue and "way" is in green. A horizontal line with a green dot at the end underlines the text.

Interview with
François Van Uffelen,
Managing Director of
Babelway

Active in B-to-B integration, Babelway is a young company providing automated, secure data exchange solutions between customers and suppliers. “We handle communication protocols as well as translation of data formats within companies”, announces Mr. Van Uffelen, Managing Director of Babelway. The company is mainly active in the mass retail sector, where the exchange of data occurs on a recurrent basis. However, it is also active in logistics and the automotive industry, all sectors where its technology works wonderfully.

The rapid growth experienced by the Louvain-la-Neuve company since it was founded is a result of its positioning as Software as a Service. “We bring an easy-to-configure web interface to the industry which supports all protocols and formats, and which can be managed by the client without having to install anything” says Mr. Van Uffelen. What’s more, as soon as a user configures an exchange channel, it is made available to all customers, which makes the evolution process particularly efficient.

“Our market is booming, what with outsourcing of computer processes and the growing trust in Cloud computing”, says Mr. Van Uffelen. The company has therefore managed to establish a foundation for itself in the sector and is focusing on creating solutions for very large companies. “Regardless of the volume, an external solution is attractive. For large volumes of transactions, our solutions are particularly suitable”.

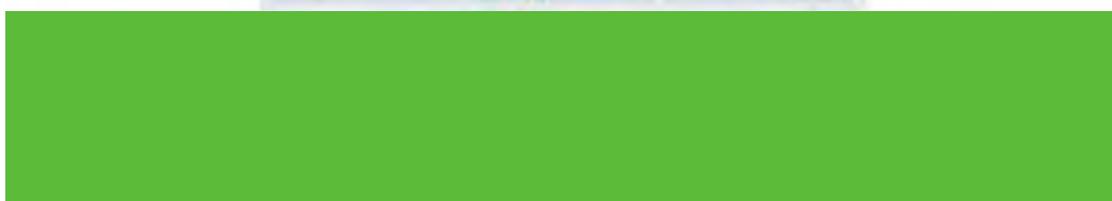
“ We are the first company in the world to have transposed data exchange technologies into Software as a Service.”

“Internationalization is at the top of our agenda”

The company currently realizes 95% of its turnover in Belgium and is now looking to internationalize. “We are currently looking for financing to internationalize in a reliable manner”, announces Mr. Van Uffelen. According to him, regional support helps greatly with this process, through the organization of conferences, provision of coaching or networking activities. The very process of exchanging data requires a good knowledge of the target market, in terms of legal procedures, among other things, and assistance from the authorities is a boost in this context.

The company maintains a strong emotional relationship with Belgium. Located at the heart of the Louvain-la-Neuve science park, it benefits from a particularly dynamic business environment. The presence of the university nearby contributes to this: “We have successfully collaborated with UCL in the past and it often happens that we bump into a leading academic expert in the corridors”.

“ I love the vibe in Louvain-la-Neuve.”



[MAINSYS]

- CREATED IN 1995
- TURNOVER 2011: 15 MILLION EUROS, OF WHICH MORE THAN 15% REINVESTED IN R&D
- ACTIVE IN BELGIUM, FRANCE, LUXEMBURG AND POLAND.
- STAFF: 150
- GAZELLES ICT 2011 AWARD WINNER
- BASED IN BRUSSELS



Interview with
Gauthier Storm,
Managing Director of
MAINSYS

MAINSYS is a Belgian company specialized in the development and integration of software packages for the financial and banking sector. "If I had to identify the three major centers of expertise of MAINSYS, I would say we are financial experts with a thorough functional knowledge of the banking sector. We also have a strong expertise in computer advanced technologies. And finally, we have an excellent knowledge of standard core banking systems in addition to the products we develop", summarizes Gauthier Storm, Managing Director of MAINSYS.

The line of development for MAINSYS products is centered on the FRONTeO software package. "The great strength of FRONTeO is that it is a Front & Middle Office solution, developed using the most advanced technology, which is connectable to any type of back office and covers all areas of management of the bank: clients, accounts, cash, payments, investments, loans, insurances and web contract subscriptions.

“FRONTeO covers all aspects of security and authentication for different distribution channels: branch banking, e-banking, mobile banking (smartphones, tablets ...).”

The solution covers all aspects of security and authentication for different distribution channels: branch banking, e-banking, mobile banking (smartphones, tablets, etc.) For FRONTeO, our goal is to expand internationally through local integrators.»

MAINSYS has also developed the COCPIT solution, a communication interface between the bank and third parties (the National Bank, credit insurers, data providers, etc.) The application allows among others to communicate the credits to the Central Credit Registers (CICR/CCR), to communicate the dormant assets to governmental instances, to automate the banking mobility ... This sector has quickly become strategic for the company: "In this market, we can say that we are leaders in Belgium."

Success story in Belgium

"MAINSYS employs highly qualified employees, graduated from our Belgian universities and colleges that are renowned for their level of training." According to Gauthier Storm, the quality of education of employees is excellent: "We mainly focus on engineers, but not exclusively. Graduates in computer science, mathematics, economics and other, both as Masters and Bachelors, are extremely well trained and we, as an IT company, also provide complementary training to our staff."

The company is also pleased with the support that is provided by public agencies in the capital. Both Brussels Enterprise Agency and Brussels Invest & Export were present throughout the group's growth. MAINSYS is also member of the Agoria Banking Technology Club, which is the national federation of companies in the technology industry for banks and insurance companies: "It allows us to exchange views and experiences with colleagues and guest speakers about the evolutions and current and future IT needs."

Agoria Banking Technology Club

The Agoria Banking Club groups the most prominent Belgian Companies with particular know-how and experience related to innovative ICT solutions for the financial industry. Along with its more than 20 members, it aims to establish a network of Belgian companies who offer ICT solutions for the financial industry and who jointly want to promote the general image of this sector as well as increase the awareness abroad of the know-how, products and services offered by them.

www.agoria.be



“ The level of service we have here from the public agencies is excellent.”

[VASCO]

- 33 OFFICES IN 24 COUNTRIES
- 358 EMPLOYEES WORLDWIDE
- 2011 TURNOVER: EUR 168 MILLION
- 11% REINVESTED IN R&D
- NASDAQ-LISTED (VDSI)
- BASED IN WEMMEL



Interview with
Jan Valcke,
COO

The Belgian-American firm Vasco became the worldwide market leader in authentication with its market launch of the Digipass. This device makes it possible to identify a user at login. It is also capable of securing transactions between two parties via an electronic handshake. A third application is the digital signature, which makes it possible for two parties who are unacquainted with each other to enter into a legally binding transaction once it is approved by a third party. The path to automation was cleared back in the 1970's when Belgian account numbers were standardized. As the use of phone and PC banking grew, so did the demand for increased security for these types of transactions. The Digipass from Vasco responded to this demand, and banks both in and outside the country were soon added to its customer base.

Software

Vasco quickly discovered the potential of the authentication market, and since 2006 the company has been concentrating on software products and ser-

vices. The banking sector is not alone in calling for the efficient identification of users and the secure transmission of information; other interested actors include companies looking to grant their employees external access to their network, e-commerce websites and the online gaming sector. Vasco's software turns out to be quite suited for these applications as well. Because Vasco is based in Belgium, it discovered that it had a key advantage: nowhere else in the world are so many people required to have an electronic identity card (eID) as in Belgium. "This offers the ideal environment for developing e-government resources that make it possible to provide government services to the public via a secure platform," attests Jan Valcke, COO of Vasco.

Flexibility

But the software company is not stopping there. It is not just targeting new market segments and emerging countries; it has also devised a new business model that has been operational since

April 2012. Mobile phone and internet users can purchase authentication codes that make it possible to secure pages they visit by means of unique passwords. “This is going to ease the user experience of every surfer, because users of social media, gaming sites or payment portals are assured that they will be correctly identified and are able to work in a secure environment,” says Jan Valcke. “This is our response to the demand for increased mobility and flexibility.”

As to the question of whether a global player like Vasco is still in need of Belgian support, Jan Valcke responds with a whole-hearted ‘yes’. “Belgium has an extensive diplomatic network that is well apprised of the economic necessities,” adds Valcke. “In many countries, gaining access to the highest levels is the only way to get things done. With the help of Belgian embassies and royal missions, we get this access, which gives us a foothold in countries that have a classic top-down decision-making structure.” The company is a faithful participant in economic missions led by HRH Prince Philippe, and therefore benefits from the international repercussions of such events.

“With the help of Belgian embassies and royal missions, we gain access to the highest levels.”



[MOBILE TOKEN]

- FOUNDED IN 2001
- €300,000 IN FINANCIAL AID RECEIVED FROM THE B.R.I.C.
- TURNOVER OF AROUND 1.4 MILLION FOR 2011
- 12 EMPLOYEES, HALF OF WHOM ARE DEDICATED TO R&D
- BASED IN BRUSSELS

“Right from the beginning, ten years ago, the creation of Mobile Token was based on an observation: the smartphone and PDA-based business solutions were insufficient”, quickly announces Mr. Lionel Anciaux, CEO of Mobile Token. The company specialized in the reporting of field employee activity to company head offices while offering them a method of monitoring the work carried out.

The development of geolocation solutions only began in 2007, initially for vehicles and later extended to employees. This decision was perfectly in keeping with company strategy: “We are not the biggest player in the sector, but we offer the broadest solution as, in addition to geolocation, we also provide mobile application services and planning tools”. It is this feature that gives Mobile Token an edge in the geolocation sector: visit planning, recording time spent, creation of service and geolocation reports are all functions integrated in a single package distributed in the form of SaaS (Software as a Service).

The company already has some international clients (in France, Italy and even the Netherlands), but plans on conquering other markets in the future. the BEA



Interview with
Lionel Anciaux,
CEO of Mobile Token

supported it during its development, offering it key assistance throughout the process via, among other things, legal assistance for indirect distribution. It also participates in various economic missions organized by Brussels Invest & Export in order to refine its strategy: “This enabled us to confirm that there was potential and helps us to find local partners”.

Innoviris, Empowering research

“Just recently, we concluded a small R&D grants deal with Innoviris, involving €80,000 over one year”, recounts Lionel Anciaux. This aid is of considerable importance for a sector such as software development, where it would be inconceivable to not conduct research. “Furthermore, the financing of R&D in an SaaS model such as ours is quite complex, and anything that can help us is welcome. We are well supported here”.

Innoviris is the Brussels Institute for Research and Innovation. It is the government body tasked with supporting and promoting technological innovation through the financing of R&D projects and prototypes carried out by companies and research organizations established in the capital.

As part of the 2006 impetus program for the information and communications technologies sector, Innoviris is helping companies, research centers and universities to make the most of their innovation potential. The companies therefore receive support with technical feasibility studies, protection of intellectual property rights and experimental R&D projects. Through grants and recoverable advances, firms can obtain up to 80% financing for their projects in the Brussels region.

“ There is clear support from regional bodies: the Brussels Enterprise Agency, Brussels Invest & Export, or even Innoviris.”

AIDOO MOBILE
Scheduling, Time Tracking, GPS Tracking and Job Reporting
 The most advanced mobile workforce management solution

aidoo = "I do". aidoo mobile is the IT solution for the mobile worker in the field: the technician, commercial worker, laborer, maintenance or janitorial officer, controller, or merchandiser.

All of these professions imply the generation and consolidation of service reports (work hours per client, kilometers traveled, activities carried out, photos of completed jobs, etc.), but also require planning of services and the communication of this planning in real time to the personnel. The geo-location of teams for the sake of optimization or control is yet more popular.

www.aidoo-mobile.com

The Enterprise-level mobile reporting and web planning solution

aidoo mobile "Enterprise Edition" is meant for a business or the department of a business which handles personnel in the field, and wishes to optimize the organization of its external activities and/or control them.

Mobile Application
 Available on Android smartphones and Tablets, BlackBerry and feature phones.

The Mobile Timer
 With a simple click, you indicate when you start or stop your work day, and when you begin or end a service. You encode the kilometers traveled. You create your roadmap, which is indispensable for entering a fee note, invoicing your clients and simply keeping track of your work day.

The Service Report
 Service times are automatically captured. Afterwards, you can add comments on the service, a status from a list that you manage yourself (completed, canceled, interrupted, parts ordered, etc.), one or more photos (automatically attached to the service), etc. In other words, you keep perfectly organized proofs and tracking of your services.

Mobile CRM
 Manage your clients or your sites: location (with the possibility of launching googlemaps.com), contact person (with telephone and email integration), as well as a historical record of services that you provide. Permanently have access to your past service reports, in order to optimize your future services and better satisfy your clients.

Management Interface
 Universal web-based interface

Planning & Dispatching
 Plan a service for a client or building site, dispatch it automatically to one of your collaborators in the field, directly on its mobile terminal and be notified in real time of its state of progress.

Consolidation of Service Reports
 Automatically gather all of the service reports. Besides the hours, there are the notes, photos taken and end of service status, which are available, whether through interactive reports or through excel exports. These reports equally feed the history of work completed on a building site or for a client.

Geo-location in Real Time
 Locate your entire personnel without needing to install GPS tags (black box) in the vehicles in order to geo-locate, not only the personnel, but the vehicle itself in said position. All of this takes place in perfect symbiosis with the planning and reporting functionality on a mobile terminal.

About mobile token
 mobile token is a publisher specialized in geolocation, mobile applications and scheduling software. Founded in 2001 in Brussels (Belgium), mobile token offers package solutions for technical services, the construction sector, facility management, public administrations and merchandising. Available through its "Software as a Service" platform, mobile token rolls out solutions internationally through a network of resellers and integrators.

To download aidoo mobile Personal Edition for FREE, scan this tag with your Android Smartphone or go to www.aidoo-mobile.com

[SEPTENTRIO]

- FOUNDED IN 2000
- SPIN-OFF OF IMEC
- OPERATIONS IN CALIFORNIA AND BEIJING
- 90 EMPLOYEES
- 2011 TURNOVER: EUR 15 MILLION
- BASED IN LEUVEN



Interview with
Peter Grogard,
CEO

Septentrio Satellite Navigation NV designs and manufactures satellite navigation receivers for professional use. These receivers have a margin of error of only a few millimeters, and as a result are frequently used for applications in surveying, agriculture, mining, shipping, aviation and the dredging industry. Septentrio does more than just software: the basic electronic components of the receivers are designed at Septentrio's production facility.

The company was founded in 2000 as a spin-off of the Leuven-based IMEC. IMEC is an independent research center specialized in nanoelectronics and nanotechnology that organizes research projects which are designed to anticipate the needs of industry years in advance. Once a project is ready to be commercialized, the possibility of launching a spin-off is examined. This is how Septentrio got its start.

“ We have a good working relationship with the various agencies to help speed up the issuance of work and residence permits.”

The European connection

In addition to selling a wide assortment of receivers, Septentrio also does work at the request of customers. One such customer was the ESA, the European Space Agency, which turned out to be an important strategic partner. When ESA was designated by the European Commission to develop satellite systems as part of the European Galileo project - intended as a counterpart to the American GPS and the Russian GLONASS - Septentrio was tapped to assist ESA in this project. This collabo-

ration put Septentrio on the map for good. “Even though our growth comes primarily from increased product sales, our collaboration with ESA provides us with a key source of long-term R&D funding,” says Peter Grogard, CEO of Septentrio.

Budgeting

“Septentrio looks beyond its own borders for many reasons. We are not just looking for international customers, we are also recruiting international talent,” says Peter Grogard. “We have a good working relationship with the various agencies to help expedite the issuance of work and residence permits. In addition, the company is a frequent participant in economic missions led by HRH Prince Philippe, thanks to which it benefits from huge visibility on the international markets. And we also

benefit from favorable tax provisions for our highly-skilled employees.” In addition to this, Septentrio benefits from the notional interest deduction and the tax deduction on patent income. “When formulating budgets, these provisions are important to an SME as well,” adds Grogard.

Septentrio also got strong support during the formation of its American subsidiary in California. It received first-line help from FIT during the scouting phase. To arrange financing, the company called on the Flanders-International Fund (FVI), now a minority shareholder in this subsidiary, and the Belgian Corporation for International Investment (BMI). “Finding a good opportunity abroad is not enough. Knowledge of the local market and an investment budget are both essential,” concludes Grogard.



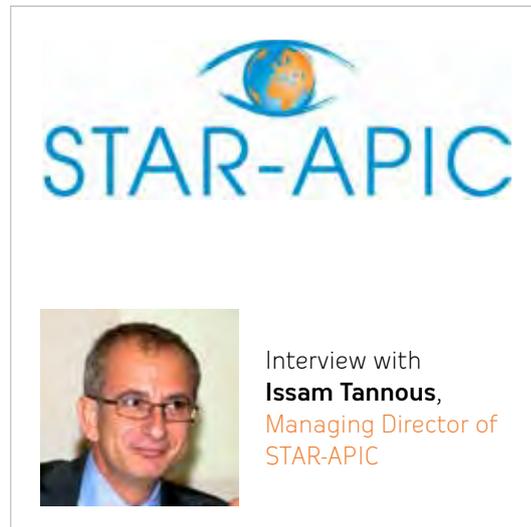
[STAR-APIC]

- CREATED IN 1983 IN BELGIUM
- ALSO PRESENT IN FRANCE AND THE UNITED KINGDOM
- 100% BELGIAN OWNED
- 120 EMPLOYEES
- INITIALLY STAR INFORMATIC, IT CHANGED NAME DURING THE ACQUISITION OF APIC IN 2003
- 60% OF TURNOVER IN FRANCE, 22% IN BELGIUM, 8% IN THE UK AND 10% IN THE REST OF THE WORLD
- BASED IN ANGLEUR

STAR-APIC began as a spin-off of the University of Liege in 1983. Then called STAR INFORMATIC, the company supplied architectural then design software, permitting the development of large building, stations or even airport infrastructure.

Bit by bit, it began to focus on the GIS (Geographical Information Systems) sector. In 1992, STAR INFORMATIC was offering a solution for managing the infrastructure of cities and networks. Since then, this segment has been a predominant component of the company's business. Its flagship product is the Elyx suite, a GIS platform at the cutting edge of technology but particularly suited to the client in its target market.

STAR-APIC's strength has been to specialize in the market niche of GIS solutions for managing infrastructure (and more specifically, water, sewerage,



“ We're not integrators or intermediaries; we offer our own turnkey solution.”

gas, telecommunications and electricity networks) and local authorities. “Our products are in fact turnkey business solutions adapted to the needs of our clients”, proclaims Mr. Tannous.

As a former spin-off of the University of Liege, the company has managed to maintain strong links with the Belgian academic world: “We find very good researchers here who are capable of quickly fitting into our research and development teams”. The quality of university education in Belgium is well-known and collaborations with universities are, as a result, particularly effective.



“Today, we are noticing that growth is mainly to be found in the emerging countries”, states the Managing Director of the company. The most attractive markets for the group are currently situated in the Maghreb and Sub-Saharan Africa as well as the Middle East. STAR-APIC has made a firm decision to position itself in these markets, the infrastructural needs of which are huge.

Support overseas

As part of this strategy, the company receives support from the Belgian authorities. In its STAR INFORMATIC days, the company was already in receipt of grants for research but today it is mainly assisted by AWEX and Sofinex. “We take advantage of it to conduct economic missions overseas and to support our export strategy”, attests Mr. Tannous.

Sofinex is there for Walloon companies

The result of an operational collaboration between AWEX and SOWALFIN, which provide it with their respective expertise in the area of foreign trade and financing, Sofinex’s mission is to encourage exports and investment by Walloon companies overseas, on the premise that they generate positive spin-offs for economic activity and employment in the Walloon Region.

In general, Sofinex may provide help with any Walloon company project with an international flavor.

www.sofinex.be



[TRAFICON]

- FOUNDED IN 1992
- 2011 TURNOVER OF EUR 16.2 MILLION
- 80 EMPLOYEES, 20 OF WHICH ARE BASED ABROAD
- 2003 EXPORT LION AWARDED BY FLANDERS INVESTMENT AND TRADE
- BASED IN WEVELGEM



Interview with
Lode Caenepeel,
CEO

Traficon, a West Flanders SME, is celebrating its twentieth anniversary this year. The company has reason to celebrate. By incorporating software into an attractive and especially practical hardware design, the company grew to become a genuine global player in the market for traffic video detection applications.

Traficon focuses on the digitizing, processing and analysis of camera footage from inside tunnels, at intersections and at major traffic corridors by means of Video Image Processors (VIP). These systems make it possible to automate the reporting of traffic incidents inside tunnels, to monitor and redirect traffic on the roads as needed (notification of traffic build-up and estimation of delays) and to operate traffic lights at intersections as efficiently as possible so as to best facilitate the flow of traffic through the city.

Ever-increasing awareness of traffic safety on the part of governments all over the world is sure to provide a company like Traficon with more growth opportunities.

“ We are looking abroad. Our people are wizards when it comes to bits and bytes, but they are also socially adept, with a flair for languages.”

Support

“Our company’s Belgian sales make up less than 1% of the total. So our SME has a decidedly international focus,” explains Lode Caenepeel, CEO of Traficon. Traficon receives first-line advice from Agoria, a trade association for the technology industry, in the form of legal advice, export training and country-specific information. The company receives financial support from the IWT, sometimes in conjunction with the IBBT (see box). Traficon can also count on support from FIT in the way of subsidies for international scouting trips or attending international trade fairs. When it expanded, Traficon also took advantage of the option provided by FIT to lease office space in FIT-authorized service centers in Shanghai and Beijing. FIT offers Flemish companies seeking to tap into a new market the opportunity to do this from modern offices in the best locations, where they can recoup as much as 50% of their costs in the form of Flemish subsidies.

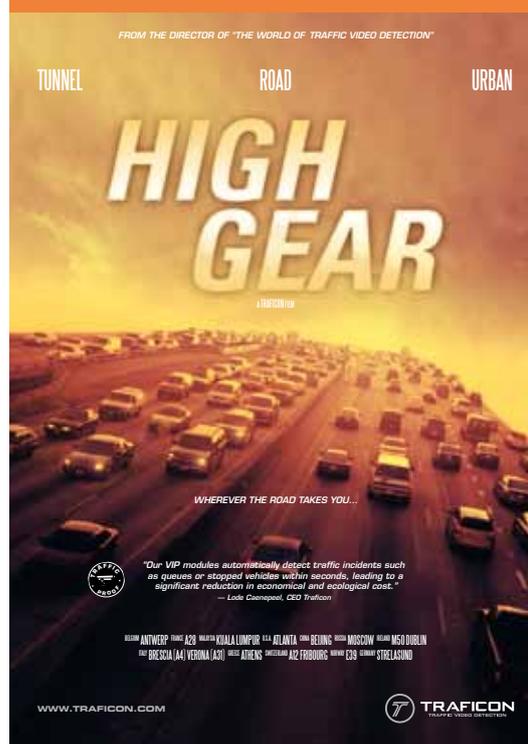
Highly-trained personnel

“With such a large sales market, and with a physical presence in a number of countries, we have no choice but to seek out people who are both wizards when it comes to bits and bytes as well as socially-adept people with a flair for language. Our Belgian engineers certainly meet this requirement. Because of the limited size of this country, Belgians are obliged to set their sights beyond their own borders to an extent,” explains Lode Caenepeel. The company responds to this by organizing language courses and collaborating with the best international research centers, which administer training sessions on the latest research projects, or even delegate people to lend temporary support to Traficon during the development of new software. “Because we want to set ourselves apart and prove ourselves as the Hollywood of video detection, we attract the right talent. For a company like ours, this is invaluable,” states Lode Caenepeel.

IBBT

The Interdisciplinary Institute for Broadband Technology (IBBT) is an independent research institute commissioned by the Flemish government to stimulate innovation in ICT. This institute supports the research and development efforts of companies and organizations by bringing together a range of actors – companies, governments, and non-profit organizations – to work on specific research projects. These industrial partnerships are designed to allow these companies to grow into successful and innovative high-tech ICT companies.

More information can be found at:
www.ibbt.be



[AGFA HEALTHCARE]

- 5752 EMPLOYEES
- 2011 TURNOVER: EUR 1,177,000,000
- 8.8% REINVESTED IN R&D
- PART OF THE AGFA-GEVAERT GROUP
- EXCHANGE-LISTED IN BRUSSELS (BAGFB) & FRANKFURT (AGE)
- BASED IN MORTSEL, WITH OPERATIONS WORLDWIDE

Agfa HealthCare, a division of the Agfa-Gevaert Group, no longer limits itself to photochemistry, the business segment which at one time contributed greatly to the group's expansion. The company has since fully embraced the digital revolution, and now concentrates entirely on medical imaging and related software. Agfa HealthCare's Musica² software enhances the visualization of medical images and makes diagnoses easier. The Picture Archiving and Communications System (PACS) offers the capability of archiving and synchronizing all the images that are made in a given medical facility. The images are stored in digital form, which vastly improves the flow of information between different departments and hospitals. This allows for efficient access to any patient's medical images, regardless of the hospital department or care center in which these images were made. But Agfa HealthCare takes it a step further: besides imaging, the company has also developed workflow management software for hospitals (Enterprise IT). Every stage of a patient's hospital stay is meticulously mapped out, all the way from admission to discharge. Based on the tests to be



administered to the patient, this software allows the necessary personnel to be scheduled and the facilities and required equipment to be reserved, and automatically coordinates all of the associated administrative procedures.

“ For a company based in Belgium, the proximity of the European Commission is an advantage that cannot be underestimated.”

Worldwide leader

Through this diversification, Agfa HealthCare has managed to further position itself as a worldwide leader in the field of medical imaging and as an emerging player within the Enterprise IT market. “Roughly one out of every two hospitals uses one or more of our products. These products are often mission-critical to the hospitals. Our customers rely on us. We are continually forced to keep abreast of the latest technological innovations,” states Luc Thijs, President of Agfa HealthCare. “This makes our R&D departments vitally important.” For the Belgian division, the company can count on the support of the IWT and European Framework Programs. These programs ensure that Belgian companies remain competitive. Agfa HealthCare has also had good experiences with the IBBT. New research projects take shape through coordinated interaction between Flemish universities and industry.



Agoria and the eHealth initiative

The health sector is an important market for 170 Agoria's member companies. Those companies have mainly developed activities in e-health and medical devices. Agoria has developed various initiatives in order to help those members finding new opportunities and developing new products, services and/or solutions adapted to the health sector. One of these initiatives is Agoria eHealth set up in 2006 with as objective to promote innovation cooperation between ICT (economic) actors to the coming years, and thereby to contribute to the development and the implementation of products, services and solutions which can help the health care in Belgium and which offer maximum international export perspectives.

Market access

The Agfa-Gevaert Group has a long history (Agfa was founded in 1867 and Gevaert in 1894), and from early on it was committed to internationalization. This commitment has translated into strong local roots for the company by way of an expansive distribution network. But maintaining strong contacts with both national and local governments is still important, especially in the healthcare sector. In this effort, Agfa HealthCare receives support from regional economic representatives and Belgian embassies, and even Europe plays a role. “For a company based in Belgium, the proximity of the European Commission is an advantage that cannot be underestimated,” stresses Thijs. “Diplomatic support from that realm can be a definite plus when dealing with the knee-jerk protectionism we now see in a lot of emerging countries.” The company can also rely on visibility at the highest levels afforded by its participation in economic missions led by the HRH Prince Philippe to support its efforts overseas.

[MATERIALISE]

- 900 EMPLOYEES IN 15 OFFICES WORLDWIDE
- 2011 TURNOVER: EUR 60 MILLION
- 20% REINVESTED IN R&D
- KU LEUVEN SPIN-OFF (1990)
- BASED IN LEUVEN

Materialise specializes in Additive Manufacturing (AM), also known as 3D printing. This is a production process that starts with a 3D computer model and then creates or 'prints' objects layer by layer. This offers an alternative to traditional injection molding. This production model has turned out to be extremely well-suited for the development of prototypes, and also for unique products that must be custom-made. Thanks to these advantages, Materialise quickly realized that this process could be employed in a large number of applications. As a result, the company now draws its customers from a wide variety of industries: from the automobile industry to the medical industry, and even the fashion industry. This has led to the creation of no less than eight business units.

"Materialise now has three core competencies," explains Nico Foqué, Software Manager for the AM Department. "We have a software component which facilitates the design, processing and automation of 3D computer models; a production component that enables the company to manufacture products via 3D printing at the request of

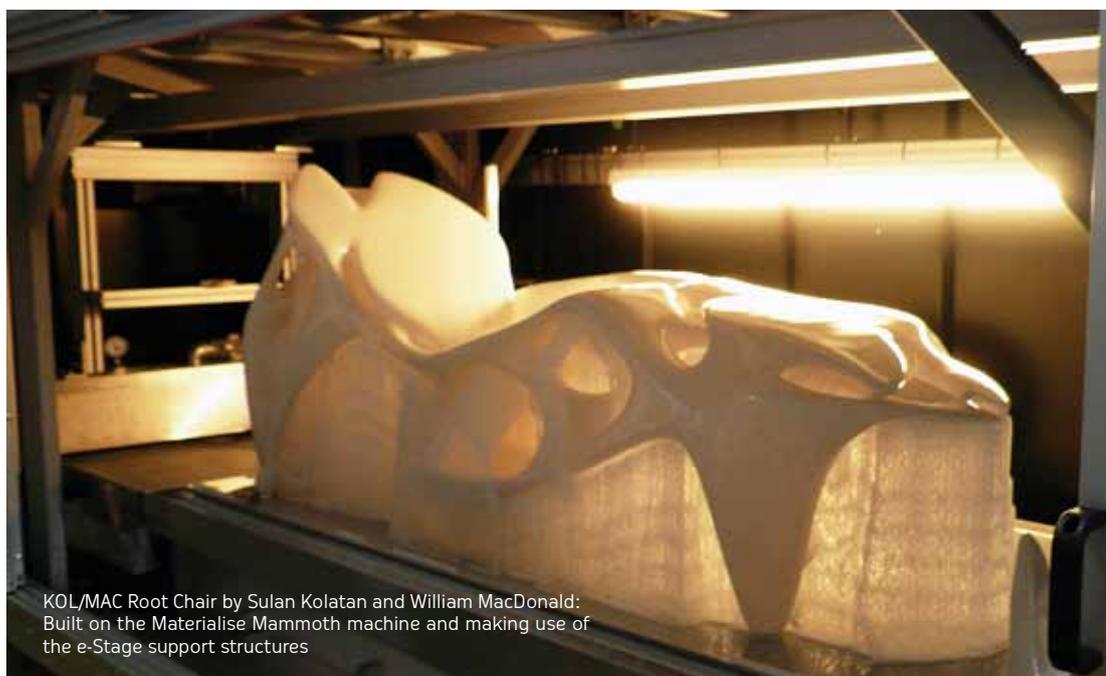
Materialise 
innovators you can count on



Interview with
Nico Foqué,
Software Manager for
AM Department

the customer; and a complete medical component which, based on medical imaging, concentrates on the development of medical and biomedical applications that are highly patient-specific." This combination of software development and manufacturing is quite unique, and has made Materialise a genuine market leader. "We want to leverage our experience and our position as market leader to become a pioneer in our sector and contribute to the creation of standards for the entire industry," says Foqué.

“ Our activities oblige us to make a difference through technological innovations.”



KOL/MAC Root Chair by Sulan Kolatan and William MacDonald:
Built on the Materialise Mammoth machine and making use of
the e-Stage support structures

Key personnel

The company was founded in 1990 as a spin-off from the KU Leuven. The founder and CEO of Materialise, Wilfried Vancraen, remains a majority shareholder in the company, which is actually quite rare for a company that has evolved into a 900-person team over the course of 20 years. The Leuven connection has undoubtedly helped Materialise. When it started, the spin-off was able to take advantage of the option to lease office space in the Leuven Innovation and Incubation Center (I&I). The company is also part of the Leuven Inc. network, which makes it easier to attract highly-skilled personnel. “Our people are the key personnel within our company. Our activities oblige us to make a difference through technological innovations, and the work that is performed by competent employees is essential to this,” adds Foqué. “Plus our wide-ranging approach acts as a trigger to attract new employees.” When developing its new technologies, the company also collaborates with large research organizations for the

technology industry, such as Sirris (BE), TNO (NL) and Fraunhofer (DE), which definitely keeps the company competitive.

Internationalization

Materialise is also setting its sights abroad. “We are strongly committed to internationalization through the niche market in which we operate,” attests Foqué. In addition to a large R&D department in Leuven, the company also maintains two software development units in Kiev and Kuala Lumpur, and a number of sales offices in Europe, America and Asia. When it came to exploring new markets, getting advice and making contacts at the highest echelons, Materialise repeatedly called on FIT and the royal missions. “The image that is projected by missions such as these is priceless,” concludes Foqué.

[OPEN ERP]

- FOUNDED IN 2005
- A COMMUNITY OF MORE THAN 1500 ACTIVE MEMBERS
- 3 MILLION EUROS RAISED IN FEBRUARY 2010
- MORE THAN 1300 MODULES AVAILABLE
- 180 MEMBERS OF STAFF
- BASED IN GRAND-ROSIÈRE

Open ERP
Open Source Business Applications



Interview with
Fabien Pinckaers,
CEO & Founder at
OpenERP

OpenERP S.A. is a leading Open Source Business Application Suite vendor. Founded in 2005 by CEO Fabien Pinckaers, OpenERP thrives in a unique ecosystem combining the resources of its community, partner network and editor. The firm is the editor of OpenERP, a comprehensive Open Source Business Application Suite, including CRM, Sales, Accounting, Project Management, Warehouse Management, Manufacturing, Human Resources, and more.

The solution proposed is particular in that it allows the customer to build their ERP at their own pace. Customers can start with one or a few business application and expand later their functional cope in only a few clicks. It is also its community of users, comprised of more than 1100 active members, that has contributed to the ongoing enrichment of OpenERP.

The firm is not only among the leaders in Belgium, but also a key player abroad. Its network of certified partners, established in over 90 countries, deploys the solution locally. The software, with more than 1,000 downloads a day, is one of the most frequently installed business suites worldwide.

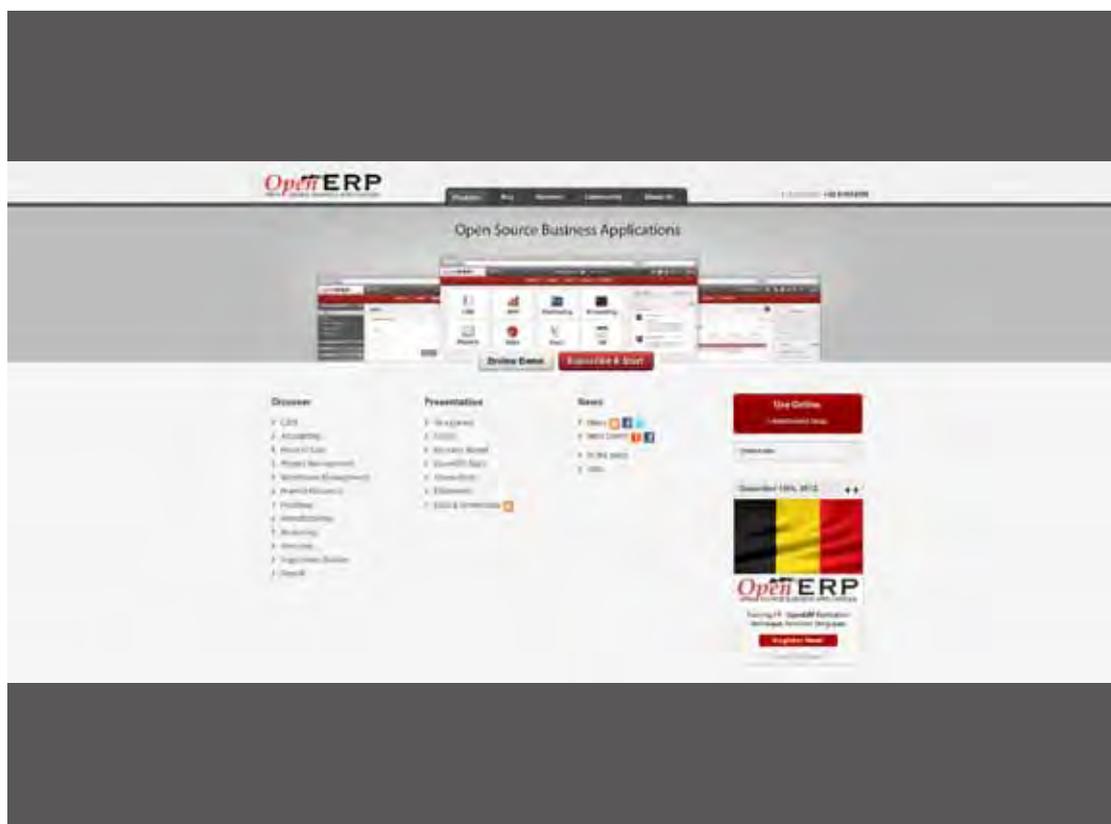
“What differentiates OpenERP from the other open source competitors is that we have managed to stay fully open source and at the same time make profit.”

Belgium as a launch base

The international success of the company is not only due to its positioning within the open-source software sector, but also to the quality of its employees. The CEO of the company, Mr. Fabien Pinckaert is categorical: you do not need to go any further than Belgium to find skilled people. Employees in Belgium are particularly well educated (in terms of both basic training and specialization in IT) and their foreign language skills make them highly adaptable workers.

The company also takes advantages of contributions from its users in order to improve its software offering. "I think that for that, open-source software offers extraordinary leverage", says Fabien Pinckaert. With turnover of almost €5 million in 2011, there is no doubt that the person referred to as the "Belgian Bill Gates" will not stop there.

“ In Belgium, we have skilled workers (...). You don't have to be at the center of the world to be able to do global things.”



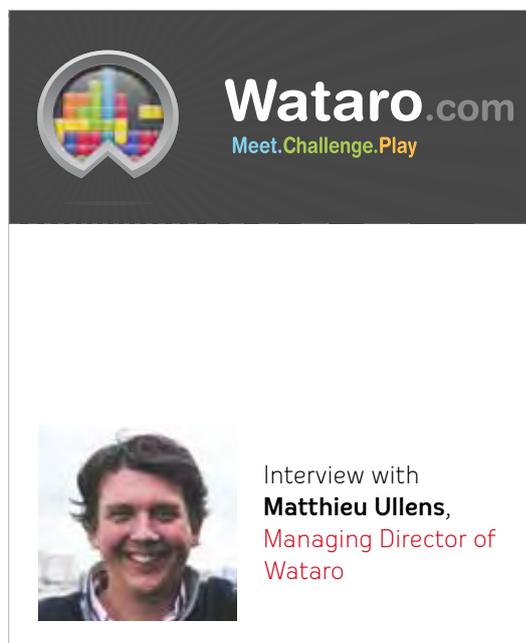
[WATARO]

- COMPANY CREATED IN SEPTEMBER 2009
- 7 EMPLOYEES
- AVERAGE AGE OF USERS: 35
- HALF A MILLION USERS
- BASED IN BRUSSELS

The games offered on the Wataro website are part of what is called “skill gaming”. In these games, it is not luck which determines the outcome but the skill of the player. Thanks to the multiplayer system and the process of matching each player with an adversary of his or her level, the site has been a resounding success, signing up more than half a million players since the launch of the website in January 2010.

It is mainly the work on optimizing the platform that has enabled the site to gain market share and achieve a level of ARPPU (Average Revenue Per Paying User) similar to that of its biggest competitors. “We worked on this optimization for two years, and it is obviously one of the contributing factors to the site’s success”, states Matthieu Ullens, Managing Director of Wataro.

However, in addition to the development of the website, the company is currently working on a large diversification project: “We really believe in developing what’s being done in terms of television. That’s clearly a gap that needs to be filled”, confides Mr. Ullens. In the area of “play-along” games (where the viewer of a televised game is also playing simultaneously on his



or her mobile device), the company has prepared the ground for collaborations which will, undoubtedly, prove productive. “The viewer will be able to interact live with the program”.

These projects should result in the company, which is already strongly focused on overseas markets, becoming even more internationalized. “We already have 60% of our users in France, 20% in Poland and 8% in the Netherlands, compared with only 10% in Belgium. This development project based on TV games should also enable us carve out a place in Germany, as well as other locations”, says Mr. Ullens.

“ We are the only ones in Belgium offering this type of portal and are among the leaders in Europe.”

The effectiveness of public authorities

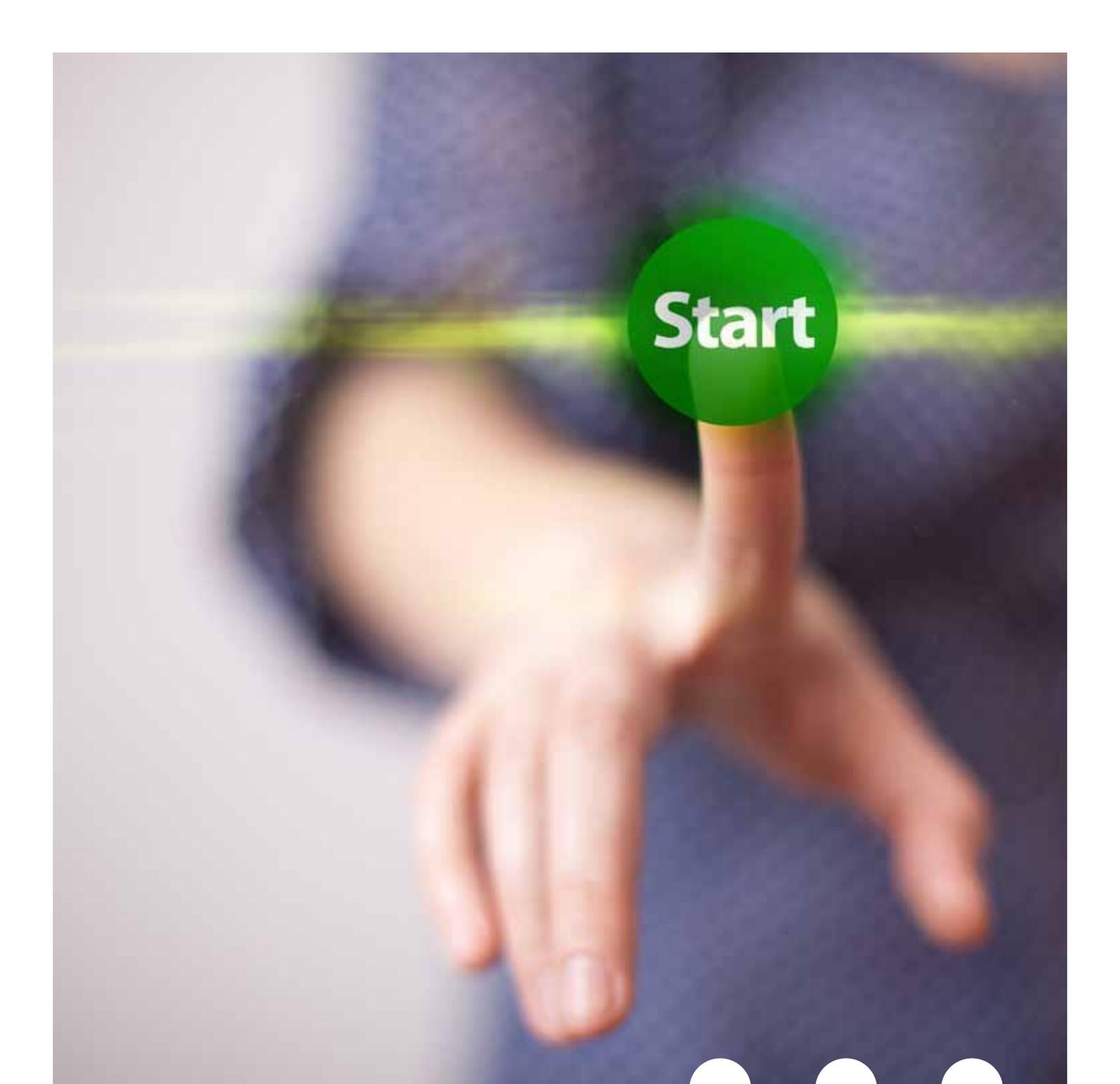
Since its creation, has been consistently supported by the public authorities. Among other things, they financed up to 50% of a preliminary study and up to 45% of expenditure on investment and research and development. “This obviously helps us to become more competitive in a sector where sub-contracting to low-cost countries has become the norm”.

Although the company has a well-developed customer base in France, it is firmly committed to remaining in Belgium. “As well as the personal reasons, we have a particularly attractive advantage in Belgium with the legislation on taxation of capital gains”, states Mr. Ullens. It is easy to raise funds from investors compared with other countries such as France or the United Kingdom. The company also benefits from a reduction in withholding tax on professional income for developers, which enables it to become more competitive.

“ Belgium offers an ideal test market for launching a product in Europe.”

For a product such as “skill gaming”, storage and server infrastructure is highly important. The Managing Director is also clear on this point: “it is very easy in Belgium to find a company with capacity at both national and international level”. This situation, along with the company’s intrinsic advantages, has contributed to its rapid growth since 2009.



A hand in a blue sweater points upwards. A green circle with the word "Start" in white is positioned above the index finger. A horizontal green laser beam passes through the circle. The background is a blurred grey and blue.

Start

Three white circles are arranged horizontally on a black background.

Directory
of companies

Directory of companies

The list shown below is not intended to be exhaustive. It simply gives an overview of companies active at a given time.

Microelectronics

Title	zip	city	region	site
Alpha Technologies	1300	Wavre	Wallonia	www.alphatechnologies.eu
Belsim	4340	Awans	Wallonia	www.belsim.com
De Clercq Solutions	9260	Wichelen	Flanders	www.declercqsolutions.eu
Gillam F.E.I.	4000	Liège	Wallonia	www.gillam-fei.be
Macq	1140	Brussels	Brussels	www.macq.eu
MESware	8800	Roeselare	Flanders	www.mesware.be
NXP Semiconductors	3001	Heverlee	Flanders	www.nxp.com
PsiControlMechatronics	8900	Ieper	Flanders	www.psicontrolmechatronics.com
Sartorius Mechatronics	1800	Vilvoorde	Flanders	www.sartorius.be
Space Applications Services	1932	Sint-Stevens-Woluwe	Flanders	spaceapplications.com
Technord Automation	7500	Ougrée	Wallonia	www.technord.com

Telecommunications

Title	zip	city	region	site
ESCAUX	1300	Wavre	Wallonia	www.escaux.com
Euremis	1420	Braine-l'Alleud	Wallonia	www.euremis.com
Freemind Consulting	1082	Brussels	Brussels	www.freemind-group.eu
Geo6	1020	Brussels	Brussels	www.geo6.be
Gillam F.E.I.	4000	Liège	Wallonia	www.gillam-fei.be
Mobylla	1040	Brussels	Brussels	www.mobylla.com
Mondial Telecom	1170	Brussels	Brussels	www.mondialtelecom.eu
Network Mining	1030	Brussels	Brussels	www.networkmining.com
Newtec	9100	Sint-Niklaas	Flanders	www.newtech.eu
Serverscheck	1930	Zaventem	Flanders	www.serverscheck.be
Top System	1030	Brussels	Brussels	www.topsystem.be
Vision EZOS	1380	Lasnes	Wallonia	www.visionitgroup.com

Image and audio processing

Title	zip	city	region	site
Agfa Graphics	2640	Mortsel	Flanders	www.agfagraphics.com
Barco	8500	Kortrijk	Flanders	www.barco.com
DS Improve	1180	Brussels	Brussels	www.dsimprove.be
Esko Software	9051	Sint-Denys-Westrem	Flanders	www.esko.com
Euresys	4031	Angleur	Wallonia	www.euresys.com
EVS Broadcast Equipment	4102	Seraing	Wallonia	www.evs.tv
Image Recognition Integrated Systems /I.R.I.S.	1348	Louvain-la-Neuve	Wallonia	www.iriscorporate.com
Instruxion	1020	Brussels	Brussels	www.instruxion.com
LMS International	3001	Heverlee	Flanders	www.lmsintl.com
Memnon Archiving Services	1050	Brussels	Brussels	www.memnon.eu
Musicmatic	1060	Brussels	Brussels	www.musicmatic.com
Nuance	9820	Merelbeke	Flanders	www.nuance.be
Numeca International	1170	Brussels	Brussels	www.numeca.com
Pi	9160	Lokeren	Flanders	www.pi-software.be
Richcast	1190	Brussels	Brussels	www.richcast.eu
Schaubroeck	9810	Nazareth	Flanders	www.schaubroeck.be
Scia	3540	Herk-de-Stad	Flanders	www.scia-online.com
Softkinetic Optima Electronics	1050	Brussels	Brussels	www.softkinetic.com
Vision Control Application	1070	Brussels	Brussels	www.vctrl.com
Vision R	2800	Mechelen	Flanders	www.visionr.be
Voice - Insight	1400	Nivelles	Wallonia	www.voice-insight.com
VRContext International	1160	Brussels	Brussels	www.vrcontext.com
Zappware	3500	Hasselt	Flanders	www.zappware.com

Banking IT, security and authentication

Title	zip	city	region	site
AXI	2830	Willebroek	Flanders	www.axi.be
Babelway	1348	Louvain-la-Neuve	Wallonia	www.babelway.com
Business Architects	2800	Mechelen	Flanders	www.baiworld.com
Business BSC	1000	Brussels	Brussels	www.businesssoftware.biz
Business Solutions Builders	1348	Louvain-la-Neuve	Wallonia	www.bsb.com
Callataÿ & Wouters	1150	Brussels	Brussels	www.cw-thaler.com
Christiaens Computer Service	8980	Passendale	Flanders	www.christiaens.net
Cipal	2440	Geel	Flanders	www.cipal.be
Claerhout Computer Engineering	9860	Oosterzele	Flanders	www.cce.be
Clear2Pay	1932	Zaventem	Flanders	www.clear2pay.com
ETS	3920	Lommel	Flanders	www.etssoftware.be
Expert Software Systems	9052	Zwijnaarde	Flanders	www.e2s.be
FinancialArchitects	9820	Merelbeke	Flanders	www.finarch.com
Getyoo	1000	Brussels	Brussels	www.getyoo.com
Insist	1190	Brussels	Brussels	www.insist.be
Inventive Designers	2660	Hoboken	Flanders	www.inventivedesigners.com
Isabel	1000	Brussels	Brussels	www.isabel.eu
Mainsys	1050	Brussels	Brussels	www.mainsys.be
Manex	4100	Bonnelles	Wallonia	www.manex.be
MobileXpense	1050	Brussels	Brussels	www.MobileXpense.com
Monizze	1160	Brussels	Brussels	www.monizze.be
Option	3001	Heverlee	Flanders	www.option.com
Sage	4000	Liège	Wallonia	www.sage.be
SecurIT	9000	Gent	Flanders	www.securit.biz
Sigma Conso	1070	Brussels	Brussels	www.sigmaconso.com

Banking IT, security and authentication

Title	zip	city	region	site
STS Group Benelux	1180	Brussels	Brussels	www.group-sts.com
The eID Company	1050	Brussels	Brussels	www.eidcompany.be
Unit 4	2000	Antwerpen	Flanders	www.unit4.be
Vadis	1070	Brussels	Brussels	www.vadis.com
Vasco Data Security	1780	Wemmel	Flanders	www.vasco.com
Xelink	1000	Brussels	Brussels	www.xelink.net
Zetes Industries	1030	Brussels	Brussels	www.zetes.com

Geo-ICT

Title	zip	city	region	site
BFEngineering	1130	Brussels	Brussels	www.securysat.com
BGI	1160	Brussels	Brussels	www.bgi-sa.com
ERTMS Solutions	1070	Brussels	Brussels	www.ertmssolutions.com
Luciad	3001	Heverlee	Flanders	www.luciad.com
Mobile Token	1170	Brussels	Brussels	www.mobiletoken.com
Odyssee Mobile	1000	Brussels	Brussels	www.odysseemobile.com
Pythagoras	2350	Vosselaar	Flanders	www.pythagoras.net
Railnova	1000	Brussels	Brussels	www.railnova.eu
Septentrio	3001	Leuven	Flanders	www.septentrio.com
Star-Apic	4031	Angleur	Wallonia	www.star-apic.com
Traficon	8560	Wevelgem	Flanders	www.traficon.com
Transics	8900	leper	Flanders	www.transics.com
Ubidata	1140	Brussels	Brussels	www.ubidata.be
XPOFleet	2600	Berchem	Flanders	www.xpofleet.com
Zemblaz	2500	Lier	Flanders	www.descartes.com

Others

Title	zip	city	region	site
Adlogix	1070	Brussels	Brussels	www.adlogix.eu
ABO Service	8020	Oostkamp	Flanders	www.aboservice.be
Adam Software	9255	Buggenhout	Flanders	www.adamsoftware.net
Adifo	9990	Maldegem	Flanders	www.adifo.be
Admisol	9040	Gent	Flanders	www.admisol.be
Aaxis	1932	Sint-Stevens-Woluwe	Flanders	www.aaxis.com
AFAS Belgium	2800	Mechelen	Flanders	www.afas.be
Agfa Healthcare	2640	Mortsel	Flanders	www.agfa.com
Aktiv Consulting	2550	Kontich, Hasselt & Gent	Flanders	www.aktivconsulting.be
Algorismi	1180	Brussels	Brussels	www.algorismi.com
ATIL	1440	Braine-le-Chateau	Wallonia	www.atil.be
Attentio	1050	Brussels	Brussels	www.attentio.com
ATX	9860	Oosterzele	Flanders	www.atx.be
AXI	2830	Willebroek	Flanders	www.axi.be
B2Boost	1180	Brussels	Brussels	www.b2boost.com
Bewan	1420	Braine-l'Alleud	Wallonia	www.bewan.be
bh&a	1180	Brussels	Brussels	www.bh-a.com
Blue4you	1180	Brussels	Brussels	www.blue4you.be
Bluetalk	1180	Brussels	Brussels	www.bluetalk.be
Bluevision	1050	Brussels	Brussels	www.bluevision.be
Bobex.com	1000	Brussels	Brussels	www.bobex.com
Buildsoft	9820	Merelbeke	Flanders	www.buildsoft.eu
Bureau Van Dijck	1050	Brussels	Brussels	www.bvdinfo.com
CDS	2600	Berchem	Flanders	www.cdsnv.be
Centric Belgium	2600	Berchem	Flanders	www.centric.eu
Centrum voor Informatica	9000	Gent	Flanders	www.cevi.be
Christiaens Computer Service	8980	Passendale	Flanders	www.christiaens.net

Others

Title	zip	city	region	site
Ciel Acordata	7860	Lessines	Wallonia	www.ciel.be
Cipal	2440	Geel	Flanders	www.cipal.be
Claerhout Computer Engineering	9860	Oosterzele	Flanders	www.cce.be
CMS Software	2630	Aartselaar	Flanders	www.cms-software.be
COCKPIT Group	1150	Brussels	Brussels	www.cockpit-group.com
Collibra	1120	Brussels	Brussels	www.collibra.com
Compufit Vlaanderen	8400	Oostende	Flanders	www.compufit.be
Contact Office	1170	Brussels	Brussels	www.contactoffice.com
Corilus	5032	Isnes	Wallonia	www.corilus.be
D-Sight	1040	Brussels	Brussels	www.d-sight.com
DCP	8630	Veurne	Flanders	www.dcp.be
Decis	1150	Brussels	Brussels	www.decis.be
Desk Solutions	8530	Harelbeke	Flanders	www.desksolutions.be
Desktop Reporting	1050	Brussels	Brussels	www.desktop-reporting.com
Dialog Solutions	1040	Brussels	Brussels	www.dialogsolutions.com
Docbyte	9051	Gent	Flanders	www.docbyte.com
Dynamic	2200	Noorderwijk	Flanders	www.dynamic.be
EBP Business Software	1030	Brussels	Brussels	www.ebp-software.be
Ecosoft	1180	Brussels	Brussels	www.ecosoft.be
Edan	9000	Gent	Flanders	www.edan.be
Efficcy	1200	Brussels	Brussels	www.efficcy.be
Emailvision	1200	Brussels	Brussels	www.emailvision.be
Enterprise Applications & Services Integration	1180	Brussels	Brussels	www.easi.net
EOS Software	8501	Bissegem	Flanders	www.eos-software.be
ePower	2160	Wommelgem	Flanders	www.epower.be
ETS	3920	Lommel	Flanders	www.etssoftware.be
Euro Top Cooperation Partners	1050	Brussels	Brussels	www.eurotop.be

Others

Title	zip	city	region	site
Exact Software	1780	Wemmel	Flanders	www.exact.be
FDEM	3140	Lokeren & Keerbergen	Flanders	www.fdem.be
Flexsys	1000	Brussels	Brussels	www.flexsysbelgium.com
Formatech	1160	Brussels	Brussels	www.formatech.be
Freemind Group	1082	Brussels	Brussels	www.freemind-group.com
Getro-Informatique	1050	Brussels	Brussels	www.getro.be
Globis	9300	Aalst	Flanders	www.globis.be
HDC	9681	Maarkedal	Flanders	www.carfac.be
HKC	9100	Sint-Niklaas	Flanders	www.kassa-center.be
iClubsport by iXpertise	1190	Brussels	Brussels	www.iclubsport.com
Image Recognition Integrated Systems / I.R.I.S.	1348	Louvain-la-Neuve	Wallonia	www.iriscorporate.com
Impact	2050	Antwerpen	Flanders	www.impactsoftware.be
Inaras	9050	Gent	Flanders	www.e-compta.be
Indie Group	8500	Kortrijk	Flanders	www.indiegroup.be
Information Creation Management Solutions Group	3190	Boortmeerbeek	Flanders	www.icmsgroup.com
Instruxion	1020	Brussels	Brussels	www.instruxion.com
International Business Systems Enterprise	9831	Deurle	Flanders	www.ibs-belux.be
Intris	2600	Berchem	Flanders	www.intris-group.com
Invenso	9220	Hamme	Flanders	www.invenso.com
Inventive Designers	2660	Hoboken	Flanders	www.inventivedesigners.com
Just Software	1700	Dilbeek	Flanders	www.justsoftware.be
Kluwer Software	2800	Mechelen, Gent, Waterloo, Hasselt	Flanders	software.kluwer.be
LaCie	1160	Brussels	Brussels	www.lacie.com/be
LetterGen	2850	Boom	Flanders	www.lettergen.com
M-soft	3900	Overpelt	Flanders	www.msoft.be

Others

Title	zip	city	region	site
Management Information	1080	Brussels	Brussels	www.maninfo.be
Manex	4100	Bonnelles	Wallonia	www.manex.be
Marius	9160	Lokeren	Flanders	www.marius-software.be
Materialise	3001	Leuven	Flanders	www.materialise.com
Mentis	1030	Brussels	Brussels	www.mentis-consulting.be
MESware	8800	Roeselare	Flanders	www.mesware.be
Moriset & Co	1150	Brussels	Brussels	www.moriset.com
Nectil	1020	Brussels	Brussels	www.nectil.com
New Skill	1170	Brussels	Brussels	www.newskill.com
Niko	9100	Sint-Niklaas	Flanders	www.niko.be
Nixxis Belgium	1082	Brussels	Brussels	www.nixxis.com
Noctis Software	1030	Brussels	Brussels	www.noctis.be
Norriq	3500	Hasselt	Flanders	www.norriq.be
Nuance	9820	Merelbeke	Flanders	www.nuance.be
One-D	1030	Brussels	Brussels	www.one-d.com
OpenERP	1367	Grand-Rosière	Wallonia	www.openerp.com
Opensides	1030	Brussels	Brussels	www.opensides.be
Optimal Design	1050	Brussels	Brussels	www.optimaldesign.com
Ordiges	1200	Brussels	Brussels	www.ordiges.com
Ordina	2800	Mechelen	Flanders	www.ordina.be
Organi	2610	Wilrijk	Flanders	www.organi.be
Organica	1180	Brussels	Brussels	www.organica.eu.com
Pi	9160	Lokeren	Flanders	www.pi-software.be
PMIgest	5032	Gembloux	Wallonia	www.pmigest.be
Popsy Software	1380	Lasnes	Wallonia	www.popsy.com
Produmex	1820	Perk	Flanders	www.produmex.com
Prosource	2800	Mechelen	Flanders	www.prosource.be
Proxyclick	1060	Brussels	Brussels	www.proxyclick.com

Others

Title	zip	city	region	site
Q-top	3530	Houthalen	Flanders	www.q-top.be
Real Dolmen	1645	Huizingen	Flanders	www.realdolmen.com
Sage	4000	Liège	Wallonia	www.sage.be
Sarah Software	5590	Ciney	Wallonia	www.sarah.be
Sartorius Mechatronics	1800	Vilvoorde	Flanders	www.sartorius.be
Schaubroeck	9810	Nazareth	Flanders	www.schaubroeck.be
Scia	3540	Herk-de-Stad	Flanders	www.scia-online.com
SDP	9100	Sint-Niklaas	Flanders	www.sdp.biz
Selligent	1420	Braine-l'Alleud	Wallonia	www.selligent.com
Serverscheck	1930	Zaventem	Flanders	www.serverscheck.be
Servico	2580	Putte	Flanders	www.servico.be
Silicon Brain	4430	Ans	Wallonia	www.silicon-brain.com
Skarabee	8500	Kortrijk	Flanders	www.skarabee.be
Solventure	2170	Merksem	Flanders	www.solventure.be
Space Applications Services	1932	Sint-Stevens-Woluwe	Flanders	spaceapplications.com
Specicom	1000	Brussels	Brussels	www.specicom.net
Sphinx-IT	9870	Machelen	Flanders	www.sphinx-it.be
Spikes	2600	Brussels	Brussels	www.spikes.be
Stream Software	2600	Berchem	Flanders	www.streamsoftware.be
T.I.P.GROUP	7000	Mons	Wallonia	www.tipgroup.com
Taktik	1000	Brussels	Brussels	www.taktik.be
Technord Automation	7500	Ougrée	Wallonia	www.technord.com
Techwin	2800	Mechelen	Flanders	www.techwin.be
Telio	1200	Brussels	Brussels	www.telio.be
Tenforce	1910	Kampenhout	Flanders	www.tenforce.com
Tetrasoft	1030	Brussels	Brussels	www.tetrasoft.be
Toppower	8970	Poperinge	Flanders	www.toppower.be
Two Consult	1180	Brussels	Brussels	www.twoconsult.com

Others

Title	zip	city	region	site
Unit 4	2000	Antwerpen	Flanders	www.unit4.be
Unit 4 C-Logic	8200	Sint-Michiels-Brugge	Flanders	www.unit4-c-logic.be
UPM Soft	1000	Brussels	Brussels	www.upmsoft.com
Vision R	2800	Mechelen	Flanders	www.visionr.be
Voxtron	9140	Temse	Flanders	www.voxtron.com
Wataro	1030	Brussels	Brussels	www.wataro.com
Whise	1140	Brussels	Brussels	www.whise.eu
WinBooks	1348	Louvain-la-Neuve	Wallonia	www.winbooks.be
WINDOC	9850	Nevele	Flanders	www.windoc.be
Wings Software	2220	Heist-op-den-Berg	Flanders	www.wings.be
Winking	8680	Koekelare	Flanders	www.winking.be
Woorank	1040	Brussels	Brussels	www.woorank.com
Xando	9000	Gent	Flanders	xando.be
XerXes	9850	Nevele	Flanders	www.xerxes.be
YP5	1050	Brussels	Brussels	www.yp5.be
Zemblaz	2500	Lier	Flanders	www.descartes.com
Zen Soft	3550	Heusden	Flanders	www.zensoft.be

The Belgian Foreign Trade Agency wishes to thank the following contributors to the present study:

 **Agoria** (www.agoria.be)

- > M. Christian Vanhuffel
General Manager
- > M. Patrick Slaets
Economic Advisor, ICT

 **AWT** (www.awt.be)

- > M. Renaud Delhaye
Expert
- > M. Damien Jacobs
Expert

 **Brussels Enterprise Agency** (www.abe.irisnet.be)

- > M. Serge Kalitventzeff
Manager, ICT Business Unit
- > Ms. Stéphanie Robin
Advisor, ICT Business Unit

 **Brussels Invest & Export** (www.brusselsinvestexport.be)

- > M. Mustafeen Nayani
Project Manager in Technological Industries

 **Fedict** (www.fedict.belgium.be)

- > M. Frank Leyman
Manager International Relations

 **Flanders Investment and Trade** (www.flandersinvestmentandtrade.com)

- > M. Pascal Walrave
Director Marketing & Knowledge Development

 **FPS Foreign Affairs** (diplomatie.belgium.be)

 **Wallonia Export & Investment Agency** (www.awex.be)

- > M. Jacques Jadoul
Director Communications & Information Technology

As well as the companies which have kindly agreed to give a testimonial.





Belgian Foreign Trade Agency

Rue Montoyer 3
1000 Brussels
Belgium
☎ +32 2 206 35 11
info@abh-ace.be
www.abh-ace.be



Brussels Invest & Export

Avenue Louise 500/4
1050 Brussels
Belgium
☎ +32 2 800 40 00
www.brusselsinvestexport.be



Flanders Investment and Trade

Boulevard du Roi Albert II 37
1030 Brussels
Belgium
☎ +32 2 504 87 11
www.flandersinvestmentandtrade.com



Wallonia Foreign Trade & Investment Agency

Place Saintelette 2
1080 Brussels
Belgium
☎ +32 2 421 82 11
www.awex.be

