


Digital Reprographics
Document Management
Facilities Management

Service Point Solutions

July 2003








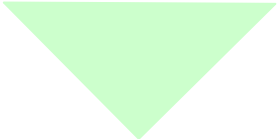
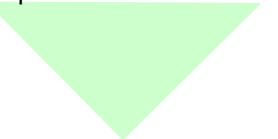

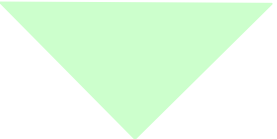


Service Point
www.servicepoint.net

This document is based on information obtained from sources we believe to be reliable. It is not intended to form the basis on any investment decision, or any decision to provide finance in relation to the proposed transaction. No representation or warranty or undertaking, expressed or implied, is or will be made in relation to, and no responsibility or liability whatsoever is or will be accepted by Service Point Solutions S.A. or any of its employees as to, or in relation to, the accuracy or completeness of this document.

Objectives set and achieved

2002 / Start of 2003

In Q4 2001 Service Point Solutions (SPS) implemented a plan to focus on its core business

Corporate Structure 	Financial results 	Industrial growth 	Human Resources 	Market perception 
<ul style="list-style-type: none"> Sold 100% software division Sold 100% Telco division 100% divestiture from low margin office supplies business in the US and in the Spain 7 m euros invested in digital reprographics and document management 	<ul style="list-style-type: none"> G.Margin on sales improved in 2002 by 8% (from 49% to 57%) EBITDA 2002 +41% vs 2001 (to 16.9 m euros) Net Debt reduced (-14% in 2002) to 79m euros Equity Line with Soc Gen (35-50m Euros) 60 million euros LT Facility signed (92% of total debt is now LT) Q12003 results in line and in profit 	<ul style="list-style-type: none"> Facility Management sales improved by 18% in 2002. Long term recurrent sales represent already 23% of total sales (2002) New services with high technologic content launched successfully in US/ UK Participation in projects through FMs (Heathrow T5, Forum 2004, Barajas, McDonalds, etc.) Developed repro infrastructure in Spain 	<ul style="list-style-type: none"> In accordance with corporate governance rules, SPS has separated the roles of chairman and CEO Strengthened operational and sale team specially in the UK and US Hired a CEO for the Spanish operation from the multinational Bull (FM division) 	<ul style="list-style-type: none"> Implemented Service Point brand worldwide Improved market perception (changes in analysts recommendation) New stock market researches published Positive press coverage
 Complete focus on digital reprographics, document management	 Sharp improvement in the economic and financial ratios	 Solid industry platform for growth and profitability	 Management team strengthened	 Communication plan implemented

Service Point Solutions

A clear mission

To be the document management solutions provider for the AEC industry (Architects, Engineers, Constructions Companies)



Service Point Solutions

Document management and digital reprographics



- Document Management and digital reprographics are the processes of **digitally receiving, printing, reproducing, archiving and distributing a technical document (plans) in any format, black and white and color, and providing the client with the possibility of accessing (in situ or remotely) and handling his data at any time (Document Management / Print on demand)**
- SPS mainly operates in the **AEC market** (Architects, Engineers, Construction), which is the market segment with the highest value added.



Service Point Solutions The Business Model

Digital Reprographics

The process of printing, copying or reproducing a document in any format through digital means, especially for large format, black white and color, document scanning, remote printing, printing on demand applications.

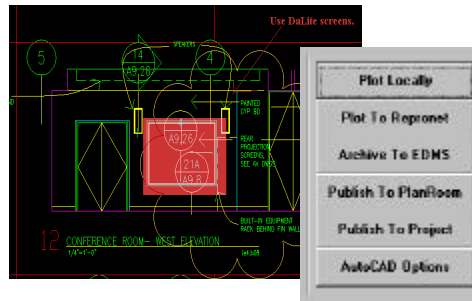
- Digital Copying, printing, and plotting of large format plan sets
- CAD conversion services (convert architectural drawings into “intelligent” CAD files)



Document Management

Document Management incorporates **all stages in the life cycle of a document** from its creation to its production and storage, either on paper or electronically.

- Online print work systems – Digital print management, digital audit systems, etc.
- Project Collaboration (electronic document/ project management systems which provide management tools for every stage of the construction process)



Facilities Management

FMs are service points located on a client's own premises or on a live construction project. FMs, together with On-Site Services, allow an organisation to outsource non-core activities.

- Complete management of in house reprographics needs / On Site location in large construction projects



SPS combines its wide service offer to fulfil the complete document management cycle of the AEC community

Service Point Solutions

The industry



- The industry is valued at €850,000 M, of which SPS focuses mainly in the AEC segment valued at €15,000 M.
- Margins and growth are relatively high especially with the implementation of FM, OSS and e-repro applications.
- The outsourcing sector is growing at a rate of 23% annually.
- The challenges for smaller companies :
 - Lack of capital necessary for the expansion and digitalization of centers
 - Difficulty of keeping up-to-date with new technologies
 - Inability to manage large, complex projects with FM/OSS
 - Lack of negotiating power with suppliers

Competitive advantage for SPS

Digital reprographics industry (Global value €850,000 M)				
AEC (Architects, Engineers and Construction)	Industrial (Manufacturing companies)	Grap. Design (Advertising)	Corporate (Banks, Insurance,..)	Retail
GM: 70%-75% Value: 15,000m €	GM:50%-55% Value: 75,000m €	GM: 70-75% Value: 10,000m €	GM: 60-65% Value: 500,000m €	GM: 35-40% Value: 250,000m €

Service Point Solutions

Some data on the AEC industry



The AEC market for digital reprographics and document management is valued at 15.000 m euros and is extremely fragmented

Annually \$91 Billion is lost in construction on reworking and mistakes through working with wrong documents

Half of construction projects are finished late due to bad document management

High construction costs due to limited bid advertising

Annually \$ 500 million is spent on overnight express shipments of engineering drawings

Source: Océ and SPS

“With an annual turnover of €3,000,000m the construction industry is one of the largest industries in the world. In this industry “not a brick can be moved” without using document management and digital reprographics”.

Service Point Solutions

Some data on document printing



90% of corporate memory exists on paper of pages that get handled in the office, 90% are merely shuffled

The average document gets copied 19 times

Companies spend \$20 in labor to file a document. \$120 in labor to find a misfiled document, and \$220 in labor to reproduce a lost document

7.5% of all documents get lost, 3% of the remainder get misfiled

Professionals spend 5%-15% of their time reading information but 50% looking for it

There are over 4 trillion paper documents in the US alone, growing at a rate of 22% per year

Source: Coopers and Lybrand

Service Point Solutions

Examples of projects managed by SPS



Barajas Airport, Madrid: Spain



Project Collaboration with architects Lamela (Madrid) and Richard Rogers (London), engineers Initec and construction companies ACS, Ferrovial and FCC.



Terminal 5, Heathrow Airport : UK



Digital reprographics and Facility Management contract for the construction of the new air terminal at Heathrow



Chek Lap Kok Airport : Hong Kong



Project Management, Facilities Management, Scanning, Electronic Management of documents and remote printing



Jaguar Engineering : Europe



Digital Reprographics and Facilities Management (on-site) for all technical documents



Nordic Embassies, Berlin : Germany



Project for the embassies of the 5 Nordic countries in Berlin. Remote reprographics for seven countries.



Heron City, Barcelona : Spain



Central management of all documents on the project for the construction of Heron City in Barcelona and digital reprographics services



HLM Design: United States



Facility Management in the offices of HLM Design in Chicago, Dallas, Orlando y Philadelphia.



Mc Donald's: US + UK



Digitalization and document management for all Mc Donald's restaurant in Northern England + digital reprographics services for the restaurant located in the Millennium Dome.



Projecto Forum 2004: Barcelona



Facility Management, reprographics and document management services



DBI Architects: USA



FM in one of the largest architecture firms in Chicago.



Service Point Solutions

Globalgrafixnet: The Interflora of the Repro



www.globalgrafix.net

- The largest distribution and digital printing network in the world
- Globalgrafixnet has expanded to **500 service points** (60 new in 2002)
- Continuous expansion into new countries in Eastern Europe, Latin America and Asia
- Partnership with USRN, the largest network in the USA, to develop technology and support multinational clients
- Size of affiliated companies €1-10 million
- This network is 50% managed by SPS and provides the future know-how for SPS to become aware of potential acquisitions.

globalgrafixnet LOCATIONS

Brazil	France	Norway	Sweden
China	Germany	Poland	Switzerland
Czech Republic	Hungary	Russia	Ukraine
Denmark	Latvia	Saudi Arabia	United Arab Emirates
Estonia	Lithuania	Singapore	United Kingdom
Finland	Netherlands	Spain	



Service Point Solutions

Simple and focused structure

Ticker: SPS.SM
 Ticker: SPS.MC

Service Point 



Sales 2003 MC*	43-46M.€	60 - 65M.€	7-9 M. €	1 M.€	0,5 M.€	2,5 M.€	
Gross Margin	74%	74%	53%	58%			
EBITDA	22%	15%	0,5%	5%			
ROCE	18%	22%	NA	NA			
Employees	341	655	228				
Sector	EDM/Repro	EDM/Repro	EDM/Repro	EDM/Repro	EDM/Repro	EDM/Repro	EDM
AEC mkt share	3%	15%	5%	0,2%	0%	1%	1%
Service Points	21	43	7	1	1	2	400
FM/OSS	239	190	6				
% participation	100%	100%	100%	100%	10%	18%	50%

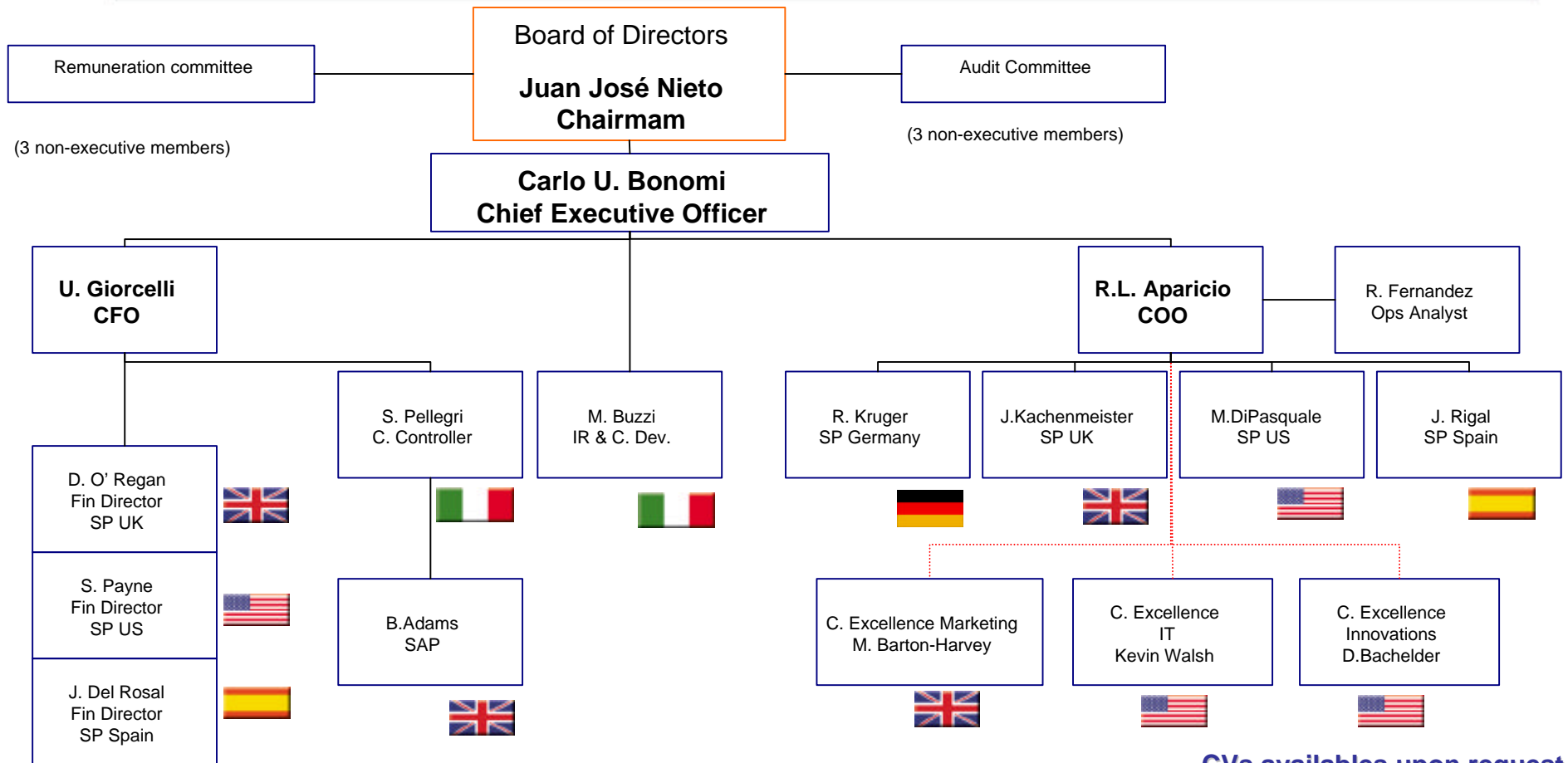
Singapur

Not consolidating

*MC = Market Consensus

Service Point Solutions

A balanced, experienced and international team



CVs available upon request

Service Point Solutions

Summary and opportunities

**Investment
incentives
from the
business
point of view**

- **Changes that have not been completely valued by the market:**
 - ✓ Strategic orientation executed and completed
 - ✓ Operating net profits positive each quarter in 2002 and in Q1 2003
 - ✓ Management reinforcement from multinational companies in the industry
 - ✓ Outsourcing / Facilities Management growth opportunities (market +20% growth)
 - ✓ Historically profitable and market leader in the USA and UK.
 - ✓ SPS unique international network (Spain, USA, UK, Germany, Singapore)
 - ✓ Equity line to finance organic growth (35-50 million euros).
 - ✓ Signed syndicated loan (92% bank debt is at long term)
- **Opportunities to leverage the operations and SPS:**
 - ✓ 40% additional production capacity with existing infrastructure
 - ✓ Centres of excellence to reduce costs already implemented.
 - ✓ Expected strong growth in the AEC industry for outsourcing and Doc. Mgmt.
 - ✓ International platform already established with top clients. (15.000 clients)
 - ✓ Leadership in technological offer and e-repro applications
 - ✓ Full roadshow (September)

Annex

Summarised info and contacts

Latest news

- Jan 2003: SPS and Société Générale sign an equity line agreement to strengthen SPS's balance sheet. The financing is for up to €50m over 3 years.
- Feb 2003: SPS will manage digital reprographics and document management services in the construction of the Agbar Tower in Barcelona with a new Facility Management
- Apr 2003: SPS opens two Facility Management centres in the European University of Madrid providing digital reprographics and document management services.
- May 2003: SPS opens three new Facilities Management in the UK for three PFI/PPP construction sites
- June 2003: SPS signs a syndicated facility to strengthen its balance sheet: 92% of bank debt is now long-term.

SPS share data

Share price (13 June 2003)	€ 0.55
Max/Min 52 weeks	€ 1.49 / € 0.47
Shares in circulation	136,429,189
Market Capitalisation	€ 75 m
Reuters	SPS.MC
Av. daily trading volume / capital	0.4%

Auditors

KPMG

Investors Relations

Matteo Buzzi

matteobuzzi@servicepoint.net

Tel 93 5082424

Fax 93 5081212