



THE **NRB** GROUP

# ESSENTIAL

**EVERY DAY**

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**PRESS KIT**  
THE NRB GROUP IN 2024

# Growing momentum and an impact that affects millions of citizens

Never has the digital revolution been more rapid, more profound, more decisive. It is transforming our societies, disrupting the way our institutions function and revolutionizing the way businesses produce, interact, make decisions and innovate. In a world that is ever more interconnected, where international competition is intensifying, the adoption of digital technologies is no longer an option, it is a strategic imperative.

But this transformation is not without its challenges: data protection, technological sovereignty, ethics, environmental footprint... all of them issues that require robust, agile and responsible solutions.

This is the unprecedented context in which the NRB Group made a major strategic shift in 2024.

**“We have structured our subsidiaries’ skills, while respecting their DNA, so that each of them has its place within the ecosystem of the NRB Group. Our strategy consists of strengthening our client approach, by putting them at the heart of our developments and supporting them in their digital transformation with comprehensive, integrated solutions, by capitalizing on the expertise and specific qualities of each entity in the Group. Today, our activities are organized in the interests and for the benefit of 4 major market segments: large companies, healthcare providers, local authorities and SMEs. They are complementary and it is this synergy that makes the NRB Group a major player in the market, with a key role to play in fields as essential as cyber defense, data centers, cloud, as well as data and AI.”**

André Vanden Camp – CEO- NRB Group.

## A technological vision anchored in reality

With its new structure, the NRB Group stands out more than ever as a trusted technology partner, both in Belgium and at a European level. What sets it apart? A global vision, sovereign infrastructure operated in Belgium, and a culture of partnership that breaks down silos between areas of expertise.

“We don’t seek to deploy technology for the sake of technology. We support our clients over the long term, with a holistic understanding of the challenges they face. We help them to navigate in a changing environment, by providing them with security, performance and compliance at every stage of their digital transformation.” - Laurence Mathieu – CEO NRB S.A.

To meet these challenges, the NRB Group can count on the commitment of close to 3,700 employees with complementary expertise, united by a shared vision.

“IT is present in the lives of men and women, as well as in businesses, in subtle and important ways. The strategy of the Ethias Group is to enable a local ICT player in Belgium to contribute to the development of B2B activities, whether they are public or private. In addition to the existing and diversified range of services offered by the various entities of the NRB Group, IT solutions are being optimized and strengthened by developments in strategic areas such as data exploitation, the localization of sovereign Data Centers and the use of AI.” - Philippe Lallemand – CEO Ethias – President of the Board of Directors NRB S.A.

**At a time when the digital transformation of our societies is intensifying, the NRB Group has remarkable growth potential and plays a more essential role in society than ever**

**We do not seek to deploy technology for the sake of technology, but to be a real partner over the long term.**

## Accelerating growth and an increasing role

This new strategic positioning is bearing fruit. In 2024, the NRB Group continued to gain momentum. Its turnover reached € 638.3 million, an increase of 10.5 % compared to 2023.

Operating profit (EBIT) soared to € 49.9 million, almost double the 2023 figure (€ 25.1 million), and the EBITDA climbed to € 64.3 million, compared with € 48.1 million a year earlier.

This result confirms the relevance of the Group’s vision and the solidity of its business model.

But behind this financial performance lies another reality: the growing impact of NRB in the daily lives of millions of people, through the digitalization of public services, healthcare structures, local authorities and companies in Belgium and in Europe.

At a time when the digital transformation of our societies is intensifying, the NRB Group has remarkable growth potential and plays a more essential role in society than ever. Present at the heart of the daily lives of our businesses, our institutions and our citizens, it actively contributes to the modernization of services, the strengthening of our digital sovereignty and the support of our democracies.

# THE NRB GROUP TODAY



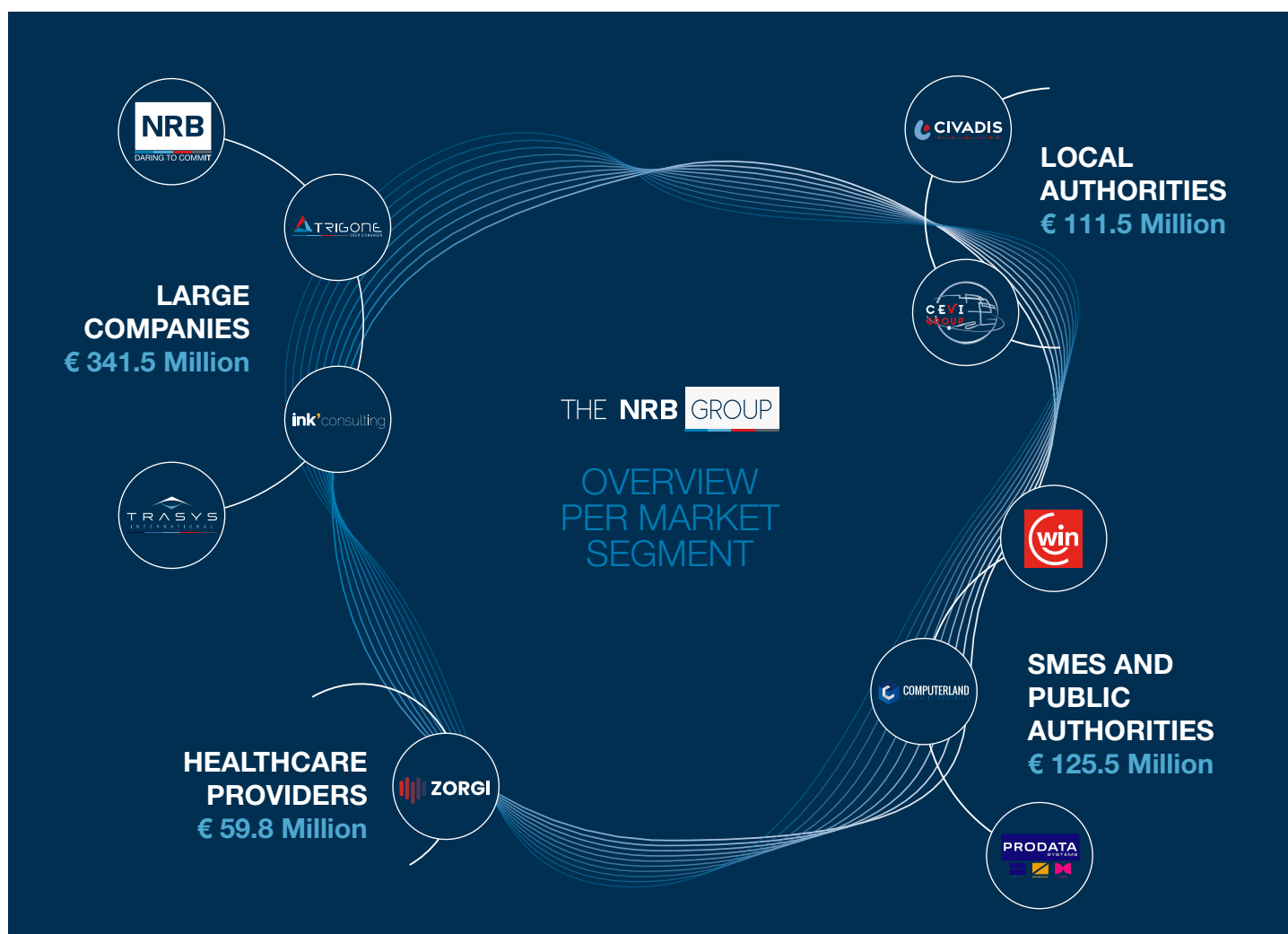
The NRB Group is based on four major market segments:

**1. Large companies:** NRB S.A. is responsible for this strategic area, which forms the technological base of the group, with infrastructure such as mainframe and cloud, and provides support in key areas such as cybersecurity, data sovereignty and artificial intelligence. With its subsidiary Trigone, the NRB Group also has a presence in these infrastructure markets from France.

**2. Healthcare providers:** with ZORGI, the NRB Group provides solutions in key areas such as billing, pharmacy management, accounting and computerized patient records. In 2024, our expertise enabled us to win major contracts, particularly in the context of the mergers of several hospitals.

**3. Local authorities:** thanks to its subsidiaries Civadis and Cevi, the NRB Group supports the vast majority of municipalities in Wallonia, Brussels and Flanders, with management of the IT necessary for their tasks, such as employee payroll, accounting, tax collection, and the implementation of comprehensive systems for electoral processes.

**4. SMEs and public authorities:** this area of activity, consolidated in 2024 and led by Win, Computerland and Prodata, meets the digital transformation needs of SMEs and small public entities with its secured infrastructure, its Business Applications solutions, its IT equipment and connectivity services.







# KEY FIGURES IN 2024



EMPLOYEES  
**+3.670**



TURNOVER  
**€638,3**  
Million

+10,5 %  
compared  
to 2023



EBIT  
**€49,9**  
Million



EBITDA  
**€64,3**  
Million



CO2  
**-63%**  
emissions  
compared to  
2015

# HIGHLIGHTS OF 2024



## IMPULSE 27

### A new strategic impulse

In 2024, NRB S.A. defined its new strategic plan, baptized Impulse 27. This plan formalizes the company's mission, vision, values and business strategy, and translates them into concrete actions.

Convinced that the success of its ambitions depends on its teams' commitment, NRB involved more than 250 employees in the development of its new values.

Impulse 27 sets two strategic objectives to be achieved by 2027:

- Accelerate growth
- Strengthen the company's competitiveness

### These objectives are based on five core values:



INTEGRITY



ENTHUSIASM



EMPATHY



PERFORMANCE



INGENUITY





## AI

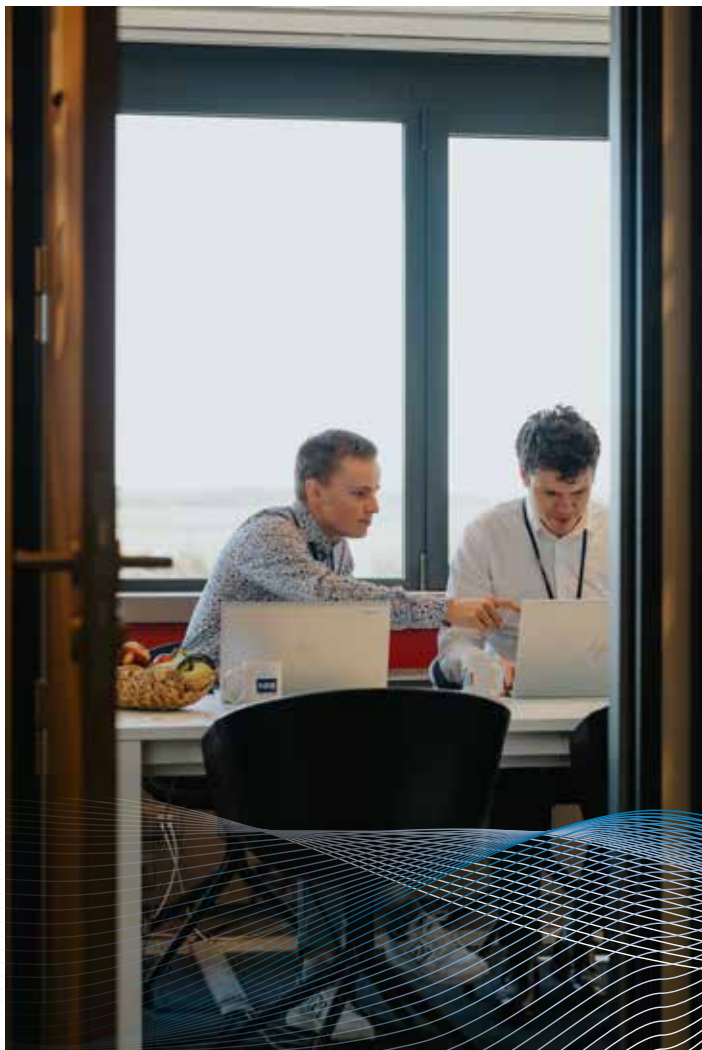
### Increased momentum and skills

In 2024, NRB strengthened its positioning in the field of artificial intelligence by launching two complementary initiatives: the AI Guild and, in partnership with the University of Liège, a Chair in AI.

The AI Guild is an internal community of 150 employees, supported by a multidisciplinary core team, which tests, develops and implements generative AI solutions within the company. It enables the structuring of NRB's AI offering, promotes ongoing learning and brings expertise together around a common objective.

At the same time, the AI Chair established with ULiège aims to explore the potential of large language models (LLMs) in applied research. This partnership strengthens the links between the worlds of academia and business, while helping teams build their skills.

**Objective:** to build bridges between experts, both internal and external, to make AI a strategic lever for businesses in terms of performance, competitiveness and profitability, while ensuring a responsible, controlled, secure and sustainable approach.



**Faire de l'IA un levier stratégique de performance, de compétitivité et de rentabilité, tout en garantissant une approche responsable, maîtrisée, sécurisée et durable.**

## INFRASTRUCTURES AND CLOUD

### More than ever a guarantor of data sovereignty and protection

NRB offers its clients the assurance that their data is stored and secured in Belgium, in infrastructure managed by a Belgian company, with highly qualified experts who receive ongoing training in the latest technologies. This confidence allows them to focus fully on their core business. A positioning that makes NRB a unique player in its field.

However, aware of the growth and innovation potential offered by hyperscalers' cloud solutions, particularly with the rise of AI, NRB has developed a solution that sets it apart: the NECS hybrid cloud. This combines the advantages of a secure private cloud with the flexibility of the hyperscalers (AWS, Azure, Google Cloud, IBM Cloud), by integrating a local Edge Cloud.

Thanks to a single interface, clients get the best of both worlds, without compromising on data confidentiality.

**Our ambition is to continue improving our competitiveness, while offering our clients access to increased computing capacity.**

## CYBERSECURITY

### An historic partnership to counter the threat

With the rapid evolution of technology, the growing use of cloud-based tools and the current global geopolitical situation, organizations are increasingly exposed to cyberattack.

In this context, NRB is convinced that cooperation between the various cybersecurity players is more essential than ever.

That is why, following the attack on the Public Centre for Social Welfare (PCSW) in Charleroi, in 2023, an historic partnership was established, in 2024, between Cyber Defense, the General Intelligence and Security Service (GISS), the PCSW, the coding school BeCode and NRB. The objective of this pioneering initiative is for everyone to be able to draw lessons from the incident and strengthen national resilience against cyberattacks. NRB also collaborates with other key players in the sector through the Cyber Made in Belgium group and the Cybersecurity Coalition.



**Cyber resilience is the ability of an organization to prepare for, respond to and recover from a cyberattack.**

### NRB crowned 2024 “Cybersecurity Company of the Year”!

This desire to build a genuine cybersecurity ecosystem in Belgium was praised by the jury of the 25th edition of the Data News Awards, enabling NRB to win the prestigious title of “Cybersecurity Company of the Year”.

### Essential supporter of democracy

During the 2024 municipal and provincial elections, NRB, through its subsidiaries CIVADIS and CEVI, deployed its teams and its technological solutions to ensure the smooth running of the polls. Mobilizing 250 employees and its subsidiaries' expertise, the Group played a major role in counting the votes, compiling the results, managing voter lists and reporting on candidates' spending.

This reflects the NRB Group's involvement in the daily lives of Belgians through the cutting-edge IT services with which it provides its clients, thereby reaffirming its commitment as an essential supporter of democracy and the modernization of electoral processes in Belgium.

## CONSULTING

### Listen, support, transform

In 2024, NRB launched an ambitious consulting business, led by experts capable of translating its clients' business challenges into concrete solutions. This new Business Unit aims to change the client approach from a product and service-oriented mindset to a comprehensive solutions-oriented approach that addresses clearly identified issues. The objective is to align business and IT by offering cross-functional strategic support that goes far beyond the simple provision of technological solutions.



## SUSTAINABLE DEVELOPMENT (ESG)

### NRB's environmental management, ISO 14001 certified

For ten years, NRB has been actively working to decarbonize its activities. In 2024, it reached another milestone when it obtained ISO 14001 certification. Now sustainability is a standard part of all its activities.

### Governance Adoption of the Ethics Charter

IT governance faces many challenges: guaranteeing data security, ensuring business continuity, optimizing IT costs, and promoting innovation, while at the same time complying with the regulations. Its implementation is crucial to helping companies navigate a constantly changing technological environment. Effective governance makes it possible to reduce the risk of cyberattack, ensure compliance with current standards, and strengthen stakeholder confidence.

At NRB, governance has become a priority. This commitment is reflected, in particular, in the adoption of the Ethics Charter, in March 2024. Developed in collaboration with the Ethias Group, it guarantees integrity, the protection of sensitive data and the fight against fraud. This charter forms a common foundation for all the entities of the NRB Group and is based on fundamental principles such as respect for human rights, the fight against corruption, and compliance with confidentiality and data protection. Part of our commitment to transparency and ethical business practices, it ensures a relationship of trust with clients and partners.

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### Social - Top Employer of the Year for the 5<sup>th</sup> consecutive year

For the fifth consecutive year, NRB has made progress on various aspects, positioning itself among the best companies in the sector in Belgium. This is not only a certification, but also a tool for self-evaluation and ongoing improvement. It confirms NRB's desire to place people and human resources at the heart of its activities.

THE **NRB** GROUP

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