

Preliminary Results 2004

15th March, 2005



Computacenter

Transforming IT service delivery

2004 Financial Highlights

	2004	2003	Δ%
Turnover	£2.46 bn	£2.48 bn	(1)
Profit before tax*	£67.3 m	£65.2 m	3
Earnings per share*	25.5 p	25.0 p	2
Net cash	£80.0 m	£49.9 m	

*Excluding non-operating exceptional charges of £2.6 million

2004 Highlights

- UK Managed Services revenue growth of 16.6%
- Integration of Computacenter Germany on plan
- New management in France and Germany
- Substantial investment in France to restore profitability
- HP renegotiation to have adverse impact on 2005 profit

Future Prospects

- Trading in first two months of 2005 below anticipated levels
- Strategic focus: restoring earnings growth
 - ◆ Accelerate services growth
 - ◆ Broaden range of services activities
 - ◆ Extend product sales to small / medium-sized segment
 - ◆ Capture growth opportunities in Germany
 - ◆ Restore profit in France

Financial Review

Tony Conophy

Computacenter PLC - P&L (1)

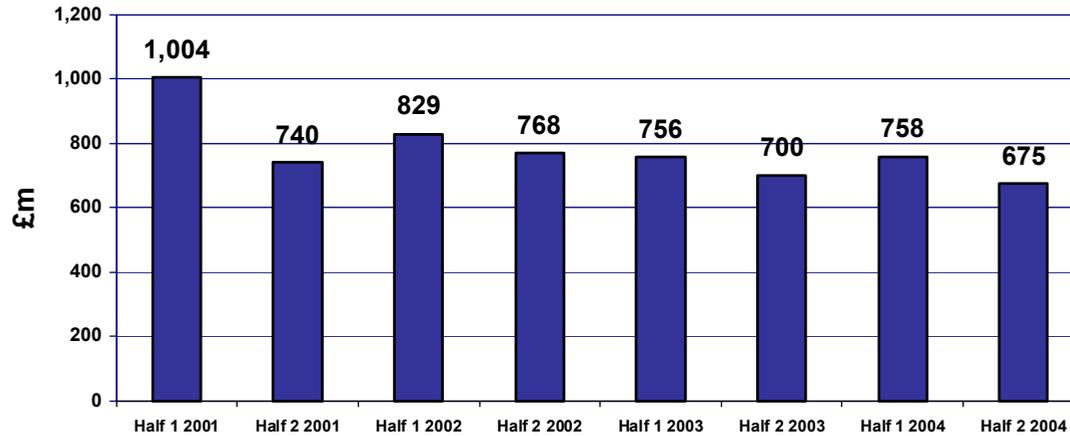
	2004	2003	Growth 2004 / 2003
	TOTAL £m	TOTAL £m	TOTAL %
Revenues	2,455.8	2,481.3	-1.0%
Gross Profit	335.4 13.7%	344.6 13.9%	-2.7%
Other Operating Expenses	(269.7) -11.0%	(278.7) -11.2%	-3.2%
Group Operating Profit	65.7 2.7%	65.9 2.7%	-0.3%
Share of JV / Associate	(0.1)	0.2	-182.1%
Net Interest	1.7	(1.0)	-277.4%
Group PBT Pre-exceptional	67.3	65.2	3.2%

Computacenter Plc - P&L (2)

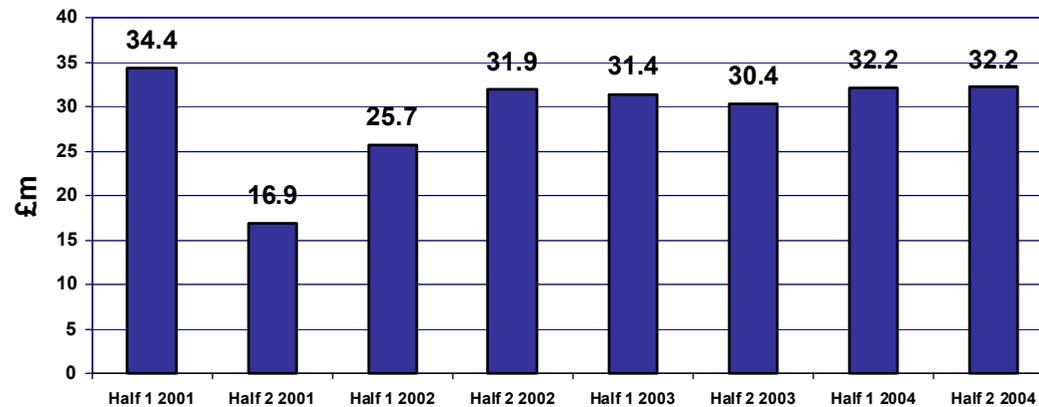
	2004	2003	Growth 2004 / 2003
Group PBT Pre-exceptional	67.3	65.2	3.2%
Exceptional	(2.6)	0.0	n/a
Profit before tax	64.6	65.2	-0.8%
	2.6%	2.6%	
Tax	(19.9)	(18.9)	5.1%
<i>Effective tax rate</i>	30.7%	29.0%	5.9%
<i>- excl exceptionals</i>	29.5%	29.0%	1.8%
Profit after tax	44.8	46.3	-3.2%
	1.8%	1.9%	
EPS Diluted (excl exceptional)	25.1p	24.6p	2.0%
Dividend per Share	7.5p	7.0p	7.1%

UK - Revenue & Operating Profit

UK Revenue



UK Operating Profit



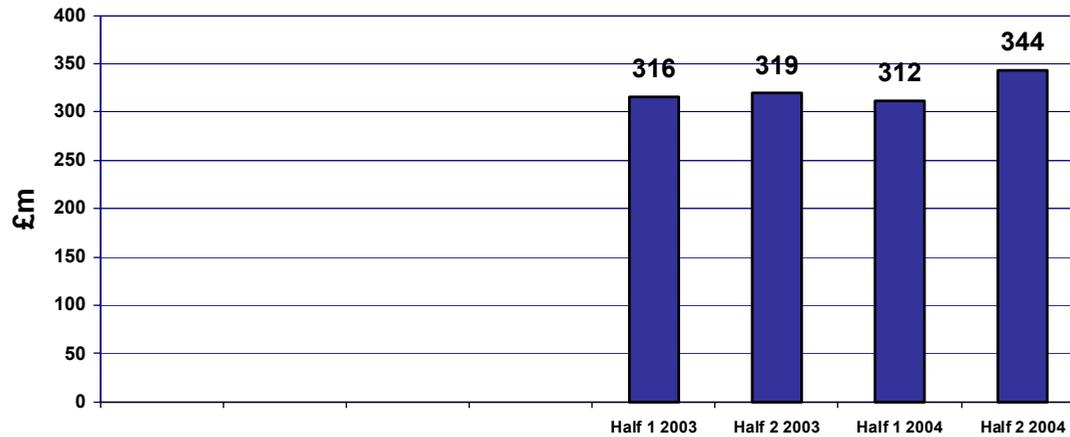
Computacenter UK - P&L

	2004	2003	Growth 2004/2003
	£m	£m	%
Revenues	1,433.7	1,455.3	-1.5%
Gross Profit	205.7 <i>14.3%</i>	201.6 <i>13.9%</i>	2.0%
Other Operating Expenses	(141.2) <i>-9.9%</i>	(139.7) <i>-9.6%</i>	1.1%
Operating Profit	64.4 <i>4.5%</i>	61.8 <i>4.2%</i>	4.2%
Headcount *:			
Direct	3,213	2,987	7.6%
Indirect	1,696	1,692	0.2%

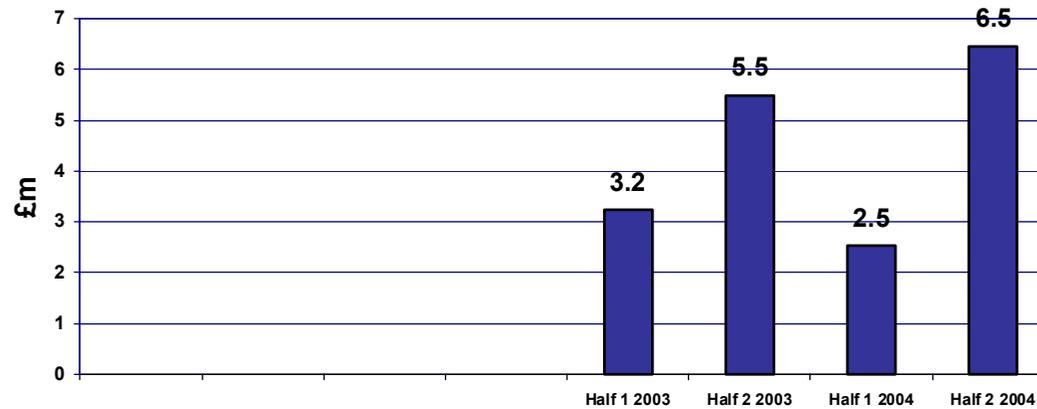
(* period end headcount, includes RDC)

Germany - Revenue & Operating Profit

Germany Revenue



Germany Operating Profit



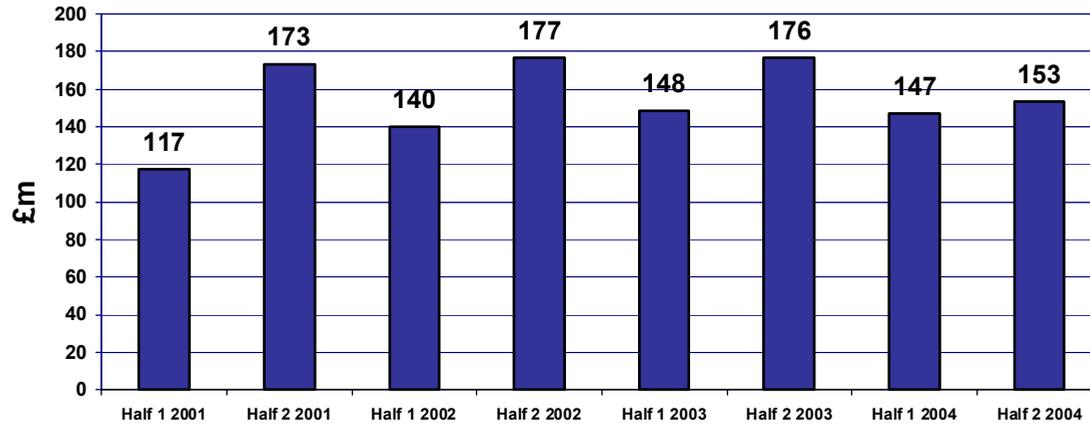
CC Germany (formerly CompuNet) - P&L

	2004	2003	Growth 2004 / 2003
	£m	£m	£m
Revenues	655.5	635.2	3.2%
Gross Profit	90.5 <i>13.8%</i>	95.7 <i>15.1%</i>	-5.5%
Other Operating Expenses	(81.5) <i>-12.4%</i>	(87.0) <i>-13.7%</i>	-6.3%
Operating Profit	9.0 <i>1.4%</i>	8.7 <i>1.4%</i>	3.1%
Headcount *:			
Direct	2,468	2,492	-1.0%
Indirect	1,004	1,009	-0.5%

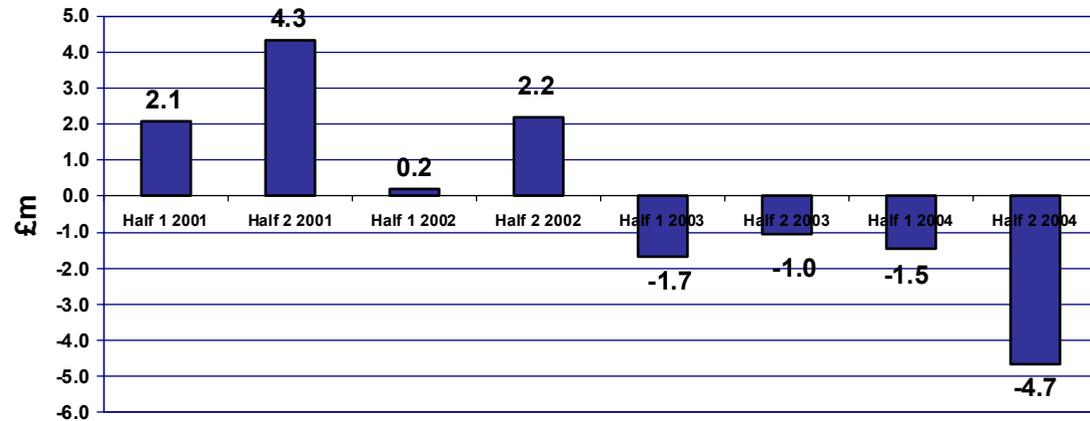
(* period end headcount)

France Revenue & Operating Profit

France Revenue



France Operating Profit



Computacenter France - P&L

	2004	2003	Growth 2004 / 2003
	£m	£m	%
Revenues	300.4	324.5	-7.4%
Gross Profit	31.8 <i>10.6%</i>	39.8 <i>12.3%</i>	-20.2%
Other Operating Expenses	(38.5) <i>-12.8%</i>	(46.8) <i>-14.4%</i>	-17.8%
Operating Profit	(6.7) <i>-2.2%</i>	(7.0) <i>-2.2%</i>	-4.4%
Goodwill release	0.5	4.3	-87.5%
Operating Profit (post goodwill)	(6.2) <i>-2.0%</i>	(2.7) <i>-0.8%</i>	125.5%
Headcount *:			
Direct	674	694	-2.9%
Indirect	465	529	-12.2%

(* period end headcount)

Computacenter Belux – P&L

	2004	2003	Growth 2004 / 2003
	£m	£m	%
Revenues	21.0	17.3	21.4%
Gross Profit	2.3 <i>10.9%</i>	1.9 <i>11.1%</i>	19.1%
Other Operating Expenses	(2.3) <i>-10.8%</i>	(2.3) <i>-13.4%</i>	-1.7%
Operating Profit	0.0 <i>0.1%</i>	(0.4) <i>-2.3%</i>	-104.0%
Headcount *:			
Direct	89	84	6.0%
Indirect	16	17	-6.1%
(* period end headcount)			

Computacenter Austria (discontinued) — P&L

	2004	2003	Growth 2004 / 2003
	£m	£m	£m
Revenues	45.2	49.0	-7.9%
Gross Profit	5.2 11.5%	5.7 11.6%	-8.1%
Other Operating Expenses	(6.7) -14.9%	(7.2) -14.6%	-5.8%
Operating Profit	(1.5) -3.4%	(1.5) -3.1%	3.0%
Headcount *:			
Direct	128	123	4.2%
Indirect	86	90	-4.5%

(* period end headcount)

Computacenter PLC - Operating Cash Flow

	2004	2003	Growth 2004 / 2003
£m	£m	£m	%
Operating profit	65.7	65.9	(0.3%)
Depreciation	18.4	22.7	(18.9%)
Amortisation of goodwill	(0.3)	(3.7)	(93.2%)
Profit on/Revaluation of listed investment	(1.6)	(0.3)	449.0%
Loss on disposal of fixed assets	0.8	0.9	(12.0%)
Dividend from Associate	0.5	0.0	n/a
Debtors	(23.1)	(17.0)	36.1%
Stocks	14.3	(4.9)	(390.9%)
Creditors	(13.5)	(8.4)	60.5%
Currency and other adjustments	(0.9)	(1.7)	(46.3%)
Operating Cash Flow	60.3	53.5	12.7%
Op Cash Flow as % Operating Profit	91.8%	81.2%	

Computacenter PLC Summary Cash Flow

	2004	2003	Growth 2004 / 2003
£m	£m	£m	%
Operating Activities	60.3	53.5	12.7%
Servicing of finance	0.9	(1.0)	(198.8%)
Taxation	(12.3)	(22.5)	(45.2%)
Capex & Financial Investment	(7.6)	(14.6)	(47.9%)
Acquisitions/disposals	0.0	(37.3)	(100.0%)
Dividends paid	(13.6)	(14.4)	(5.9%)
Cash Inflow (pre Financing)	27.8	(36.2)	(176.8%)
Financing	2.4	2.2	10.7%
Net cash flow	30.2	(34.0)	(189.0%)
Opening Net Cash	49.9	83.4	
Repayment of lease finance	0.0	0.5	
Exchange Movement	(0.1)	0.0	
Closing Net Cash	80.0	49.9	60.5%

Computacenter PLC - Balance Sheet

	2004	2003	Growth 2004 / 2003
	£m	£m	%
Fixed Assets	103.9	115.8	(10.3%)
Current assets:			
Stocks	120.1	134.1	(10.5%)
Debtors : Gross	501.7	520.7	n/a
less : Non Returnable Proceeds	(39.0)	(78.4)	n/a
Debtors	462.7	442.3	4.6%
Cash	139.2	97.0	43.5%
Total Current assets	722.0	673.4	7.2%
Current liabilities:			
Trade creditors	(178.8)	(207.1)	(13.7%)
Other liabilities	(303.8)	(259.7)	17.0%
Total Current liabilities	(482.6)	(466.8)	3.4%
Net current assets	239.4	206.6	15.9%
Creditors (>1yr)	(3.0)	(13.9)	(78.3%)
Provisions (incl JV)	(25.2)	(25.6)	(1.8%)
Total net assets	315.1	282.9	11.4%

Computacenter plc - Key ratios

	Dec 2004	Dec 2003	Jun 2004
Stock (days)	26	28	25
Debtor (days)	46	44	41
Creditor (days)	32	37	30
Working Capital (days)	39	35	36

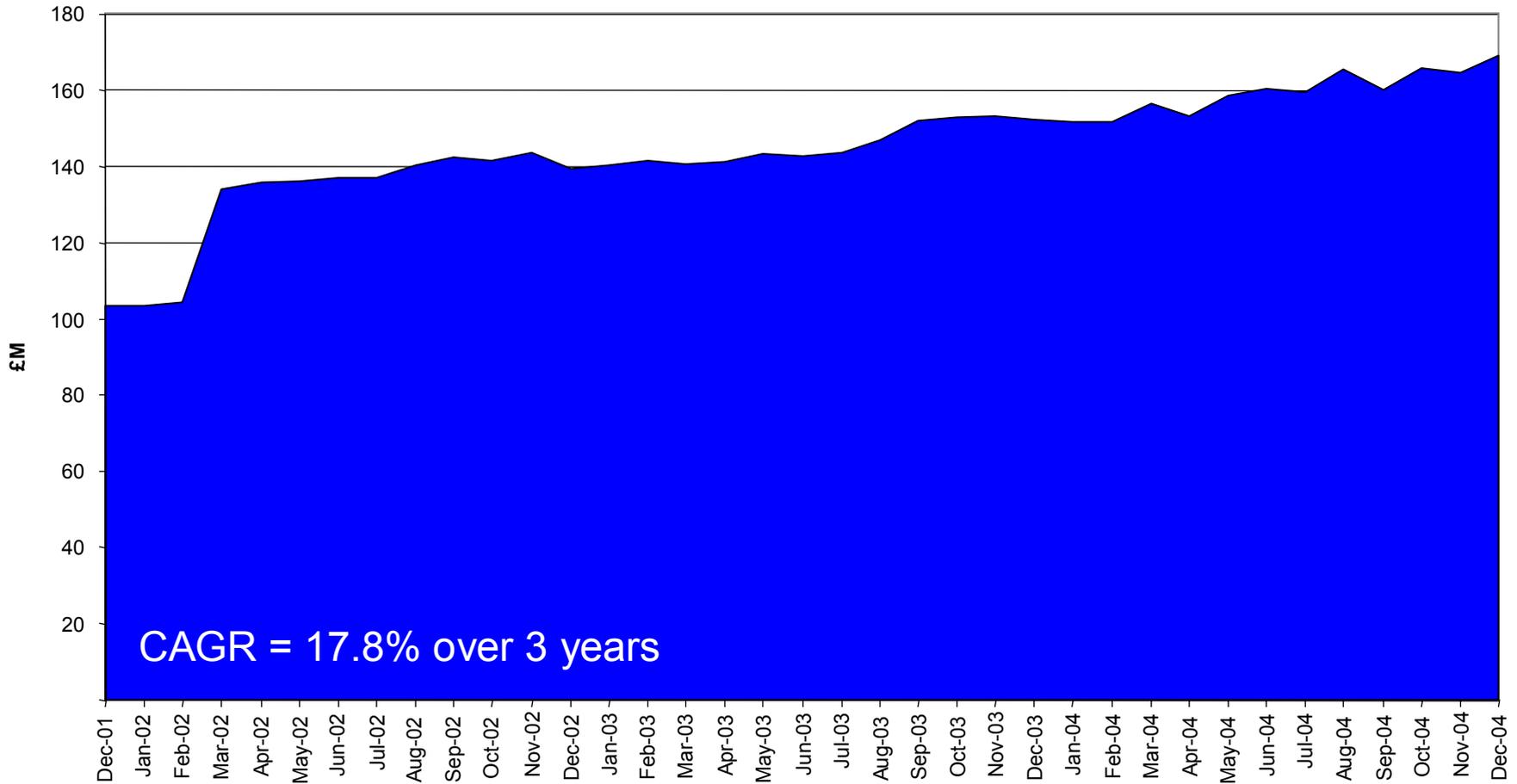
Operational Review

Mike Norris

2004 UK Highlights

- UK Managed Services revenue growth of 16.6%
- Good new business wins and contract extensions
- Product revenue down 3.2%
- Product price decline approximately 12-15%
- Re-negotiation of HP terms
- Introduction of mid market business

Managed Services Contract Base - UK



Revenue by Sector Split

	<u>% FY 2004</u>	<u>% FY 2003</u>
Government	29.0%	28.8%
Financial Services	16.4%	13.8%
Corporate	15.0%	14.8%
Scotland	11.9%	10.3%
Commercial	9.5%	11.5%
Trade Distribution	17.7%	20.2%
Other *	0.6%	0.7%

*Other from non - sector divisions, including training

Mid Market Initiative

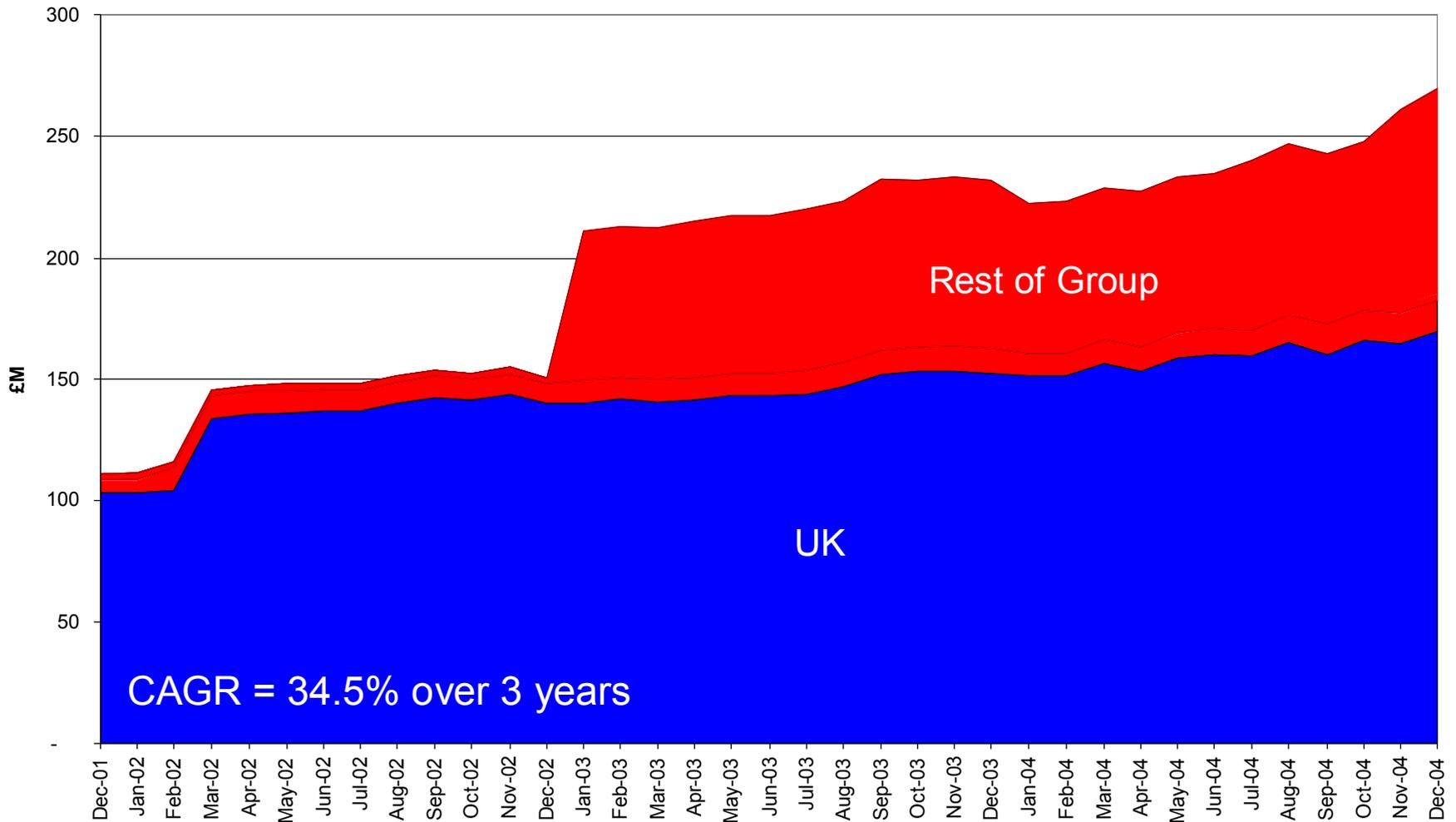
Computacenter *The Right
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Right Now.*
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2004 Germany Highlights

- 10.1% growth in revenue in H2, giving 5.2% in the year
- Modest increase in full year profit to £9.0 million
- New Chief Executive appointed in June 04
- Growth in Managed Services contract base to £82.9 million
- Re-branding to Computacenter

Managed Services Contract Base - Group



2004 France Highlights

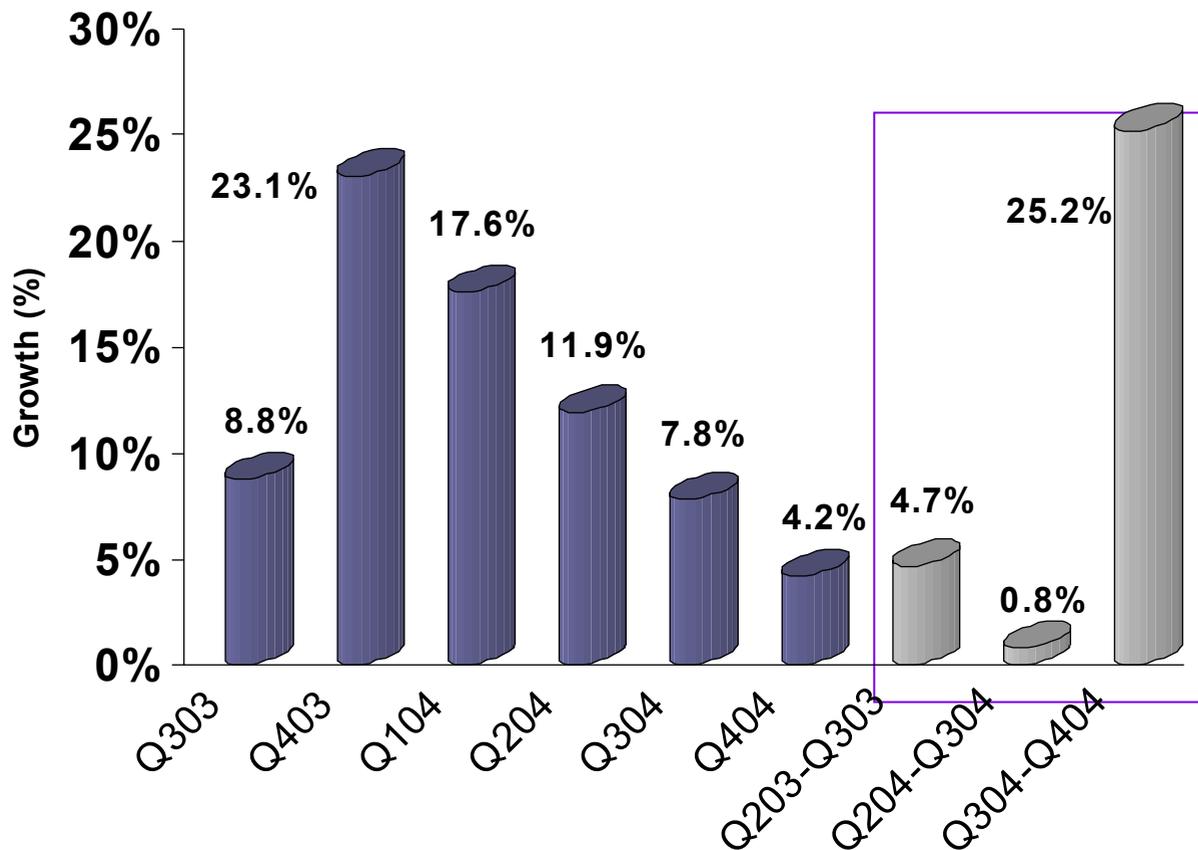
- Operating loss £6.2 million
- Revenue decline to £300.4 million (2003: £324.5 million)
- Marginal improvement in operating loss excluding good will
- One-off operating costs
- New Chief Executive from the beginning of 2005

Other Highlights

- Small operating profit in Belux
- Disposal of our Austrian subsidiary to S&T

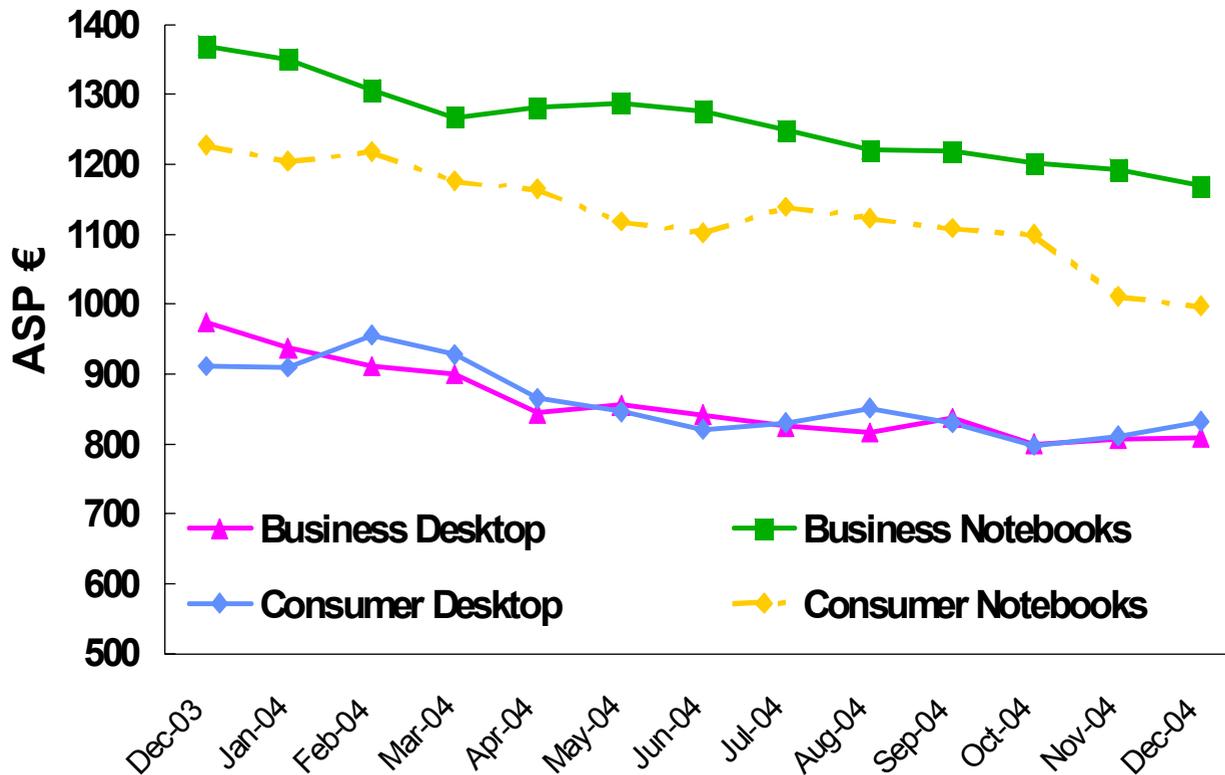
Channel Sales Out Growth

PC channel sales growth Q303 – Q404
Top 7 countries



- Top 7 countries 2004 annual channel sales growth 10.2%.
- Context panel sales out growth rates for Q404 still down on last year.
- Seasonal sequential growth rate increase down from last year's 30.1%
- Channel slowdown fuelled by declining volume desktop business.
y-o-y Q404 growth:
 - Desktops -4.6%
 - Mobile +16.7%
 - PC server +14.1%

Product Price Decline Continues



- Pressure continued on notebook PC pricing as competition grew in lower-price segment.
- While business desktop PC ASPs held steady during the quarter, increasing sales of higher spec consumer desktops raised consumer desktop ASPs 4.4% in December compared to October.

Future Prospects

- Trading in first two months of 2005 below anticipated levels
- Strategic focus: restoring earnings growth
 - ◆ Accelerate services growth
 - ◆ Broaden range of services activities
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