



## 2018 : SOCIETE GENERALE and SONEMA celebrate the 20<sup>th</sup> anniversary of their African partnership

Monaco, 10<sup>th</sup> september 2018

In December 1998, SOCIETE GENERALE des Banques de Côte d'Ivoire entrusted SONEMA with the task of connecting its 6 branches via a dedicated satellite link, which at that time was the only reliable solution on the African continent. This deployment was the beginning of a long-term collaboration between the SOCIETE GENERALE group and SONEMA as the French bank expanded its network across Africa.

For 20 years, this partnership has been based upon the respect of shared values whether it be quality customer service or a respectful and responsible approach to development on the African continent.

Alexandre MAYMAT, Head of the Africa, Mediterranean & Overseas region for SOCIETE GENERALE states: « *Our purpose is to contribute to the development of the economy in the countries where we operate. We employ and provide support for over 11 500 members of staff in Africa as they develop their expertise and we see continual improvement, thereby valorising their complete involvement in our 3.7 million customers satisfaction process. It is important to us that our technological partners follow this same approach and SONEMA's commitment to their customers and partners demonstrates that we have the same shared values.* »

Bernard DELORME, President of the SONEMA group confirms: « *Having worked in Africa since 1996, we fully agree with this approach. It is essential for us to rely on African companies to develop our business activity. Notably, we have brought together a network of local technical partners in 40 countries and we are encouraging several of these partners to move towards commercial activities to improve proactivity and efficiency. Equally, these partners also help us to understand and gain insight into new market requirements.* »

Indeed, the African banking sector has been shaped by significant changes over the last 15 years: penetration rate of banking services, regulations, geographic expansion, mobile banking services, large number of market players etc. These changes require ever-more powerful and flexible network services to securely transmit ever-larger volumes of data. A Network-Service Provider, SONEMA assists SOCIETE GENERALE and provides support during all their technology migrations and network updates, both of which are vital in the face of these new challenges.

Throughout the last 20 years, SONEMA is extremely proud of having been able to meet the SOCIETE GENERALE's requirements:

- Optimised performance guaranteeing a resilient telecommunications network and an availability rate of over 99.98% for over 20 years;
- The proximity of teams from the local partners network guaranteeing rapid interventions for branches and subsidiaries;
- Support for development and expansion by operating in each country where the bank operates;
- A close collaboration between the 2 companies with requirements met as a priority and a one-stop-shop approach providing seamless project management;
- Constant adaption to meet market requirements, from the 1st mobile banking van in Cameroon in 2012 to the deployment of the 1st hybrid network in 2018 combining satellite links and terrestrial connectivity to guarantee optimal data security.

Alexandre MAYMAT adds: «These innovations respond to the key issues which structure the growth of the SOCIETE GENERALE group within the African continent. Our aim is to enhance the bank's standing within the African community, to support the subsidiaries to be autonomous in the field and to meet the complex requirements of our customers by expanding digital development. All of these growth factors require resilient, secure and powerful telecommunications networks so it's reassuring to be able to depend upon a trusted partner in this area. »

Bernard DELORME: «We are honoured by the renewed confidence which SOCIETE GENERALE has shown us for 20 years and proud to have supported this major company with their development on the African continent. This ongoing trust is a recognition of the effort undertaken by SONEMA to understand the challenges and requirements of SOCIETE GENERALE in order to provide them with tailor-made solutions. This enduring partnership has allowed us to be more effective in our sector, as we are aware that our business grows thanks to the expectations of companies like SOCIETE GENERALE who encourage us to innovate, to be better and to constantly create new services. It is a real opportunity for all of us to have been able to develop this partnership. »

In 2018, the SONEMA teams managed the development and maintenance of international and domestic telecommunications services for SOCIETE GENERALE in over 15 French-speaking African countries, and supported the French group in the framework of their considerations for future developments to their network services.

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## ABOUT SONEMA

*In a digital environment which is continuously evolving, data control and exploitation are and will remain an integral part of competitiveness and distinctiveness of companies. It has become essential to set up a strategy to secure flows and protect data.*

*By operating and managing scalable, bespoke telecommunications solutions, SONEMA supports its customers in their projects every day. With commitment in mind, and with a strong understanding of what is at stake, we want to be a proactive partner for our customers by allowing them to concentrate on the heart of their profession and on their business innovation.*

*Faithful to our values of respect, transparency and responsibility, we place trust at the heart of the relation with our customers.*

**SONEMA, also means:**

- 70 colleagues who are committed to our customers, every day
- 650 customer installations across 50 countries
- 50 certified partners all over the African continent

More information: [www.sonema.com](http://www.sonema.com) - Press contact: [communication@sonema.com](mailto:communication@sonema.com)

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## ABOUT SOCIETE GENERALE

SOCIETE GENERALE is one of the leading European financial services groups. Based on a diversified and integrated banking model, the Group combines financial strength and proven expertise in innovation with a strategy of sustainable growth, aiming to be the trusted partner for its clients, committed to the positive transformations of society and the economy.

Active in the real economy for over 150 years, with a solid position in Europe and connected to the rest of the world, SOCIETE GENERALE has over 147,000 members of staff in 67 countries and supports on a daily basis 31 million individual clients, businesses and institutional investors around the world by offering a wide range of advisory services and tailored financial solutions. The Group is built on three complementary core businesses:

- **French Retail Banking**, which encompasses the SOCIETE GENERALE, Cr dit du Nord and Boursorama brands. Each offers a full range of financial services with omnichannel products at the cutting edge of digital innovation;
- **International Retail Banking, Insurance and Financial Services to Corporates**, with networks in Africa, Russia, Central and Eastern Europe and specialised businesses that are leaders in their markets;
- **Global Banking and Investor Solutions**, which offers recognised expertise, key international locations and integrated solutions.

SOCIETE GENERALE is included in the principal socially responsible investment indices: DJSI (World and Europe), FTSE4Good (Global and Europe), Euronext Vigeo (World, Europe and Eurozone), four of the STOXX ESG Leaders indices, and the MSCI Low Carbon Leaders Index.

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