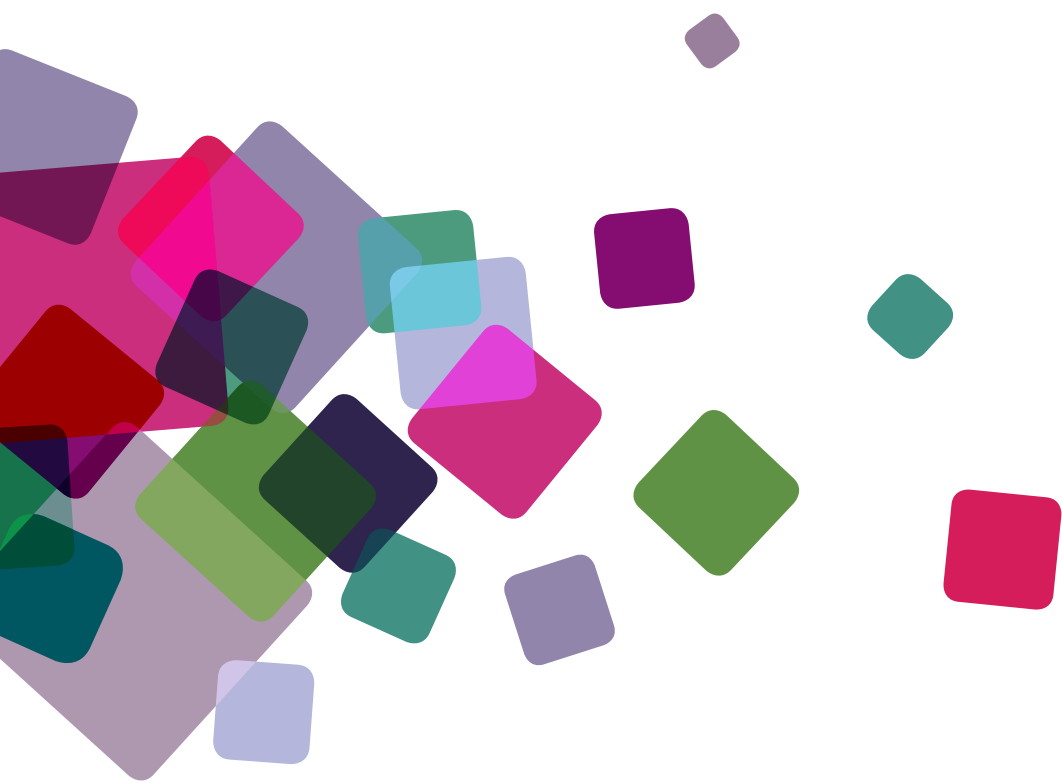


# 2013

business report







# Message from the Chairman

In 2013 Tessi once again proved the resilience of its business model in a still challenging competitive market and economy. The Group turned in strong results and our balance sheet is in good shape to ensure that we will have the necessary funding to pursue our growth strategy with confidence.

Multichannel communication is developing rapidly, and Tessi is focusing more than ever on adapting its approach and developing bespoke solutions for the digital transformation of documents and processes that combine outsourcing, innovation and automation. Our flexibility, responsiveness and ability to tap innovation opportunities have been the key drivers of our progress and have enabled us to provide customers with solutions that keep up with the latest developments in the digital world. Every year, we earmark a large portion of our capital spending budget to innovation so as to anticipate technological advances and make our solutions more efficient, competitive, secure and traceable.

As a recognised market leader in its field, Tessi has all the cards to guarantee success and drive profitable growth. Our leading market position in France has given us the confidence to seek growth opportunities abroad. Accordingly, early this year we acquired Graddo, a Spanish document management and payment systems specialist already firmly rooted in its markets. This acquisition has come at a time when our

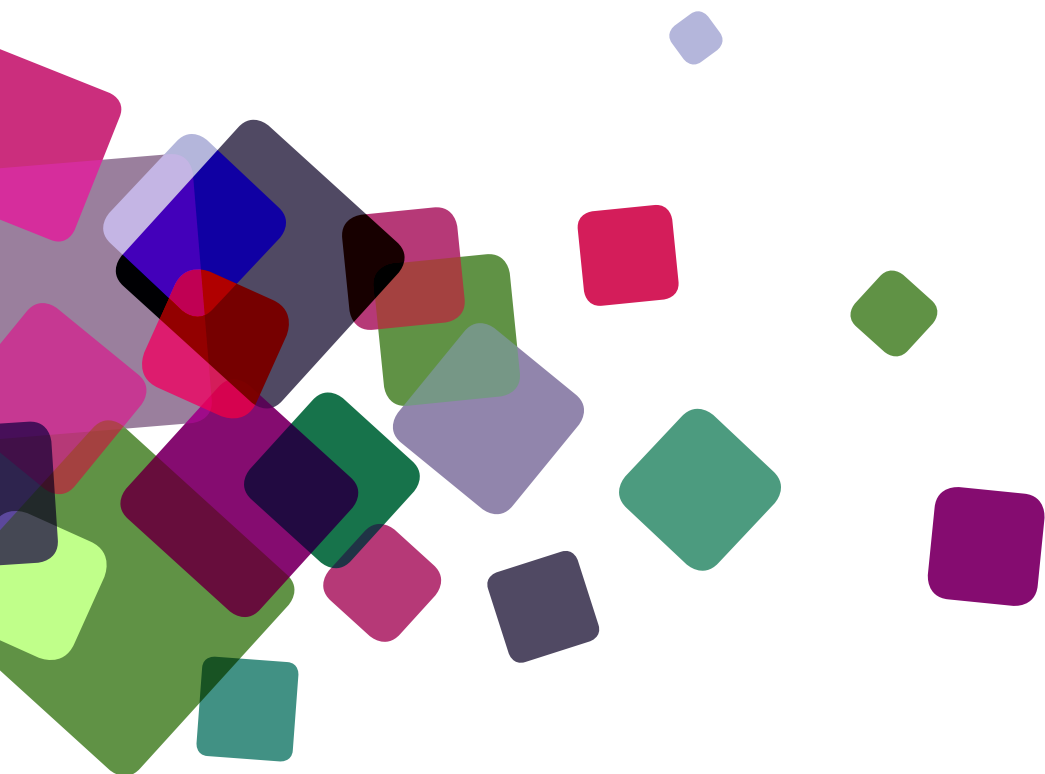
documents services business is really starting to take off in our domestic markets. This policy of international expansion could prompt us to review other potential acquisitions abroad.

The CPoR Devises business unit suffered a slowdown in its gold trading business during the second half of 2013. Whilst 2013 revenues and earnings were still high, they fell short of the company's highest ever results.

Tessi marketing services, which has refocused its business on promotional and digital marketing, relationship marketing and B2C logistics, is currently consolidating its leadership in the domestic market. The digital switch-over we undertook a few years ago has put us well ahead of the field as the company most able to provide innovative, secure marketing solutions tailored to the requirements of brands and distributors and in line with new consumer habits.

2014 therefore promises to be a buoyant year driven by Tessi and its employees' ambition to deliver innovative solutions and services in all its businesses, particularly in digital transformation. Backed by these strengths and capabilities, the Group is better placed than ever before to tackle new challenges and achieve new successes.

**Marc Rebouah**



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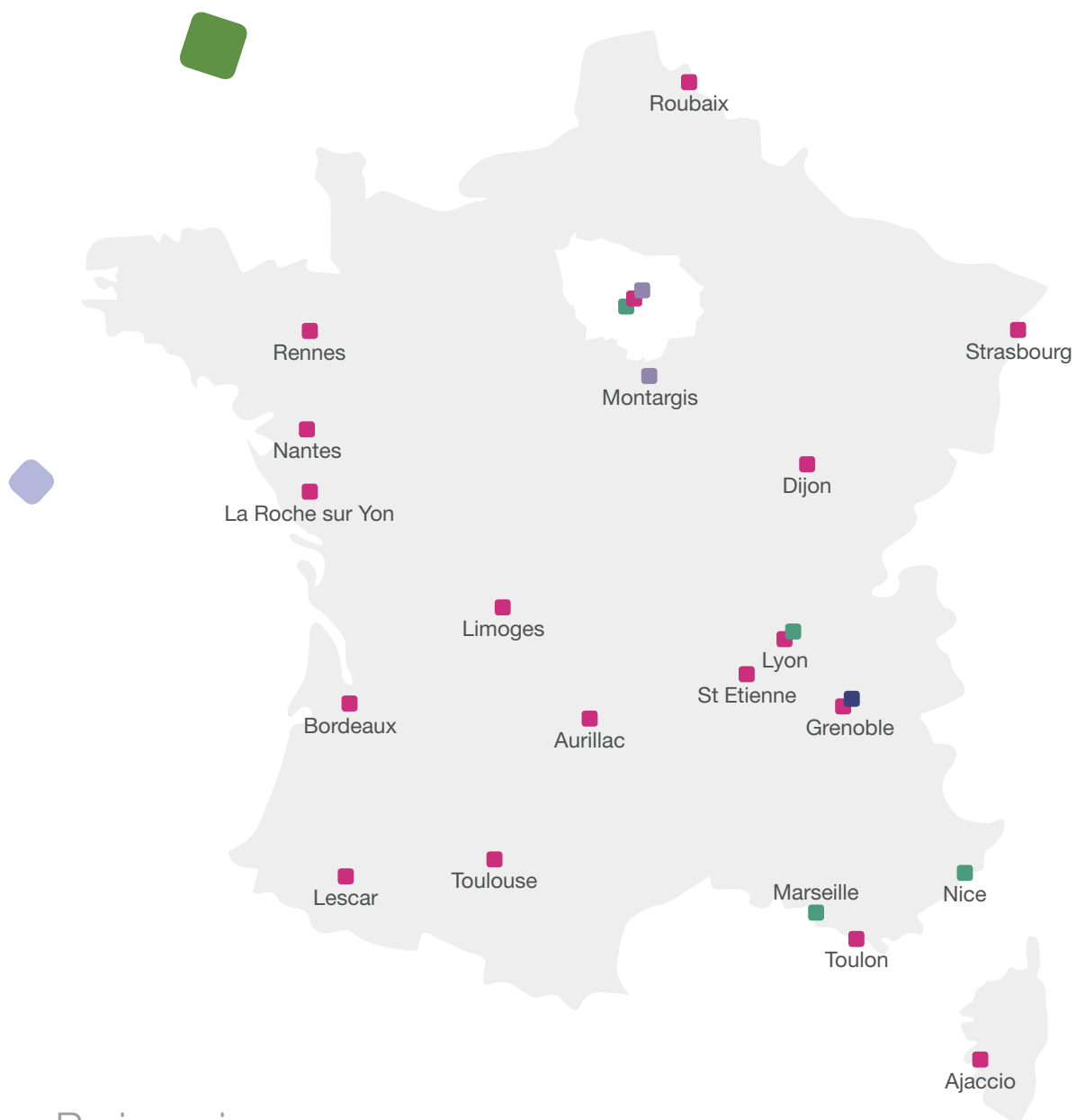
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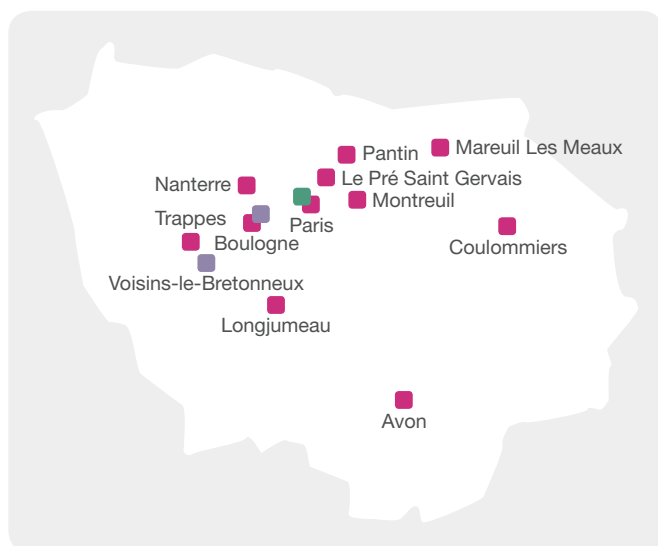
# Tessi offices throughout the world



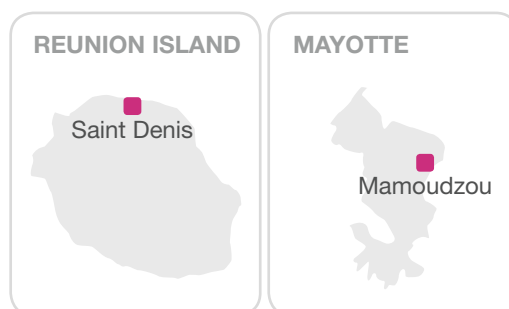
80 sales offices and 4,000 employees



## Paris region



## French overseas possessions



- DOCUMENTS SERVICES
- MARKETING SERVICES
- CPOR DEVICES
- TESSI S.A. HEADQUARTERS



# History



**1971** Tessi is founded and the data entry business is launched **1979** Marc Rebouah acquires the company **1985** Cheque encoding activity is launched (amount input and cheque adjustment for banking applications) **1991** Cheque processing business is launched with the founding of Cirec (at the outset, Tessi holds 20% of the shares) **1997** SFDD, French leader in the management of promotional marketing campaigns, is acquired ♦ Marketing Services business is launched **2001** Cheque processing business is strengthened with the acquisition of 100% of Cirec ♦ TGD, subsidiary of Sodifrance, is acquired ♦ IT business is expanded with the acquisition of Defitech's IT services arm ♦ Consulting business is launched with the purchase of Hexagonale Consultants ♦ Tessi is floated on the stock exchange in Segment C of Eurolist by Euronext Paris **2002** Prima Informatique is acquired, bolstering the consulting business **2003** A cheque processing site is created in Bordeaux ♦ CETIP Encaissement, a remittance processing business, is acquired **2004** Accès Informatique, a document management company, is acquired **2005** Tessi takes a majority stake in C2I, a payment systems business ♦ Tessi acquires Tigre Informatique, active in document management and payment systems ♦ Payment systems company STMP is acquired ♦ Tessi acquires 80% of CPR Billets, a manual currency exchange and gold business **2006** ICSB, a payment systems company, is acquired **2007** Tessi acquires the marketing services, EDM and online declaration portal businesses of CEGEDIM ♦ Minority interests in C2I Ingénierie (49.98%) are acquired **2008** Tessi reorganises its range of services and





launches a new graphical identity ♦ Tessi acquires 49% of ISEM **2009** SFDD and Médipost change their name to Tessi marketing services ♦ CPR Billets changes its name to CPoR Devises ♦ C2I changes its name to Tessi Technologies ♦ A new company is created to process all types of bank card payments **2010** CPoR acquires Goffin Bank's manual currency exchange business ♦ Tessi and Imprimerie Nationale group join forces in the field of automation, founding Sakarah, 80%-held by Tessi ♦ Télédirect changes its name to Tessi Contact Center ♦ SDI changes its name to Tessi Editique **2011** Tessi boosts its document automation capabilities by acquiring Logidoc-Solutions, a software developer specialising in managing outbound correspondence ♦ On 24 January, Tessi shares are listed in Segment B of Euronext Paris ♦ Tessi signs the United Nations Global Compact as a natural follow-on to its social and environmental responsibility commitments **2012** Closure of Tessi marketing services' B-to-B logistics business **2014** Tessi shares are eligible for SME personal equity plans ♦ Acquisition of Spanish-based Graddo Grupo Corporativo S.L., one of the leading BPO providers in Spain, particularly in the banking industry



# About tessi

## Tessi is a leader committed to its customers

- ◆ **Prestigious, loyal** customers
- ◆ Wide variety of customer types
- ◆ **Longstanding** relationships of **trust**
- ◆ Underpinned by strong **values**:
  - Local presence:** part of Tessi's dedication to customers
  - Commitment to excellence:** backbone of Tessi's quality of service
  - Responsiveness:** of utmost importance
  - Technology:** a constant quest for advancement through innovation
- ◆ A **comprehensive set of services and solutions** built around Tessi's complementary **know-how** and **technologies**

For more than 40 years, Tessi, France's leading provider of document automation solutions, has helped companies manage their critical processes, including document-based processes, payment systems, gold and currency transactions and promotional marketing.

Tessi's activities and know-how are now organised into three business units:



### **Tessi documents services**

specialising in document processes and payment systems



### **CPoR Devises**

key player in ensuring the liquidity of the manual foreign exchange and gold markets in France



### **Tessi marketing services**

specialising in promotional and digital marketing, relationship marketing, and B-to-C logistics

Tessi is listed on Euronext Paris (Eurolist B) and now has over 4,000 employees, all business lines combined, the majority of whom are based in France.



# Organised in a unique and durable fashion

## STRUCTURED RANGE OF SERVICES

To optimise visibility, Tessi has reorganised its range of services into three business units:

- **documents services**
- **CPoR Devises**
- **marketing services**

Our business model relies on cross-fertilisation between these three activities. Over the years, we have capitalised on the expertise of our employees and consolidated the scope of our services. As a result, we are now completely at home in all aspects of information process management, from banking applications to document automation to operational marketing.

Now our aim is to bring our technology solutions and our expert range of services to international markets.

## OUR COMMITMENTS AND OBJECTIVES

- **Monitor, understand and adhere to contractual obligations** concerning service quality and regulatory compliance, including the Banque de France's regulation no. 97-02, Basel III and Solvency II
- Firmly commit **to improving our service on an ongoing basis** by rigorously analysing risks and adopting a preventive approach
- **Maintain and boost our competitiveness** by honing our strengths, customer responsiveness, local presence and customer service
- Ensure that Tessi's structure is flexible and can **continuously adapt** to structural and economic changes conjoncturelles

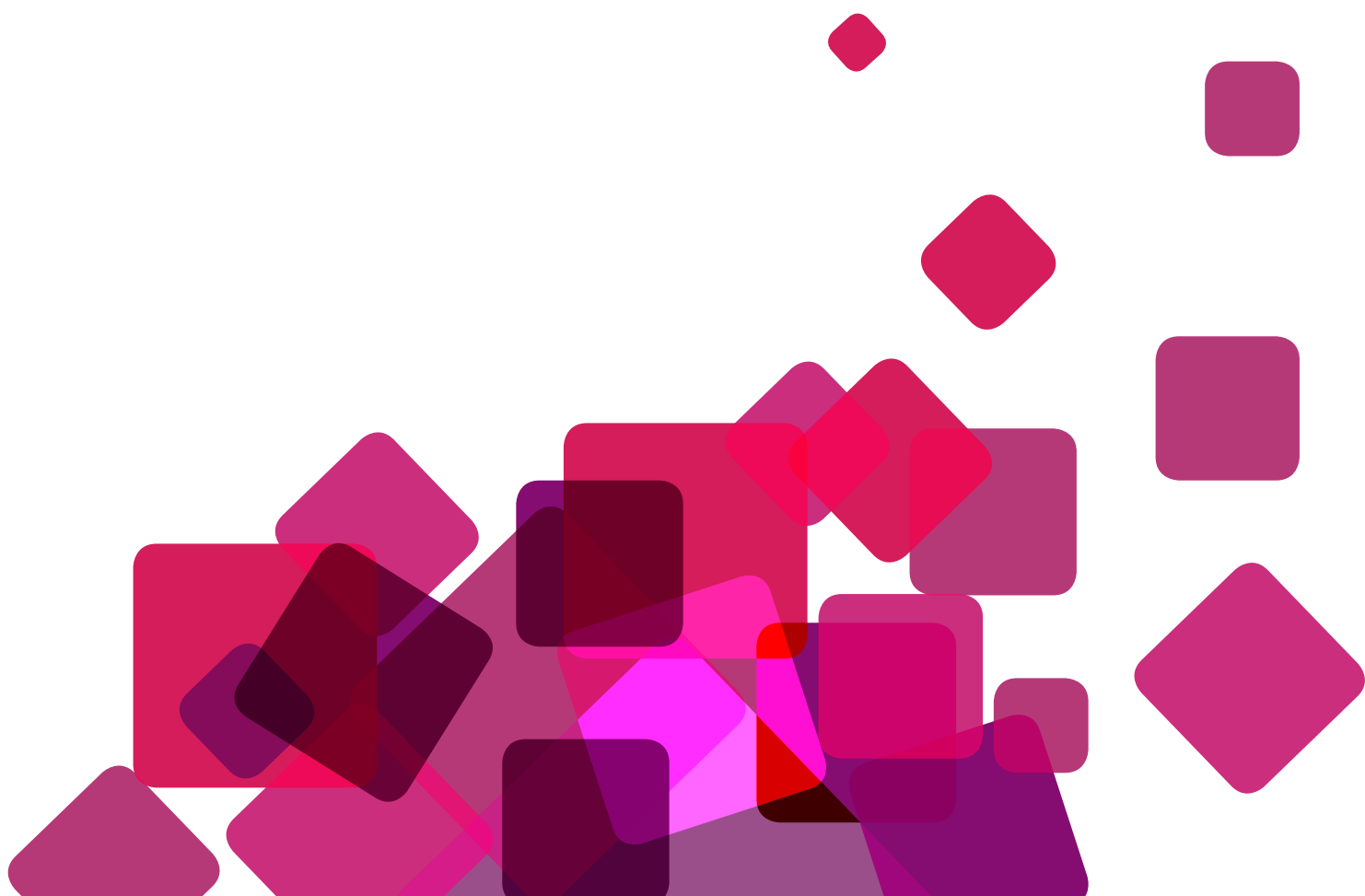
## A unique set of services

Tessi has a unique position in its market because its business mix is like no other. Tessi is:

- ◆ **The French leader** in data capture and processing, and cheque processing
- ◆ **The French leader** in currency and gold transactions
- ◆ **The French leader** in promotional marketing campaigns

## Our core strength

- ◆ Our **comprehensive range** of structured and scalable services and solutions designed to address the current challenges faced by the market
- ◆ Specific sector **expertise**
- ◆ Document process automation, reconciling customers' needs for a **tailor-made, flexible** solution on the one hand with their **cost imperatives** on the other
- ◆ Our continuous **innovation** policy, ensuring that our customers have access to the most **technologically advanced** services and **solutions**
- ◆ Our strong **innovation** to **compliance**, **traceability** and **eco-responsibility**





# tessi documents services

- ◆ **France's leader** in data capture and processing.
- ◆ **The expert** in domestic and SEPA receipts processing.
- ◆ **France's leading** cheque processing company.
- ◆ **A 2,900-strong workforce** and over **500 customers**.

Tessi documents services is a preferred supplier to banks, companies and public bodies for the digital transformation of their document processes and payment systems.

# Outsource, innovate and automate



## Bespoke solutions for the digital transformation of documents and processes



Given the current rapid growth of multichannel communications, Tessa documents services is adapting its range of solutions to the requirements of organisations and systems in order to deliver customised solutions for the digital transformation of corporate documents and processes that combine outsourcing, innovation and automation.

Driven by the development of electronic communications, the spread of mobile technology and the recent recognition of the legal validity of digital documents, digitalisation has opened the floodgates to new opportunities for improving management of information flows.

Under pressure from regulatory requirements or the need to manage operating risks or penetrate new markets, companies and public bodies continue to migrate their document and function-specific processes towards 100% paperless, secure, multichannel environments.

In 2013, Tessa documents services pursued its policy of significant investment to support its customers:

- outsourcing the management of their document process and payment systems in full compliance via the provision of high added value Business Process Outsourcing (BPO) services tailored to their specific functional requirements,
- innovation based on secure, cutting-edge technological solutions designed to manage business processes increasingly relying on electronic communications and mobile applications,
- outbound correspondence is managed by automated printing services and modern, multichannel solutions to create a more professional image and increased profitability.

These three complementary areas of expertise are the embodiment of Tessa documents services' global offering and commitments in the field of digital document process and payment system management.

# Business Process Outsourcing

## Outsource and optimise the management of inbound correspondence

Tessi documents services' expertise in Business Process Outsourcing is the product of 40 years of investment serving the biggest companies in France, in particular in the banking, insurance and service industries. As a result, today we have:

- an efficient, secure and profitable production system of 30 automated processing centres close to our customers throughout France, where documents are received, processed and stored,
- a mastery of the technologies in the data capture and automation chain, boosting productivity and offering secure management of information processes,
- an understanding of two key aspects of back office operations management: firstly, the need to automate tasks in order to boost productivity, and secondly, the need for a perfect grasp of function-related regulations in order to successfully outsource complex processes in compliance with such regulations.

Tessi documents services leverages its experience to offer a catalogue of services spanning four main areas:

- digitalisation and document process management,
- Outsourced management of related function-specific back-office documentation and operations,
- secure and regulated management of payment systems and remittance processing,
- customer relationships and loyalty management.

Tessi documents services is able to adapt all of its activities to the way its customers operate as well as to any constraints they may have, whether the services are outsourced in Tessi centres, or insourced on customer premises.





### MAIL AND INBOUND CORRESPONDENCE

Contracts, invoices, subscription applications and letters of complaint are just a few of the many types of document that companies exchange with their customers via a range of different communication channels: post, fax, e-mail, web portal, XML/EDI format, etc. The challenge facing these companies is how to steer the convergence of these different processes into a single automatic and traceable data capture process that allows them to manage and ensure security of processing. To meet this challenge, Tessi documents services delivers solutions that unify and automate the data capture chain whereby the information required for processing inbound correspondence, regardless of the channel of communication used, is collected: digitalisation of paper documents, automatic import of electronic documents, automatic e-mail collection, ADR and indexing, traceability and management of information processes, etc. Via its BOS MANAGER Document platform, Tessi documents services uses the tools best suited to multichannel inbound data capture with a view to achieving convergence and uniform integration into the customer's IT system.

### DOCUMENT COMPLETENESS AND COMPLIANCE

Loan documentation, insurance claims management, policy applications, new customers, etc. In many industries, management of customer files is subject to strict regulatory controls. Tessi documents services provides a number of major insurance companies, banks and operators with an automated document digitalisation service that includes automatic completeness and compliance checks on the various components of customer files (documentary proof, contracts, forms etc.). These services generate compliant, pre-controlled digital information which speeds up departmental processing of customer files and improves the productivity of back-office staff.

### BACK-OFFICE AND ADMINISTRATIVE FUNCTIONS

Aware of the regulatory environment and specific function-related needs of its customers, Tessi documents services takes over all or some back-office functions by means of services that combine IT and operational tasks. Tessi documents services tailors the organisation of this service to the company's confidentiality and security requirements, insourcing or outsourcing the services as appropriate.

Our areas of expertise include: subscriptions and new customers, investment accounts and savings accounts, loans, inheritance, debt collection, AQR, factoring, receivables collection, receipts processing and reconciliation, medical insurance payments, subscription to company insurance and pension schemes, policy management, death and escheat, annual returns, insurance claims management, postage platform management, etc.

**150 million** pages captured and processed per year

**1.7 billion** cheques and receipts processed in 2011

**15 automated platforms**, each of which processes over 250 million documents a year

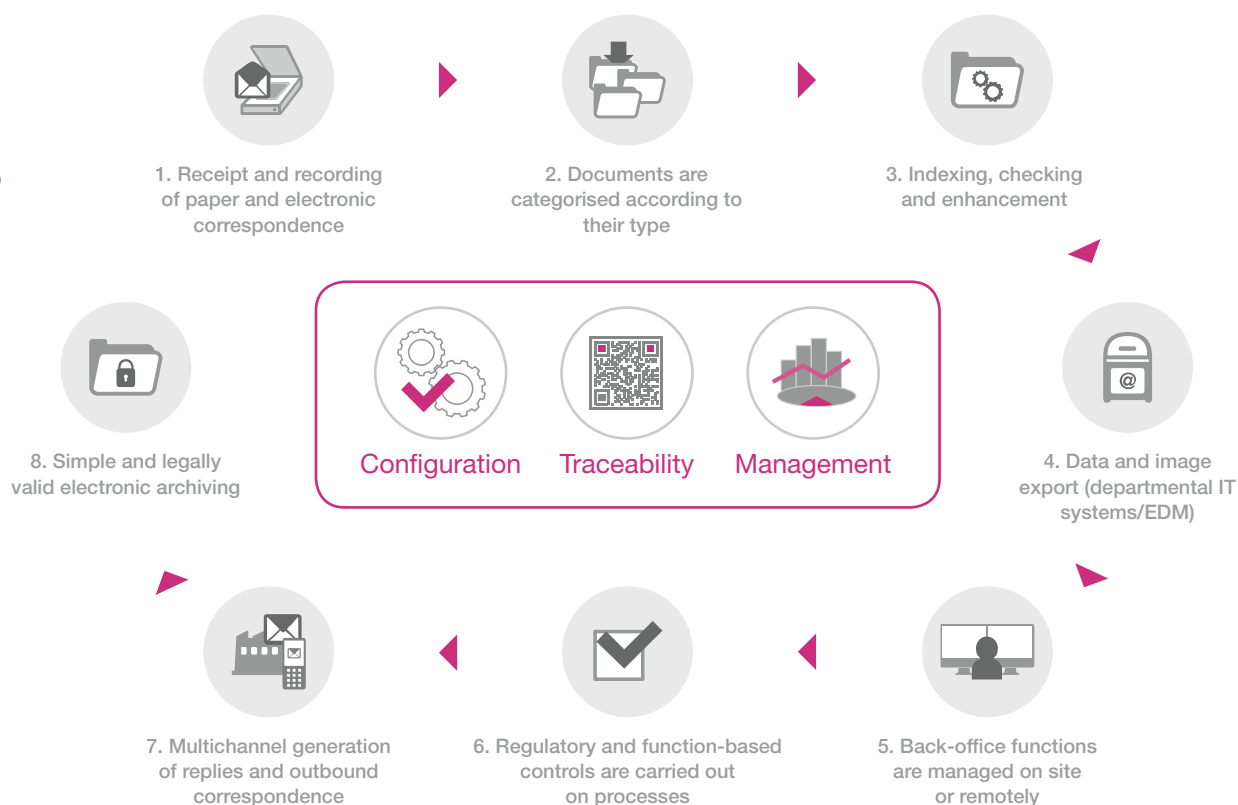
**15 processing centres**, located near to our customers' sites and linked via a network, thus ensuring an effective business continuity plan

**2,500 operators** devoted to handling outsourced or insourced document- or function-specific back-office tasks

**150 jobs** in a scalable contact centre

**1.9 million** incoming calls and **320,000 outgoing calls** handled per year





## YOUR DIGITAL COMPANY

### CUSTOMER RELATIONSHIPS AND LOYALTY

#### Managing multichannel contact centres

Managing multichannel contact centres

Leveraging its skills in transmitting information and satisfying customers, Tessi documents services increases the value of its services by taking on high value-added customer relationship transactions. Using its own multichannel contact centres (telephone, e-mail, text messages) and assistance solutions implemented on customer premises, Tessi documents services performs back- and middle-office services, Specialist operators trained in corporate functions provide assistance regularly or from time to time, or during busy periods, taking care of the various aspects of the customer relationship:

- Customer acquisition: telesales, telemarketing, traffic generation, appointment booking, orders
- Management: customer services, collection of receivables, information campaigns, middle-office operations
- Customer retention: complaint management, welcome calls, retention, loyalty programmes

#### Customer loyalty programmes

Designed with chain stores, merchant groups and franchises in mind, tessiCard enables customers to create, implement and manage customer loyalty programmes. tessiCard fills the card-payment information gap between the point-of-sale and the back office by condensing and consolidating purchase transactions and customer information in real time, turning raw data into information, and making it easier to track customer purchasing habits.

A configurable, secure and multichannel solution, tessiCard offers flexible and powerful loyalty programme management, including promotions and customer satisfaction surveys.



## CHEQUE PROCESSING

With its cutting-edge technology and high-quality services, Tessi is France's undisputed market leader in cheque processing. BOS MANAGER Cheques is used by numerous banking groups and is now the standard in automated processing, enrichment and cheque imaging.

For years Tessi documents services has been providing banks with a global service encompassing the full range of operations from automation solutions at source to management of back-office tasks for processing cheques and other hard copy payment slips: recording/input/management of bad debts, bounced cheques, refusal orders, related operations, management of fictitious accounts, outstanding items and complaints, account searches, fraud alerts, transferred deposits, fixed bank details etc.



## SCANTOPAY

a wide range of innovative solutions for banks and their customers

Tessi documents services has revolutionised cheque payments with its new range of **SCANTOPAY** solutions.

**SCANTOPAY Office** is a bundled solution designed to digitalise and automate recording of invoice payments by cheque and bank lodgements. Flexible and easy to use, **SCANTOPAY Office** consists of a connected scanner and a software application available in SaaS mode\*. The application's functions relieve accounting departments of the laborious task of manually recording cheques, ensuring secure cheque processing and minimising time for cheques to credit the bank account.



The **SCANTOPAY Mobile** application lets you pay cheques directly into your bank account via your smartphone. Easily integrated into existing mobile applications of banks, SCANTOPAY Mobile digitalises cheques and generates an electronic deposit slip that contains all the logical and digital data required for processing.

\*Software as a Service



**SCANTOPAY**  
■■■ mobile



**SCANTOPAY**  
■■■ office



**SCANTOPAY**  
■■■ retail



## TIPSEPA 2016

### Tessi documents services supports major creditors

The introduction of the SEPA debit system has raised the question of the future of the French TIP or interbank payment form, which, although not a mass market payment method, is very popular among customers of the largest French companies dealing with the public (100 million transactions totalling €37 billion in 2013). The French National SEPA Committee has set 1 February 2016 as the deadline for upgrading the current TIP system.

On the combined initiative of EDF and Tessi documents services, a task force comprising representatives of several major private and public sector companies has defined the outlines and processing procedures of a new system known as TIPSEPA 2016, which complies with the requirements imposed by the National SEPA Committee. The detailed specifications of the new system will be recorded and made available for consultation from October 2014, including the replacement of the CFONB standards.



## RECEIPTS PROCESSING

Tessi documents services' receipts processing offer includes a range of accredited services and solutions for processing all types of payment (interbank payment forms, cheques, prepayments) for third parties: lock-box, fulfilment, digitalisation, traditional bank deposit, interbank exchange format, unpaid invoices, probative-value archiving, anti-money laundering controls, etc.

Against a backdrop of SEPA migration, this solution helps companies accelerate debt collection and paying in to the bank, ensure audit trails and physical and digital security of funds while speeding up accounts receivable updates through automatic reconciliation.

## BANK CARD SOLUTIONS

As a leading company in payment systems, Tessi documents services is positioned as a high value-added niche player in the bank card payment processing segment.

Tessi documents services offers comprehensive expertise in implementing turnkey solutions that integrate the management of point-of-sale or payment terminals, ATM services, hosting and configuration of central applications, back-office implementation, management of financial data and transactions, reports and statistics.



# Solutions and technologies

## Innovation for securing processes and correspondence



The migration of document and payment system processes towards fully digital, mobile alternative solutions requires high-tech solutions that improve processing productivity, sales results and customer service whilst complying with legislation and regulations.

Tessi documents services has a highly innovative approach to guiding companies through the digital transformation process based on its core areas of technical expertise: software development, integration of new technologies, management of operational projects.

### Software development

Capitalising on its complete technological independence, Tessi documents services offers a comprehensive range of software packages that underpin a company's digital switch-over.

#### 1. Document automation and management

- Paper and electronic information
- Multichannel capture
- Classifying, indexing and enhancement
- Controls and export

#### 2. Document management and electronic archiving

- Research and consultation
- Document workflow
- Probative-value archiving

TRACEABILITY – PROOF MANAGEMENT – IT SYSTEM INTEGRATION



Paper documents



Office documents



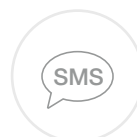
Fax



E-mail



Online forms



SMS/MMS/  
Voice

## BOS MANAGER document



Preparation and capture



ADR



Classification



Completeness



Export

### CONFIGURATION – TRACEABILITY – MANAGEMENT

#### Automation and multichannel management of inbound correspondence

BOS MANAGER Document is a fully configurable software solution designed to manage and automate the inbound correspondence capture/processing chain, from document receipt through to export to the EDM system and archiving.

Running on state-of-the-art ADR (automatic document recognition) technology and compliant with security and traceability standards essential for establishing people's confidence in digital, BOS MANAGER Document is an automated platform and management tool designed for the multichannel capture and processing of documents and payments.



#### 3. Electronic management of exchanges and function-based processes

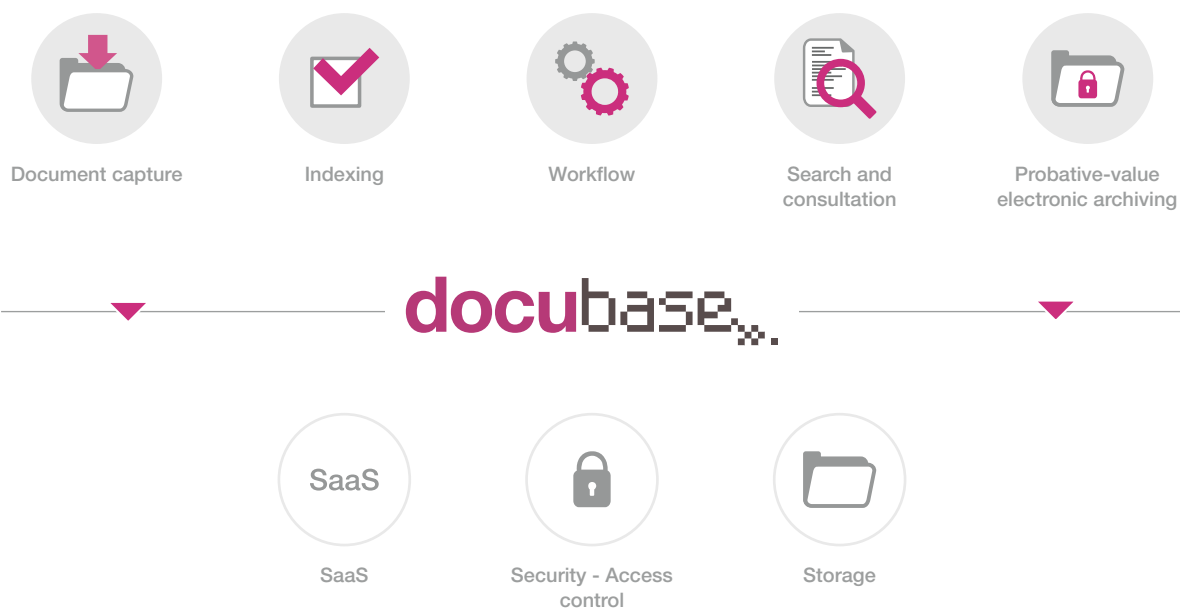
- Digital contracts
- Electronic invoices
- SEPA mandates and payments
- Online tax and social security returns



#### 4. Multichannel management of mail and returns

- Transactional and marketing mail
- Normal and registered mail
- Managing administrative and individual correspondence
- Paper or electronic format

### TRACEABILITY – PROOF MANAGEMENT – IT SYSTEM INTEGRATION



## TOOLKIT – TRACEABILITY – MANAGEMENT

### Management of content, workflow and legally valid electronic archiving

DOCUBASE provides and puts together the various items required for implementing a global document and data life cycle management solution: document capture, content management and collaboration, storage and legally valid electronic archiving. As a core component of corporate IT systems, DOCUBASE fits in smoothly thanks to a communication system between function-specific applications and ERP management systems.

### Management of digital flows and administrative correspondence

The native digitalisation of invoices and online contract-signing processes requires a highly secure digital environment in compliance with regulations in order to guarantee the legal validity of these documents. Tessi documents services offers bespoke solutions allowing the secure exchange of fully digital documentation online between third parties. Employing the latest innovations in mobile and web portal technology, these solutions allow the company to fully automate the customer purchasing process from order to payment.

- **tessiContrat**

A solution for entering into and signing entirely paperless contracts, suited to all types of customer relationship models (branch, store, home, telephone, web, etc.).

- **tessiFacture (invoice)**

It manages electronic invoice exchanges, handling both issued and received invoices. It integrates business-specific and legal processes, and manages disputes and settlements.





- **tessiSEPA**

A comprehensive solution for managing SEPA payments (transfers and direct debits). It comes with an integrated solution for managing the lifecycle of mandates and also includes a robust EDI solution that currently handles more than 120 million bank transactions for over 50,000 bank customers.

### Online filings and legal information

- **ASPOne.fr**, is the no.1 online declaration portal for companies, chartered accountants, accounting oversight agencies and other entities responsible for filing third-party declarations. Customers file tax (income tax, LIS, CVAE and VAT) and employee (DUCS, DADS-U and DUE) statements through ASPOne.fr's fully secure online filing portal. They enjoy a single interface, unified follow-up and tracking history, which can be used as proof if required.
- **LEGALInfo.fr** is a simple and efficient solution for alerting companies to events of a corporate or legal nature (e.g. restructuring, reorganisation, liquidation) that may have an impact on them. Today, over 50 financial institutions use LEGALInfo.fr to manage their high-risk customers.



**[www.legalinfo.fr](http://www.legalinfo.fr)**

## tessiContrat **Signing an electronic contract in 8 easy steps**



### 1. Contract request

Accessed via a web portal, mobile application or front-office workstation, the system collects the information required to prepare the contract.



### 2. Contract notification

The recipient is informed by text message, or e-mail that the contract is ready for signing.



### 3. Authentication and access

The customer accepts the proof agreement and can access the contract online.



### 4. Proof of identity

The application allows the user to submit required documentary proof by scanning it with a smartphone (e.g. passport or ID card, bank details, proof of residence).



### 5. Contract signing

The documents are ready and can be signed using a digital tablet, an electronic certificate or a secure text message code.



### 6. Back office controls and processing

Completeness and compliance can be checked using specific tools, and the contract validated and activated.



### 7. Consulting the contract

Completeness and compliance can be checked using specific tools, and the contract validated and activated.



### 8. Probative-value archiving

Contracts and their associated documents are date/time-stamped, signed and archived in order to guarantee their long-term preservation.





## Multichannel management of outbound correspondence

Bee-POST is a computer application for issuing multichannel correspondence that enables users to manage the formatting, creation and dispatch of their outbound correspondence directly from their workstation.

Equipped with real-time reporting and monitoring systems, Bee-POST allows users to plan multichannel campaigns via paper, SMS, e-mail or fax, so as to produce marketing and administrative documents.

## Software development and integration

**50 product engineers** and developers,  
**200 project managers** and technicians

**A comprehensive range of software applications** available under licence or in SaaS mode (Software as a Service)

**12,000 scanners** installed and serviced in the French banking network

**Major high-tech partners:** A2iA, Burroughs, EMC, HP, ibml, Iteosoft, VMware

## Hosting

Intelligent and scalable **virtual architecture**, fully duplicated at two facilities

Backed-up **telecommunications infrastructure** and hosted applications guaranteeing a high level of availability

**Continuity of operations** guaranteed by IT Continuity Plan architecture

**Secure access** and 24/7 CCTV surveillance throughout the year



## SOLUTION HOSTING AND INTEGRATION

In the interests of reciprocally interfacing its solutions and ensuring their integration within existing IT systems, Tessi documents services maintains major technology partnerships in today's core sectors of information technology:

- digitalisation and ADR
- mobile technologies
- web portals
- digital signature

Aware of the current trend among companies towards using software applications in SaaS mode, Tessi documents services offers all of its solutions in hosted mode via a private cloud based on services provided by its own NetCenter.

## PROJECT DEPLOYMENT

Electronic subscription portals, electronic registered letter, SEPA migration, Purchase-to-Pay process automation and legally valid electronic archiving are all major challenges, for which successful project management is no longer just a matter of selecting the right solution.

To this end, Tessi documents services offers a range of cross-functional consulting and project management services provided by a team of industry-specialized consultants who are experts in managing front- and back-offices and who can act as a project manager or contractor.

## Project management

**A dedicated team** of consultants and operational experts

QCD-oriented **project methodology** and an ISO 9001 certified quality procedure

**Essential areas of expertise** (SEPA, financial communications, legally valid archiving)



## Consulting, assistance, training

- Exploratory studies, opportunity assessments
- Document analysis and mapping
- Integration of regulatory frameworks
- Modelling of new business line processes
- Assistance in developing specifications
- Support in managing change

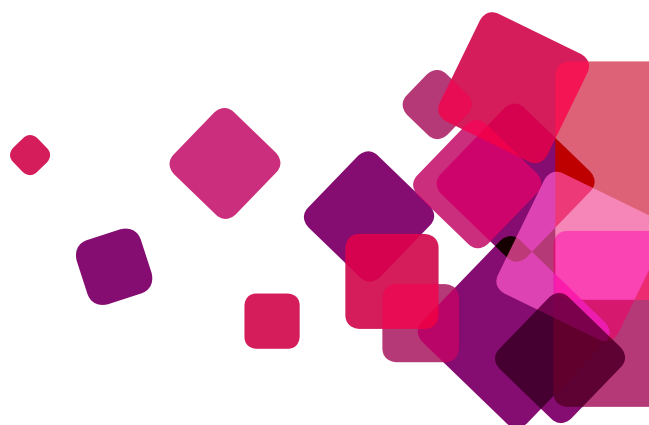
## Project management

- Assessment and technical requirements
- Specifications, settings and personalisation
- Acceptance testing assistance (audits, tests)
- Preparation and large-scale deployment
- Training users
- Support and assistance

## Methodology and a focus on quality

In addition to the skills and expertise of our teams, Tessi documents services guarantees high-quality service and deliverables by:

- following and adhering to methodological project management procedures common to all functions and solutions,
- adhering to defined, validated and measured quality standards in accordance with ISO 9001 with which Tessi documents services centres have been certified.





# Printing solutions and multichannel communication

## Boosting impact by automating outbound correspondence

### Transactional mail and multichannel automation of the mailstream

- Mass processing
- Production control
- Delivery tracking
- Securing sensitive mail

### Modern communications management

- Intuitive user interface
- Multichannel dispatching
- Paperless mail
- Electronic archiving

### Fewer expenses, more impact

- Lower mail franking costs
- Budgets under control
- Successful campaigns
- Environmentally friendly

Automating administrative document processes poses significant production challenges in controlling costs and adhering to delivery times. Yet surprisingly, addressing administrative and individual letters still represents more than 55% of franking costs. (Source: Arcep)

At a time when companies are focusing on making documents paperless, optimising business processes and respecting the environment, Tessi documents services - via Bee-POST - proposes a complete printing and multichannel communications solution for modern and optimised management of all outbound documents.

With automated infrastructure, thorough supervision and integration of innovative technologies, Tessi documents services gives companies the wherewithal to take control of profitability and manage the impact of their outbound correspondence.

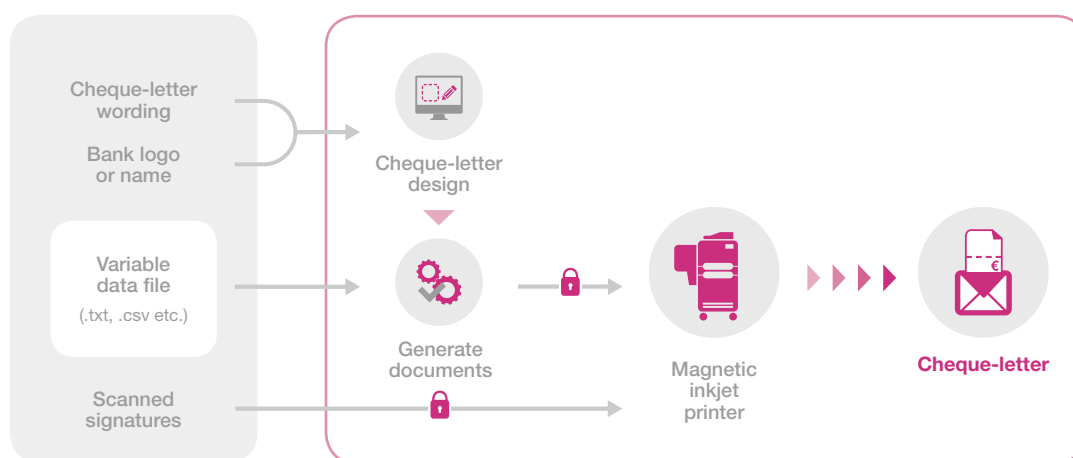
### **BEE-POST MANAGEMENT**

Printed and personalised documents take many forms - invoices, payslips, account statements, etc. - and all these documents are central to a company's relationship with its customers. To send a high quantity of documents urgently, an automated process is needed to meet production requirements, ensure that the documents are deposited at the post office and reduce costs.

Tessi documents services' printing solution takes over every step of the processing chain, from capturing data and establishing mailing lists to tracking and traceability, so as to guarantee the integrity and completeness of the information processed.

## Bee-POST cheque-letter a highly secure printing solution by Tessi

- Processed on a special printer able to process magnetic characters (line CMC7).
- Final document produced at end-of-chain from separate files (signature, amount), ensuring maximum security.
- Production process complies with current French standards (NF K11-111, NF K11-112 and NF Q14-004).
- Processing carried out in a room fitted with CCTV and restricted access



### BEE-POST MARKETING

Tessi documents services's printing expertise also covers direct marketing campaign management, with the Bee-POST marketing solution covering every step of the campaign, from printing personalised documents to multi-format folding and envelope filling, to shrink wrapping, samples and e-mails.

**160 million** pages printed per year

**4 interconnected printing centres** serving as active backup

**Fully automated fleet** inkjet and laser printers, for page-by-page or continuous printing

The latest generation of **equipment for filling envelopes** and shrink wrapping

**10,000 sq. m.** of fully-computerised storage space

User-oriented **software platform** and multichannel communication

**Online traceability tools**, electronic archiving and online consultation

**A quality unit** for monitoring the production chain

**A dedicated customer support team** for providing assistance and recording every transaction

# Printing solutions and multichannel communication

## BEE-POST ON-DEMAND

In addition to batch mailings of administrative documents and mass marketing campaigns, companies still handle almost 3 billion pieces of mail manually and pay full price to send them.

Tessi documents services offers Bee-POST on-demand, an innovative software and services solution for collecting, producing and automating the processing of individual mailings, generating savings of up to 40%.

Bee-POST on-demand can handle different types of mails (transactional, batch and individual mailings) and uses all communication channels (post, e-mail, fax, text message).

## BEE-POST REGISTERED MAIL

Registered mail is a very sensitive aspect of intercompany relationships. For this reason, Tessi documents services has developed Bee-POST registered mail, a fully automated process for handling and tracking registered mail.

Bee-POST registered mail takes an individual letter generated by Bee-POST and joins it automatically with a registered mail address slip in a fully secure process.

Bee-POST registered mail also offers document consultation, traceability and probative-value archiving, proof of dispatch and proof of receipt.



## Electronic registered mail using Bee-POST

French decree no. 2011-144 of 2 February 2011 laid down conditions for electronic registered messages to be valid, thus paving the way for a host of opportunities for companies to cut costs while boosting productivity and security when sending electronic registered mail.

**Bee-POST** is the first all-digital secure mail management service for ordinary and registered (ERL) mail offering extended traceability, electronic signing and legally valid electronic archiving.



**Author is identified and authenticated**  
via an electronic certificate



**Capture, date/time-stamping and processing** - PDF format + proof file



**Connection Authentication of recipient**  
Acceptance of GTCU and ERLs



**Consultation and confirmation**  
Proof of consultation\*



**Date/time-stamping and archiving**  
PDF + proof of consultation



**Notification of proof of consultation issuer**

\* Delivery guarantee: in the event the document is not consulted, it can be rerouted by post

# E-compliance, e-trust, eco-responsibility

**As a responsible leader, Tessi documents services is more than ever committed to offering its customers solutions for their main information management and e-automation challenges.**

## **REGULATORY COMPLIANCE**

For each of our solutions and services, Tessi documents services is committed to closely monitoring trends in the customer's industry. To do this, our new Transactions Quality and Compliance division keeps a watchful eye on major regulatory developments (Basel III, Solvency 2, SEPA, etc.). Its job is to maintain the procedures and certifications that prove the quality, compliance and security of key outsourced services: RSE/PSEE/9702 for bank processing, ISO certification of manufacturing facilities, risk mapping, audits and quality procedures.

## **TRACEABILITY AND DIGITAL TRUST**

As the shift to a digital economy has legal and security implications for inter-company relationships, the solutions companies choose must guarantee complete traceability of exchanges and manage the proof required for establishing digital trust. Tessi documents services is very active in these areas, integrating all elements needed to build a chain of trust (sealing, date/time-stamping, marking, electronic signature, certificate management and document traceability). These solutions comply with FNTC standards and leading European standards (ISO 14-641-1) while delivering legally valid archiving services as befitting a trusted partner.



## **ECO-RESPONSIBILITY**

As a responsible corporate citizen, Tessi documents services' actions and commitments are reflected in its membership of the United Nations Global Compact. As a member of the Global Compact, Tessi documents services is committed to supporting sustainable development, which it achieves through its 11-point charter.

Tessi documents services is also pursuing its environmental policy to manage and optimise spending on energy in its production centres, reduce its use of paper and recycle old scanners when they are scrapped or replaced.





# CPoR Devises

CPoR Devises is a credit institution that has ensured the liquidity of the French manual foreign exchange and gold markets for 20 years. In this capacity, CPoR supplies and recovers foreign banknotes and gold investment products to and from the entire domestic banking network.

We offer our banking partners products and services covering over **170 currencies**, **2,200 banknotes** and more than **1,000 gold products**, **24 of which have daily listed prices**.



# Gold and currency

**A credit institution 80%-owned by the Tessi Group and 20% by Crédit Agricole SA, CPoR Devises is the principal supplier to the markets for foreign currency banknotes and physical gold for investment purposes in France.**



In this capacity, the company ensures exchange market liquidity by supplying all banking and financial institutions in France with foreign banknotes.

Although the trend in payment methods is towards a higher proportion of payments via international bank cards, the foreign currency market has remained stable owing to fast growth in international travel for both private and professional reasons.

In a highly fluctuating currency market, domestic business remained steady throughout 2013, buoyed by the thriving international tourism market.

## CPoR Devises a numerical glance

### **5 locations**

Paris, Lyon, Marseille,  
Nice, Brussels

**140 employees**

### **170 million**

banknotes handled  
in 2013





The roll-out of our innovative, efficient transaction processing solutions among our banking partners has helped to maintain cash as a widely-used international payment method provided to individuals and companies when planning foreign trips.

Our comprehensive management of the entire transaction processing chain, from automatically quoting the most favourable exchange rates to organising the most suitable logistics circuits for banks and financial institutions in any given situation is viewed by our partners as the hallmark of a quality service which their customers appreciate. The management system applied to foreign currency operations in France has now been certified ISO 9001: 2008 for 16 years.

Over the last few years, CPoR Devises has continued to market its services to commercial banks overseas, and is now a key player in this market. As part of this strategy, Tessi continued its integration of Goffin Bank's "wholesale currency and precious metals" activity that it took over in 2010, in order to roll out the business services offered by CPoR Devises to its banking partners in Belgium and the Netherlands.

2013 marked the end of the continuous 12-year rise in the price of gold. The 28% fall in international prices had similar repercussions on the domestic market. Despite this development and a significant decline in France, the decline was mitigated by international sales. As opposed to foreign buyers, French investors have always tended to buy in a bull market and sell in a bear market. This trend has been exacerbated in France by an erosion of disposable income among some investors. However, growing world demand for gold coins and bars shows that gold is still regarded as the ultimate safe haven.

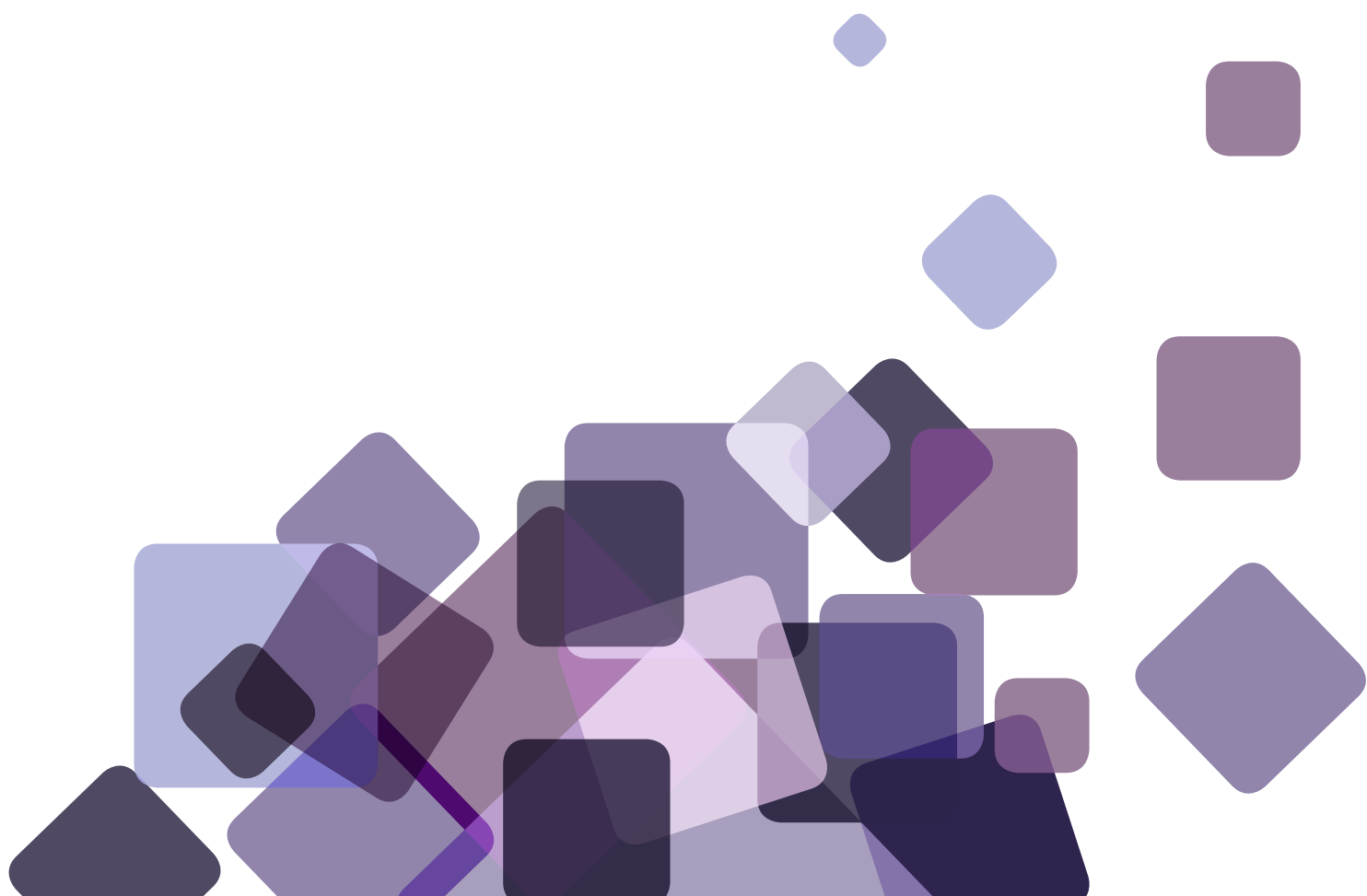
As French market leader in its industry, CPoR Devises has yet again come up with an innovation in the form of "Or Info", the first web radio station offering music and news on the gold and currency market. The station is available to the general public via the CPoR Devises website and through the "Cotation Or" (Gold Listing) and "Devise" (Forex) free mobile apps.



**170 currencies**  
available

**11 tonnes**  
of gold handled in 2013

**1,000 gold products**  
referenced





# tessi marketing services



**No. 1 in France in the management of promotional marketing campaigns**, Tessi marketing services provides the essential link between agencies, brands, retailers and consumers.

Every year, **more than 2,000 companies** trust us with their most important asset - their customers.

With **185 employees** at **2 sites**, our range of complementary, innovative services covers several essential components of marketing services: digital and promotional marketing, B-to-C logistics and relationship marketing.

Tessi marketing services' strategy is based on four fundamental values: continuous innovation, the high quality standards, a service culture and corporate citizenship.



# Digital and promotional marketing

## Hiring, loyalty, promotion

### ONLINE AND OFFLINE

Accelerated development of new technology gives brands an opportunity to create appealing, dynamic and bespoke marketing material. Combining different but complementary communication channels allows brands to maximise contacts with consumers before, during and after the buying experience.



### DIFFERENT METHODS, A MULTICHANNEL APPROACH

Refund offers, games, contests, boutiques, free gifts, sponsorship offers, etc. Tessi marketing services offers all types of promotional and relationship marketing campaigns for the biggest brands and retailers.

Every year our staff develop and process several thousand different transactions that can be accessed via smartphones (mobile and web apps, SMS, MMS, voice) or post.

### DOCUMENT PROCESSES

As France's leading document processing expert, Tessi possesses a range of expertise and operating systems that enable it to deliver global solutions at the cutting edge in terms of quality and security: receipt and processing of post, conventional and digital data capture, integration, computer processing, printing, issuing refunds, logistics, storage.

Tessi marketing services offers bespoke solutions for all marketing campaigns, from the most straightforward to the most complex, regardless of the type of campaign, its scale, duration or the communication channels employed.

## FRENCH LEADER IN PROMOTIONAL MARKETING CAMPAIGNS



## WEB AND MOBILITY

Tessi marketing services designs web and mobile sites and mobile applications that are both attractive and user-friendly. Fundamentally its approach to design is functional aiming to enhance the customer experience while streamlining the process.

Use of smartphones has revolutionised the promotion experience offered to consumers: store locator via GPS, barcode scanner, uploading photos of purchase documents, notifications.

Tessi marketing services advises clients on channel selection, customer participation and creation, so that the campaign is more effective, secure and profitable.

- Design, creation, development and hosting of websites, smartphone and tablet applications, web apps, mobile websites
- Incoming/outgoing SMS/MMS
- Interactive voice server / call center
- Geolocation
- Electronic promotional offers

## CUSTOMER SERVICES

A crucial element in promotional marketing campaigns and customer relationships, Tessi marketing services' multichannel contact centre enables customers to set themselves apart from their competitors and significantly increase performance.

Accessible via internet, e-mail, interactive voice server, mail, mobile apps and web applications, the units deployed are continually rescaled based on daily monitoring of key indicators.

### consoSMART by Tessi

#### The first ever multibrand, multichannel promotional portal

Nowadays, consumers want to use technology to improve the shopping experience, by seeking out the best offers and the best ways of taking advantage of them, in complete trust.

The improvement of purchasing power is a central concern for consumers. In this respect, shopping around for the best offer is the hallmark of a responsible consumer, but there is also an element of pleasure involved: the pleasure of obtaining the quality offered by top brands without overstepping your budget, i.e. the pleasure of making an intelligent choice.

**consoSMART by Tessi** gives these consumers what they are looking for. It offers a high-quality, centralised web and mobile space where consumers can discover attractive promotional campaigns by top brands and take part in them easily via the internet, their smartphone or by mail.

For the brands themselves, **consoSMART** is a simple and swift means of making their promotion campaigns available via the internet and smartphones and communicating them to a new community of consoSMART consumers thirsty for new discoveries!



### Tessi marketing services a numerical glance

**5,000 sqm** of storage space

Number of digital transactions processed:  
**up 35% from 2012 to 2013**

consoSMART by Tessi:  
**150,000 registered users,**  
**130 campaigns managed**

Number of letters dispatched per year:  
**45 million**

Refund offers: **€143 million** refunded  
to consumers in 2013

# B-to-C logistics

**Specialised organisation and resources to build a link between brands and customers**

Tessi marketing services offers a range of logistics solutions perfectly tailored to meet the demands of B-to-C logistics: e-logistics, samples, loyalty programme logistics. These B-to-C logistics services are bolstered by our genuine expertise in customer relationship management.

Our logistics division provides the whole gamut of logistics services, from goods-in to shipment to customers. It also offers returns management, customer service and the communication of order tracking information to customers via the internet and mobile phones.

## **EXTENSIVE HUMAN AND TECHNICAL RESOURCES FOR SECURING THE PROCESS**

- 2 sites (Voisins-le-Bretonneux, Montargis)
- 5,000 sq. m. of storage space

## **INTEGRATED MULTICHANNEL CUSTOMER SERVICES**

Tracking information feedback, management of information requests, exchanges and returns, complaints received by telephone, e-mail, fax and post.

## **SAMPLING CAMPAIGNS**

A service offering tailored to the specific requirements of sampling campaigns: printing of individual sample presentation materials, attachment/insertion of items, development of specific packaging for sampling campaigns, shrink-wrapping, blister packaging, packaging, shipment, tracking, etc.



## Coliflash

Coliflash, our B2C logistics solution, ensures that order preparation is **100% reliable**. Based on specific identification by barcode, this solution guarantees optimum **quality and productivity** while tracking products throughout the production chain.



# Relationship marketing

## At the core of the customer relationship

Consulting, development of marketing IT systems, management of multichannel campaigns, loyalty programmes, customer knowledge: Tessi marketing services offers a simple, efficient, comprehensive solution to optimise its customers' relationship marketing.

### MARKETING IT SYSTEMS

Tessi marketing services designs, develops and hosts marketing IT systems:

- Data processing
- Hosting/security
- Secure interfaces for accessing information (connected platforms)
- Data quality and recency: consulting and implementation of optimisation solutions right from the data collection stage
- Logging data and transaction history so as to analyse behaviour

### CUSTOMER FAMILIARITY

Tessi marketing services' solutions are designed by database and statistical analysis experts using innovative data access technology:

- Segmentation
- Scoring
- Predictive modelling
- Attrition identification and prevention

### CAMPAIGN MANAGEMENT

- An automated printing and envelope filling room, printing 22 million pages and dispatching 45 million letters every year. New, high-performance machines fill 520,000 envelopes and shrink wrap 250,000 packages per day
- Creation and management of digital campaigns (e-mail, text message, multimedia message), with optimised delivery, automatic synchronisation and traceability







## LOYALTY PROGRAMMES

Implementing a loyalty programme requires highly specialised expertise in a variety of different areas, such as IT, digitalisation, process management, card payments, customer knowledge and logistics.

Tessi marketing services has concentrated the know-how it has accumulated over several decades of working on loyalty programmes to create a global, modular service offering for the creation and management of loyalty programmes.

- Development, implementation and management of IT systems/points trackers
- Development of digital interfaces (internet, mobile applications, web apps)
- Member management
- Loyalty card production (chip card, swipe card, NFC, mobile), payback process management
- Point-of-sale connection/cash desk interfacing
- Offers and promotional product sourcing, partnership management
- Analyses and performance indicators
- Management of multichannel campaigns destined for members: promotions, special offers, points system
- Logistics: order preparation and storage
- Customer services

## DIGIFID

### Tessi marketing services reinvents loyalty programmes

With DIGIFID, brands at last have a multichannel loyalty enhancement solution that gives them better knowledge of their customers while rewarding them individually for their loyalty.

DIGIFID also provides consumers with a quick and user-friendly way to add up points gained from their purchases and take advantage of special offers.

#### Fully digital

No card to carry around, no paper form to fill in: consumers just log in directly via their mobile app and the dedicated loyalty programme website.

Adding up your points could not be simpler: just scan the barcode of the item you have just bought and take a photo of the receipt using the iOS/android application or via the website.

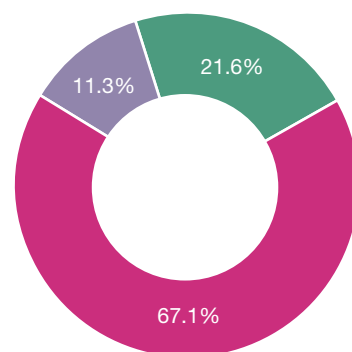
User identification, authentication of electronic proof of purchase, points trackers, administrative policies, issue of customer benefits, management: all functional components of the programme are managed in a dedicated, secure, multichannel environment.

Thanks to our staff's work to design the navigation, content and visual aspects of the interface, the customer is guaranteed a rich and captivating experience, whatever channel they use.



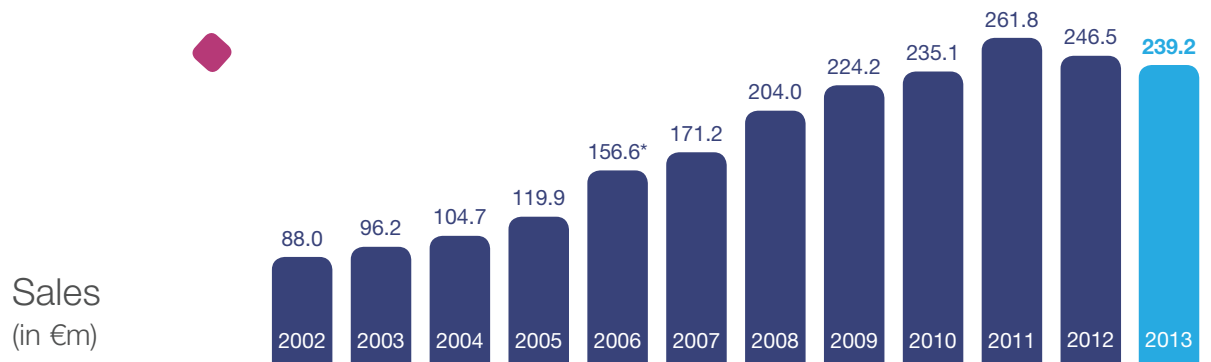
# Key figures

- DOCUMENTS SERVICES
- CPOR DEVICES
- MARKETING SERVICES

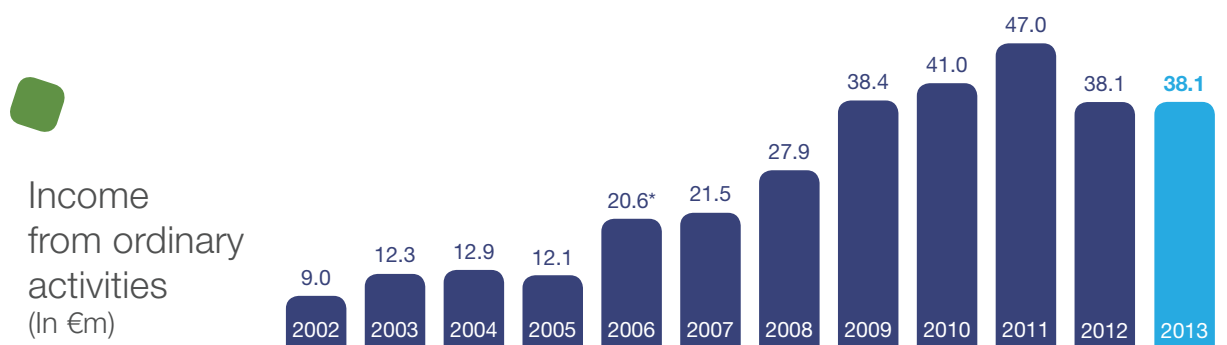


2013 Sales

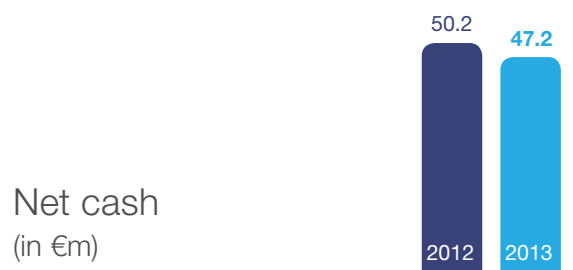
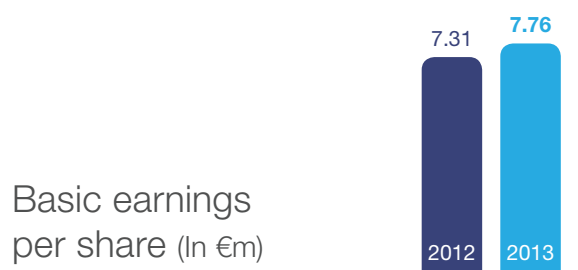
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\* restated for assets held for sale



\* restated for assets held for sale



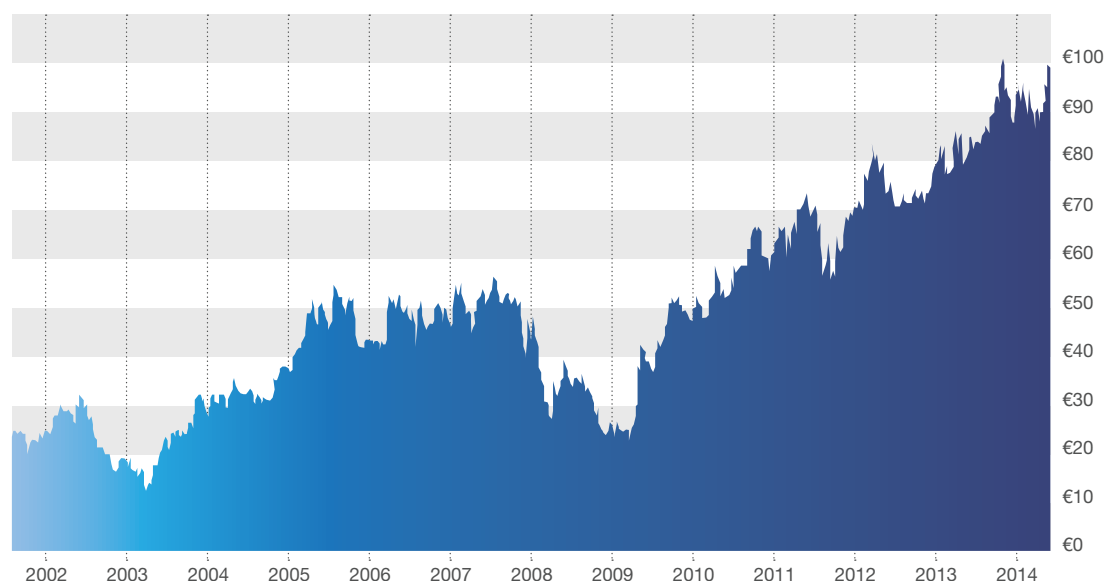
## 2014 preliminary financial calendar

6 February 2014	◆ Full-year 2013 sales
7 April 2014	◆ Full-year 2013 earnings
5 May 2014	◆ 1st quarter 2014 sales
16 June 2014	◆ Shareholders' Meeting
4 August 2014	◆ 2nd quarter 2014 sales
4 September 2014	◆ First-half 2014 earnings
3 November 2014	◆ 3rd quarter 2014 sales

## Share data

- ◆ Floated on the Second Marché of the Paris Bourse on 10 July 2001
- ◆ Listed in Segment B of Eurolist by Euronext Paris
- ◆ ISIN stock code: FR0004529147  
Abbreviation: TES
- ◆ Reuters: TESI.PA
- ◆ Bloomberg: TES FP
- ◆ Shares eligible for DEFERRED SETTLEMENT
- ◆ Shares eligible for SME PERSONAL EQUITY PLANS
- ◆ Market maker: KEPLER
- ◆ Flotation price: 23€
- ◆ Highest price in 2013: €102.00
- ◆ Lowest price in 2013: €74.52

## Share price trend from July 2001 to May 2014

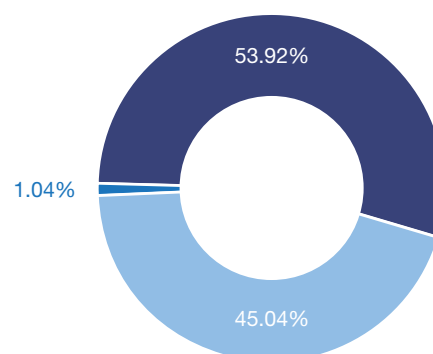


## Dividend policy

	2007	2008	2009	2010	2011	2012	2013
Dividend per share	€1.00*	€1.00*	€1.50*	€2.00*	€2.00*	€2.00*	€2.00*

\* Individuals eligible for 40% exclusion of this amount

- REBOUAH FAMILY
- FREE FLOAT
- OTHER SHAREHOLDERS



## Shareholders as of 31 December 2013

## Breakdown of share capital and ownership threshold disclosures

Pursuant to Article L.233-13 of the French Commercial Code and in light of the information and disclosures we have received pursuant to Articles L.233-7 and L.233-12 of the same Code, we hereby inform you of the following items:

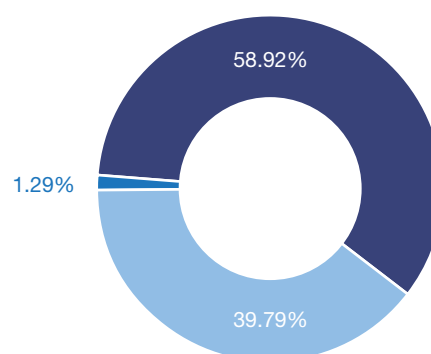
**As of the end of the 2013 financial year, the following shareholders held more than 5%, 10%, 15%, 20%, 25%, 33.33%, 50%, 66.66%, 90% or 95% of the share capital or voting rights:**

- ◆ FACCINO, a Luxembourg company wholly owned by Marc Rebouah, held 40.62% of the share capital and 35.88% of the voting rights,
- ◆ Marc Rebouah and the members of his family held 13.3% of the share capital and 23.05% of the voting rights,
- ◆ Moneta Asset Management, acting on behalf of the funds it manages, held 8.25% of the share capital and 5.41% of the voting rights (AMF notification no. 209C0960 dated 6 July 2009),
- ◆ EXIMIUM held 5.74% of the share capital and 5.07% of the voting rights (AMF notification no. 212C1425 dated 29 October 2012),
- ◆ FMR LLC, a US company, held 5.81% of the share capital and 5.14% of the voting rights (AMF notification no. 213C0478 dated 19 April 2013).

**Notification of exceeded thresholds communicated to the company from 1 January 2013 until the day of the publication of this report:**

- ◆ FMR LLC, a US company, declared that it had exceeded the threshold of 5% of the share capital on 10 April 2013 (AMF notification no. 213C0444 dated 11 April 2013),
- ◆ FMR LLC, a US company, declared that it had exceeded the threshold of 5% of the share capital on 18 April 2013 (AMF notification no. 213C0478 dated 19 April 2013),
- ◆ Marc Rebouah declared that, directly and via the Luxembourg company FACCINO, which he wholly owns, he had exceeded the threshold of two-thirds of the voting rights (AMF notification no. 214C0155 dated 24 January 2014),
- ◆ FACCINO, a Luxembourg company, declared that it had exceeded the threshold of 50% of the voting rights (AMF notification no. 214C0155 dated 24 January 2014),
- ◆ the concert consisting of Marc Rebouah, FACCINO, Yvonne Rebouah, Corinne Rebouah and Julien Rebouah declared that it had exceeded the threshold of two-thirds of the voting rights (AMF notification no. 214C0155 dated 24 January 2014),
- ◆ EXIMIUM, a company controlled by Mr Baulé, declared that it had fallen below the threshold of 5% of the voting rights (AMF notification dated 13 February 2014).

- REBOUAH FAMILY
- FREE FLOAT
- OTHER SHAREHOLDERS



Breakdown of voting rights as of 31 December 2013

# Contacts



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Frédéric VACHER

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Claire FISTAROL

CEO Tessi documents services

Olivier JOLLAND

Chief financial officer

Corinne REBOUAH

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