

The following document has been adapted from an IBM intranet resource developed by Grace Scotte, a senior information broker in the communications organization at IBM's EMEA headquarters in Paris, France.

Some Key Dates in IBM's Operations in Europe, the Middle East and Africa (EMEA)

Introduction

The years in the following table denote the start up of IBM operations in many of the EMEA countries. In some cases -- Spain and the United Kingdom, for example -- IBM products were offered by overseas agents and distributors earlier than the year listed. In the case of Germany, the beginning of official operations predates by one year those of the Computing-Tabulating-Recording Company, which was formed in 1911 and renamed International Business Machines Corporation in 1924.

Year	Country
1910	Germany
1914	France
1920	The Netherlands
1927	Italy, Switzerland
1928	Austria, Sweden
1935	Norway
1936	Belgium, Finland, Hungary
1937	Greece
1938	Portugal, Turkey
1941	Spain
1949	Israel
1950	Denmark
1951	United Kingdom
1952	Pakistan
1954	Egypt
1956	Ireland
1991	Czech. Rep. (<i>*split in 1993 with Slovakia</i>), Poland
1992	Latvia, Lithuania, Slovenia
1993	East Europe & Asia, Slovakia
1994	Bulgaria
1995	Croatia, Roumania
1997	Estonia

The Early Years (1925-1959)

1925

The Vincennes plant is completed in France.

1930

The first Scandinavian IBM sales convention is held in Stockholm, Sweden.

1932

An IBM card plant opens in Zurich with three presses from Berlin and Stockholm.

1935

The IBM factory in Milan is inaugurated and production begins of the first 080 sorters in Italy.

1936

The first IBM development laboratory in Europe is completed in France.

1937

The first IBM sales school for French-speaking Europeans is held in Paris.

1939

The first European sales school is held in Amsterdam, The Netherlands.

1941

IBM inaugurates a new factory for parts production and assembly in Essonnes, France.

IBM establishes a subsidiary in Spain.

1947

IBM France headquarters is established at Place Vendome in Paris.

1948

IBM Italy has 63 DP equipment users.

1949

IBM Belgium produces one million cards a day.

IBM Germany moves from Berlin to Boeblingen.

1950

The first IBM World Trade Hundred Percent Club conventions are held in Berne, Stockholm, and London.

An IBM subsidiary is established in Denmark.

1951

IBM UK begins marketing IBM products and services.

1952

IBM opens a new plant in Amsterdam, The Netherlands.

1953

IBM UK opens a new factory in Greenock, Scotland.

IBM wins its first contract in Egypt (before its branch sales office is established) with the Heliopolis Railways Company and Ain Shams Oasis to supply tabulating machines.

IBM Germany opens a new research and development lab in Boeblingen.

1955

IBM Institute of Data Processing and Computing opens in Paris, France.

1956

IBM Ireland is organized to market data processing equipment.

An IBM Research Laboratory is inaugurated in Adliswil, Switzerland.

1957

The IBM France Data Processing Center in Paris installs the first IBM 704 computer in Europe. A distinguishing feature is its magnetic core memory which can store up to 20,000 alphabetical, numerical or symbolic characters.

IBM UK opens its new headquarters in London.

The U.K. Atomic Authority installs the first IBM 704 in the British Isles.

1958

European and U.S. programming specialists meet in Zurich and agree to a unified programming language, ALGOL.

IBM's introduces cross-border manufacturing in keeping with the spirit of the Treaty of Rome. Applying the manufacturing concept of "product by plant," IBM establishes the practice of concentrating a product's manufacture in an individual plant for all of Europe.

An IBM 305 RAMAC (Random Access Memory Accounting) computer answers questions on world history in 10 languages at Brussels World's Fair.

The IBM 7070 transistorized computing system is announced in Paris, France.

IBM Germany establishes a manufacturing research department. German engineers complete development work, started in 1953, on the IBM 3000 series.

The IBM Executive typewriter -- a machine that produces proportionally-spaced type -- goes into production in the Amsterdam plant.

The development laboratory at Hursley, U.K., near Winchester, is opened.

1959

IBM's European headquarters is relocated to Cite du Retiro in Paris, France.

A new headquarters building for IBM Belgium opens in Brussels.

The European Education Center is established at Blaricum, The Netherlands.

The 1960s

1960

A new research unit is founded in Paris, France, which later becomes an IBM Scientific Center.

IBM Sweden is first in Europe to use teleprocessing.

The Nordic laboratory is established in Solna, Stockholm.

The first computer to be installed in Turkey-- an IBM 650 -- is delivered.

1961

Computer Centers with IBM 7090 and 1401 systems open in Boeblingen, Germany; Paris, France; and London, U.K.

An IBM laboratory opens in Vienna, Austria.

IBM Denmark establishes a new headquarters in Copenhagen.

The first IBM 729 Tape Unit is manufactured in Europe at the Essonnes plant in France.

A Central Ordering Point (COP) is established at Orly, France, to centralize administration of spare parts requirements throughout Europe.

The IBM 1401 computer becomes the first “system-tested” machine at the Sindelfingen, Germany, plant. Entire systems and their peripherals made by other European plants are tested here before being delivered to customers.

Italy's National Committee for Nuclear Energy installs an IBM 704 Data Processing System.

The new IBM Selectric typewriter -- the first “golf-ball” element typewriter -- is manufactured for Europe at the Amsterdam plant in The Netherlands.

IBM 709 installed by CERN in Geneva, Switzerland.

1962

The first scientific computer, the IBM 1620, is installed in University of Ghent, in Belgium.

The IBM Laboratory at La Gaude, France, near Nice, is opened. The facility's spectacular design is the work of the Hungarian-born architect Marcel Breuer. La Gaude later receives data from an IBM laboratory in the U.S. via the Telstar communications satellite.

The first IBM 1410 system (for use by large customers) is built at the Essonnes plant in France.

A new IBM Scientific Center opens in Heidelberg, Germany.

The Berlin plant begins production of the IBM 200 Series Dictating equipment, and produces its 100,000th typewriter.

Max Planck Institute in Germany uses an IBM 7090 mainframe for plasma physics research.

A new development laboratory is opened at Uithoorn, The Netherlands.

IBM Sweden moves to new headquarters in Stockholm.

The research laboratory at Zurich, Switzerland moves to Ruschlikon from the Adliswil site where it was established in 1956. The Zurich Research Laboratory announces new thin film memory, operating at 100 billionths of a second.

IBM World Trade completes a laboratory at the Hursley, U.K., main site of IBM British laboratories.

1963

IBM's "Speak Up!" program is introduced to encourage communication between employees and management, and is first adopted by IBM Netherlands.

The IBM 1440 -- a system for general use by small and medium-sized businesses -- is built at the Sindelfingen, Germany, and Milan, Italy, manufacturing plants.

IBM Germany opens a card printing plant in Boeblingen.

An IBM laboratory is dedicated in La Gaude, France.

A new IBM research laboratory is dedicated in Ruschlikon, Switzerland.

1964

The first IBM teleprocessing network connects Hursley, U.K.; Essonnes, France; and Poughkeepsie, N.Y., for cooperative engineering work.

The Sindelfingen (Germany) and Essonnes (France) plants become "technology" plants, and begin production of logic cards and boards, the new semiconductor components used in the IBM System/360.

Two IBM 1401 RAMAC computers are used at the Winter Olympics at Innsbruck, Austria.

IBM Italy opens its new headquarters in Milan.

IBM Portugal opens its new headquarters in Lisbon.

The Istanbul Technical Library installs the first IBM 1620 in Turkey.

Hursley builds the first IBM System/360 Model 40 processor.

1965

IBM-sponsored computer centers in European universities open in Copenhagen, Denmark; London, U.K.; and Pisa, Italy.

The IBM-based reservation system introduced by SAS (Scandinavian Airlines System) is the first computerized seat reservation system in Europe.

Microelectronics made in France are used in every IBM System/360 manufactured in Europe.

EPL -- European Program Library -- opens in Boulogne, near Paris, France.

New plants open at Montpellier, France -- initially to produce the IBM System/360 Models 40 and 50 processors -- and at Boigny, France, near Orleans -- to produce a variety of supply products.

The first IBM System/360 Model 40 processor manufactured at Essonnes is shipped to Franco-German Research Institute, St. Louis, France.

Hursley lab plays a major role in the development of PL/1, a new language more powerful than FORTRAN and ALGOL, and the industry's first high-level language designed for both business and scientific problems.

The Greenock plant in the U.K. produces its first IBM 1130, a stand-alone system for engineers, scientists and mathematicians.

1966

The first IBM System/360 used for typesetting is installed at Turun Sanomat, a major regional newspaper in Finland.

The Sindelfingen plant in Germany begins production of the IBM System/360 Model 20 and 30 processors, and IBM 1311 Disk Storage units, which feature the first removable disk packs.

A new manufacturing plant opens in Vimercate, Italy, to specialize in medium-sized systems. Production of the IBM System/360 Model 20 processor is transferred from Germany, and Vimercate becomes the single source for European requirements for this product.

The Solna laboratory in Sweden moves to Lidingo and is inaugurated in the presence of Prince Bertil and Arthur K. Watson, vice chairman of the IBM Board.

1967

A new manufacturing plant opens in Mainz, Germany.

A branch office of IBM World Trade is opened in Reykjavik, Iceland.

Euratom installs an IBM System/360 at its nuclear research center in Ispra, Italy.

ESRI -- European Systems Research Institute -- is established in Geneva as a post-graduate school in computer science for IBM employees.

IBM ISL -- Information Systems Limited -- is formed at Hursley, U.K. ISL is a center for internal information services.

1968

The Montpellier plant in France produces the IBM 2750 switching system -- a computerized telephone exchange -- and the IBM System/360 Model 65 processor.

The Nordic Education Center opens in Lidings, Sweden.

A new manufacturing plant opens at Havant, U.K., near Portsmouth.

The 5455 disk is developed at the Hursley, U.K., laboratory.

1969

Vimercate, Italy, builds the central unit of the IBM System/3 for Europe, incorporating Monolithic System Technology (MST) from Essonnes France, for the first time. European manufacturing cooperation brings together components and peripherals for the new system from Sweden, Germany and the U.K.

The IBM Magnetic Card Selectric Typewriter is produced at the Amsterdam plant in The Netherlands.

The 250,000th typewriter is assembled in Amsterdam plant.

IBM Spain wins the University of Madrid's Bronze Medal for its contribution to research and education in Spain.

IBM Spain opens its new headquarters in Madrid.

The 1970s**1970**

Arthur K. Watson resigns his position as vice chairman of IBM Corporation and chairman of the board of IBM World Trade Corporation, to become U.S. ambassador to France.

A new plant -- initially for logic card assembly -- opens at Bordeaux, France.

The Mainz, Germany, plant starts production of the IBM System/370 Model 145 processor.

The first IBM photocopying machines are announced and manufactured in Europe in Berlin, Germany.

The Jarfalla plant in Sweden -- which manufactures printers for the whole of Europe -- moves into its own purpose-built premises. IBM Sweden manufacturing facilities first opened in Vallingby in 1954.

The Uithoorn lab in The Netherlands introduces the IBM 1270 Optical Reader Sorter.

1971

The IBM System/370 Model 135 processor -- partly developed at Hursley, U.K., -- is manufactured at Havant, and is the first computer to incorporate logic on chips and semiconductor memory.

The first IBM self-service banking terminal is developed at Hursley.

1972

The European Publications Center opens in Denmark.

IBM's first Communications Controller -- the IBM 3705 -- is developed at La Gaude, France.

IBM Germany transfers its headquarters from Sindelfingen to a new building in Stuttgart.

IBM Israel establishes a Scientific Center in Haifa.

A new IBM Scientific Center is opened in Madrid, Spain.

1973

The IBM Selectric is used in world typewriting championships in Valencia, Spain.

The Athens Support Group in Greece is formed for software development.

IBM's Amsterdam plant installs the first waste purifier in the Netherlands.

Leo Esaki, an IBM scientist at the Zurich Research Laboratory, in Switzerland, wins the Nobel Prize for Physics for discovering (in 1958 while at Sony) the phenomenon of electron tunneling in semiconductors.

IBM Switzerland opens its new headquarters in Zurich.

Data Center Services of IBM in Ankara, Turkey, begins operations.

The first "industry system" -- the IBM 3600 Finance Communications System -- is manufactured at Havant and Greenock in the U.K.

1974

IBM's Arthur K. Watson International Education Center opens at La Hulpe, Belgium, near Brussels.

IBM Germany constructs a new plant in Berlin for electric typewriters, photocopying machines and dictation machines.

A new distribution center is opened at Nieder-Roden, Germany.

IBM Spain's manufacturing operations begin in Valencia.

Queen Elizabeth II visits IBM UK's plant at Havant, near Portsmouth. The plant was established to produce disk storage files.

The first Arabic IBM 2260 Terminal is installed in Egypt.

1975

The European Program Library (EPL) is transferred from Boulogne to Montpellier, France.

IBM Italy moves to new headquarters at Segrate, near Milan.

IBM Netherlands moves to its new headquarters building in Amsterdam.

The first phase of IBM UK's new headquarters complex at North Harbour, near Portsmouth, is completed, and the first occupants move in.

1976

IBM Greece has 227 employees.

IBM Italy welcomes its 9,000th employee.

The Jarfalla plant in Sweden begins delivery of the IBM 3800 laser printer -- the first electrophotographic printer in the industry, operating at up to 20,000 lines per minute.

IBM UK moves to new headquarters at North Harbour, near Portsmouth.

1977

The Sindelfingen plant celebrates its 50th anniversary (1927-1977). A new plant opens in Boeblingen, Germany.

The new IBM Office System/6, now with ink-jet print technology, is built in Amsterdam, The Netherlands.

The Amsterdam plant celebrates its 25th anniversary.

IBM Spain opens a new plant in Valencia.

IBM Spain welcomes its 3,000th employee.

1978

IBM Belgium moves to its new headquarters in Brussels.

IBM Israel moves to its new headquarters in Tel Aviv.

IBM South Africa announces the first SA typewriter keyboard.

IBM Sweden celebrates its 50th anniversary. A new headquarters in Stockholm is inaugurated. The organization has 3,800 employees.

IBM Switzerland has 2,415 employees.

The IBM Scientific Center opens in Winchester, U.K.

1979

The IBM 1750 Switching System -- a computerized private exchange -- is developed in La Gaude, France.

IBM Italy opens a Program Product Development Center and a Scientific Center in Rome.

IBM Finland opens a new headquarters building in Helsinki.

The first IBM color graphics screen is developed in Hursley, U.K., and announced as the IBM 3279 Visual Display.

The 1980s**1980**

IBM in Germany celebrates its 70th anniversary. There are 26,362 employees. Revenue reaches 7,380 million.

A version of IBM's "Hacienda" system, originally developed at the IBM Scientific Centers in Madrid and Rome for research into high-resolution color image processing, is produced commercially at the Vimercate plant in Italy as the IBM 7350 Image Processing System.

IBM establishes a Scientific Center in Kuwait.

The results of the Paralympics for the Handicapped in Arnhem are processed by IBM Netherlands.

IBM's renovation work on the 18th century Buchan House, the new Scottish headquarters office in St. Andrew's Square, Edinburgh, wins a Civic Award.

1981

IBM UK's Greenock plant near Glasgow receives the Scottish Council Award for 30 years of industrial achievement.

The new Santa Palomba plant near Rome begins operations to build retail systems and small systems for Europe.

The European Program Library (EPL) is transferred from Montpellier, France, to Copenhagen, Denmark.

1982

Pilot studies are carried out in IBM to evaluate PROFS -- an electronic mail and office information system which will eventually become the main internal communications network in IBM offices throughout the world.

IBM's laboratory at Hursley, U.K., develops a "talking" display terminal for use by blind operators.

IBM's largest computer to date -- the IBM 3084 -- is announced, and is built by the Montpellier plant in France. It incorporates four central processing units offering up to 64 million characters of main memory.

IBM Norway has 1,028 employees.

1983

IBM and major European universities announce the international computer network (EARN) to foster the exchange of scientific and technical information between academic communities.

IBM's European Headquarters moves to Tour Pascal, La Defense, on the outskirts of Paris.

IBM has 105,443 employees in the EMEA countries; 15 manufacturing plants; nine research and development facilities; nine scientific centers.

IBM opens a Scientific Center in Cairo, Egypt.

IBM Portugal has 600 employees.

The Valencia plant builds its first IBM 4381 processor.

IBM Turkey has 180 employees.

IISL (International Information Systems Limited) is established for software development in Ireland.

1984

The IBM Traveling Technology Exhibition begins its journey through 18 cities in 14 European countries, during which it is visited by 1,042,744 people. Over 1,000 students of different nationalities are involved as demonstrators for the exhibits.

The Arabic Competence Center opens in Egypt.

1985

The IBM Computer Gallery is opened in Brussels, Belgium, to help familiarize the general public -- and especially the young and unemployed -- with the use of computers.

1986

Gerd Binnig and Heinrich Rohrer, IBM scientists at the Zurich Research Laboratory in Switzerland, win the Nobel Prize in Physics for their invention of the Scanning Tunneling Microscope.

The Bergen Scientific Center is established to encourage research into areas beneficial to Norway -- including information technology, reservoir simulation, seismic processing, biotechnology and fish farming.

IBM UK wins the Queen's Award for Export Achievement.

1987

Georg Bednorz and Alex Mueller, IBM scientists from the Zurich Research Laboratory, win the Nobel Prize in Physics for their work in high-temperature superconductivity.

The first 1-megabit chip is manufactured at the IBM plant in Sindelfingen, Germany. Chancellor Helmut Kohl visits the plant to inaugurate the production line.

IBM Norway's new headquarters in Oslo is dedicated in the presence of Prince Harald.

IBM UK wins the Queen's Award for Export Achievement for the second successive year.

IBM Denmark establishes danNet, a joint company with the Copenhagen Telephone Company (KTAS), to develop and sell Value Added Network Services (VANS).

1988

IBM France is appointed the official information technology partner for the 1992 Winter Olympics, which will take place in Albertville.

IBM France moves its headquarters from Place Vendome in the center of Paris to the new, 40-story Tour Descartes at La Defense.

IBM Spain is appointed the official information technology partner for the 1992 Olympics, which will take place in Barcelona, and for the World's Fair in Seville.

The European Support Center for Persons with Disabilities opens at La Hulpe, Belgium, to provide advice on special IBM and non-IBM products for the handicapped.

IBM contributes equipment valued at ECU 7.4 million to the UN's Global Resource Information Database (GRID).

IBM UK wins the Queen's Award for Technological Achievement for the 9335 disk storage system -- designed by the Hursley development laboratory and built for worldwide distribution by the Havant plant.

1989

The Sindelfingen plant in Germany begins production of the 4 MB chip in Europe.

The University of Aachen signs a contract with IBM Germany to purchase an IBM 3090-600S processor, with six vector facilities, making it the first German university to participate in the European Supercomputing Initiative.

After more than half a century of operations in Greece, IBM changes its IBM World Trade Corporation branch into a fully-fledged IBM subsidiary, IBM Hellas, S.A.

IBM UK completes one of the most complex data cabling projects, a multi-million pound installation for the new Lloyd's building in London.

IBM Switzerland creates the Artificial Intelligence Prize to be awarded to Swiss university students for research achievements in fields of knowledge-based systems, intelligent tutoring systems, and knowledge representation.

IBM France announces a cooperative agreement with the National Institute for Scientific Research (CNRS) to form a scientific association in the field of molecular modeling.

IBM Spain signs a cooperative agreement with the National Research Council to develop a workstation for Scanning Tunneling Microscope automation.

IBM Portugal inaugurates a Support Center for People with Disabilities in its Lisbon headquarters. The company is also selected as the top company in its industry by a leading Portuguese business magazine (EXAME).

The High-Technology Center is inaugurated at the Bergen Scientific Center in Norway.

The 1990s

1990

IBM Germany becomes first company ever to be awarded an Honorary Diploma from the International Committee for Fair Play of the United Nations Educational, Scientific and Cultural Organization.

A printing briefing center is established at the IBM Jarfalla manufacturing plant to support the marketing of IBM printing applications in Sweden.

1991

The Former East German financial institute becomes one of IBM's first mainframe customers in Europe to adopt ESCON, IBM's innovative fiber-optic architecture.

IBM France and EuroDisney sign an agreement making IBM the official supplier to the theme park of technology products and services.

IBM donates \$315,000 and equipment to TechnoServe, a nonprofit development organization, to fund projects aimed at improving economic conditions in Third World countries.

Euro-control, the Brussels-based organization that helps coordinate air traffic flow in Europe, contracts with IBM to provide a communications network linking air traffic controllers in 22 countries to its flight information database.

After an absence of 43 years, IBM returns to Czechoslovakia as an independent company and wholly-owned subsidiary, known as IBM CSFR.

1992

Expo '92 World's Fair opens in Seville and IBM Spain provides a network featuring two IBM mainframe computers and more than 700 PS/2 personal computers as the centerpiece of its information support.

Finnish State Railways inaugurates a new seat reservation system with assistance from IBM Finland, which designed the system.

An IBM ad campaign -- "Blue Roses" -- originating in Hungary, is extended to other Eastern European countries. The ads herald the opening of IBM subsidiaries, and feature products such as the PS/2.

IBM Slovenia becomes a wholly-owned subsidiary of IBM WT EMEA Corporation and is included in the IBM Eastern Europe Academic Initiative which provides advanced computing facilities to university staff in Hungary, Poland, and the Czech and Slovak Federal Republics.

The Rome Networking Systems laboratory -- with a worldwide assignment of conducting IBM research and software development in telecommunications -- relocates to a new facility in Rome.

1993

IBM announces a restructuring of its European plants to reduce its manufacturing capacity over next two years.

The customer service organization of IBM SEMEA wins 1992 EMEA Chairman's Quality Award.

IBM announces that its tender for CGI Informatique has been successful and IBM acquires CGI on April 6th.

IBM eliminates worldwide CFC emissions from manufacturing processes.

IBM ships the 1,000th AS/400 to Czech CSOB bank.

IBM Eastern Europe announces a new IBM company for Slovakia.

Production of IBM personal computers begins in Russia

IBM becomes the main project partner of the Computer Center of Central Geophysical Expedition Organization in Moscow for the oil industry in Russia.

IBM France receives a trophy for environmental awareness.

IBM installs the 2,000th IBM ES/9121 mainframe computer in Europe at the Italian industrial group, Carraro.

1994

CERN, the European laboratory for Particle Physics, takes delivery of Europe's most powerful IBM supercomputer -- a 64-node, UNIX-based, IBM Scalable POWERparallel Systems SP2.

IBM ships first PowerParallel SP2 supercomputers to European customers at Compagnie Generale de Geophysique in France and Western Geophysical in the U.K.

Novell and IBM join forces to offer integration of network management products.

A Belgian university is the first user of a 16 MB chip in a large processor.

IBM announces the formation of IBM Bulgaria, a wholly-owned subsidiary of IBM WT Europe/Middle East/Africa Corporation.

IBM signs the largest-ever outsourcing contract in Europe (1 billion DM) with Gothaer Insurance Group in Germany.

The City of Valencia, Spain, orders the first IBM Bus Fleet Management System.

Atle Forvaltnings AB acquires a 65 percent share in IBM's Jarfalla, Sweden, Industry Competence Center.

IBM's subsidiary in Russia, headquartered in Moscow, extends its geographical reach by opening a branch office in Vladivostok.

1995

Daimler-Benz AG and IBM sign a general corporate agreement worth a total of 730 million DM to cover worldwide delivery of IBM hardware, software and services to the Daimler-Benz group.

The Vatican Library, the Pontifical Catholic University of Rio de Janeiro and IBM announce a pilot project to digitize the Vatican Library.

IBM announces the formation of IBM Croatia, a wholly-owned subsidiary of IBM. Szekesfehervar, Hungary, is selected as the site for a new IBM disk drive manufacturing facility.

IBM signs an agreement with the Czech computer firm Elko Holding to assemble PCs at the Czech company's plant in Prague. The plant produces the IBM PC 300.

Komerčni Banka AS, the largest Czech commercial bank, purchases 6,200 PC 700 series computers in one bid.

IBM wins a bid for the restructuring of the Italian Finance Ministry.

IBM announces a major contract worth 10 million dollars, with the fourth largest bank (Zuercher Kantonbank) in Switzerland.

IBM Switzerland opens its new headquarters in Zurich-Altstetten.

IBM and Philips form new company to produce semiconductors in Germany.

1996

IBM and Cyrix' new and highly-acclaimed sixth-generation 6x86 microprocessor wins the "Best Technology of the Show" award at CeBIT'96 in Hannover.

IBM announces the installation of the 1,000th scalable POWERparallel RS/6000 SP server in the world at Pasteur Merieux Connaught Company, a worldwide leader pharmaceutical laboratory located in France.

The Singapore Government announces the launch of its Electronic Procurement Service (EPS) in Europe, a project which signifies the first large-scale implementation of IBM's electronic procurement service for government.

The IFA, the U.S. representative of DATAR, the French Government body responsible for fostering and assisting foreign investment, presents the Invest in France Award to four companies, including IBM.

AGF, one of France's largest insurance companies, purchases IBM DB2 Database Servers in a major step toward decentralizing access to critical corporate data for its network of 1,300 insurance agents across France.

IBM announces plans to open a new international HelpCenter in Dublin and expand its HelpCenter in Greenock, Scotland.

IBM strengthens its European operations with the announcement of an investment in an IBM Technology Campus in Dublin.

The IBM PC Company invests approximately \$150 million (U.S.) in 1996 to maintain and expand its worldwide telephone support capabilities.

IBM is ranked as the top international PC vendor in Central Europe and Russia for the first quarter of 1996, according to International Data Corporation (IDC).

In an extension of disk drive manufacturing in Szekesfeherva, Hungary, IBM produces 2.5 inch 1.4 gigabyte hard disks for notebooks.

IBM wins a \$17.5 million contract from the World Bank to supply Russia's Ministry of Social Protection (MSP) with 7,500 personal computers.

1997

CERA Bank, one of the largest banks in Belgium, and IBM develop a Java-based mortgage loan calculator applet. CERA Bank is the first bank in Belgium, and one of the first European banks, to offer its clients access to critical banking information and services over the Internet.

IBM pioneers an innovative 24-hour-a-day development cycle of Java components through joint ventures with Tsinghua University in China, Belarus' Institute of Computer Science, India's Tata Group, and an alliance with Latvia's Software House Group.

The Fininvest Group and IBM announce a wide-ranging agreement for the use of IBM technologies and solutions to support and develop industries in broadcasting and publishing to retailing, insurance and financial services.

IBM and Gemplus announce a cooperation agreement in the provision of global smart card solutions.

The State Hermitage Museum in Russia and IBM announce an exclusive art and technology partnership.

IBM, MasterCard, and Danish Payment Systems (PBS) announce the first end-to-end secure Internet transaction using the Secure Electronic Transaction (SET) protocol.

For the first time ever, an airline ticket is ordered over the Internet across national borders using the new SET secure payment standard. The ticket is ordered from the Norwegian airline Braathen SAFE using a Danish Europay charge account. At the same time, the first domestic Norwegian secure payment transaction over the Internet is conducted using SET.

Novartis, the world leader in life sciences, and IBM Global Services agree to establish a company that will manage the complete information technology (IT) infrastructure of Novartis' Basel-based business units.

The largest beverage company in Switzerland, Feldschloesschen-Huerlimann Holding AG (FHH), agrees to transfer its information technology operations to IBM.

The United Kingdom's number one tour operator, Thomson Tour Operations Limited (TTOL), announces a technology partnership with IBM.

IBM expands its commitment to women-owned businesses through its sponsorship of The Organization for Economic Cooperation and Development (OECD) World Forum on Women Entrepreneurs in Small and Medium Enterprises.

1998

For the fourth consecutive year, IBM and The All England Lawn Tennis Club collaborate to produce the official Wimbledon Web site, which records over 106 million page views and over 224 million server hits during the 1998 Championships. In June, the official Web site of the 1998 French Open tennis championships, designed and hosted by IBM, is the most highly trafficked official Grand Slam Web site to date, recording 146.9 million server hits during the tournament fortnight.

The French insurance company GAN selects IBM to help deploy a worldwide satellite network connecting 1,000 of the company's general agents.

IBM Global Services and SC Johnson Wax establish a comprehensive global information technology (IT) alliance, including a 10-year, multi-million outsourcing contract for IGS to manage SC Johnson Wax's data center operations across Europe and to support manufacturing sites in the U.K. and Holland.

Equifax broadens its U.K. outsourcing agreement with IBM with a new 10-year contract for \$220 million.

IBM and Dassault Systemes announce a new strategic alliance to deliver new integrated solutions in response to an emerging new market opportunity called Product Development Management II.

Groupe Bull and IBM extend their agreement to include development of PowerPC-based UNIX systems and the AIX operating system.

Scientists at the IBM Zurich Research Laboratory and the French National Center for Scientific Research discover "molecular wheels," propeller-shaped molecules that rotate rapidly in a bearing-like structure formed by surrounding molecules.

IBM provides the details of a collaboration between a team of scientists at its Thomas J. Watson Research Center and an eminent Renaissance art historian to reconstruct Michelangelo's (second) Pietá. The project, based on new computerized geometric three-dimensional modeling techniques that will make near-perfect digital replication of very large scale objects possible, will yield nearly two billion bits of data.

IBM establishes a computer training center in Novi Sad, the capital of the northern province Vojvodina, in the Federal Republic of Yugoslavia, to train refugees of the region who lost their homes during the war.

1999

To help address customer needs, IBM highlights its Year 2000 offerings with a wide-ranging package of products and services including hardware, software, assessment tools, conversion assistance, application replacement offerings, financing and testing.

Thirteen European winning teams from seven countries participate in the World Finals of the 1998/9 ACM International Collegiate Programming Contest. Sponsored by IBM, this is the largest programming competition in the world.

CeBIT 99 takes place in Stuttgart, Germany under the theme of "Visions are becoming reality -- that's e-business." IBM explains at CeBIT 99 that the network is pervading everyday life. New IBM technologies win the Ziff-Davis Publications group's prestigious "Innovation of the Year" award.

IBM's Cable & Wireless team and cross-functional e-Procurement team are honored with 1999 Chairman's awards and sign the largest 10-year outsourcing deal ever in Europe.

Telefonica and IBM join forces in telecommunications and information technology, leveraging Telefonica's IT infrastructure to provide solutions for business customers over Internet Protocol networks in the Spanish and Latin American markets.

Manchester United, the English football giant, chooses IBM Netfinity servers as the engine to power its multi-million pound merchandising business.

The Swedish Publishing Center based in Forum Kista, Stockholm, opens for business.

Cooperative Bank expands its technology outsourcing agreement with IBM to include a \$160 million, seven-year contract to manage its national network of Automated Teller Machines, totaling 600 units, the largest contract of its kinds for an ATM network in Europe.

IBM Industry Solutions Lab (ISL) moves from Stuttgart in Germany to Ruschlikon, Switzerland to the site of IBM Zurich's Research Laboratory. The lab is to build and strengthen IBM's relationship with customers through collaboration, using world-class research expertise.

Banque Nagelmackers, one of the oldest retail banks in Belgium, re-engineers its IT infrastructure ready for the euro.

IBM announces \$200 million strategic platform agreement with British Telecom to provide IT systems, software and services to BT for its data center.

The German insurance company, Parion, signs a strategic information technology agreement with IBM of \$800 million over 10 years.

IBM copilots British Airways use of Java to heighten customer service. BA invests in new multi-million pound customer database OceanWave.

IBM announces the largest European order ever for Netfinity line of Intel-based servers, placing 480 systems with Banca Popolare di Milano.

The official Web site for Roland Garros, the French Open tennis tournament, records over 10 million visits over the fortnight. Wimbledon in the U.K., registers a billion hits during the tournament, thus becoming the most highly trafficked official Grand Slam site in history.

Galleries Lafayette signs a 1.1 billion euros strategic alliance agreement with IBM encompassing leading-edge e-business information technology solutions for the retail industry.

The Winterthur Group, one of Europe's leading insurers and one of the ten largest international insurance groups signs a 10-year, \$420 million agreement to transfer the operation of its IT center to IBM Global Services.

Portugal Telecom signs information technology services agreement with IBM, Case and CGI, creating a partnership worth \$1 billion over ten years.

Avenir Telecom in France teams up with IBM for a complete Internet service solution, including Network Hosting Services and PCs.

The Advanced Internet Application Center opens in Zoetermeer, Netherlands.

A worldwide network of e-business innovation centers is launched in the U.K., Germany, Italy, and France.

GEODIS, a major European operator and leading provider of transport and logistics services in France, announce a strategic outsourcing contract valued at \$167 million.

IBM Global Services signs a strategic IT outsourcing agreement worth \$124 million over 10 years with Arcadia Group, U.K.'s second fashion retailer.

Ford announces a multi-million dollar strategic services agreement over five years for ASC centers in Essex, U.K., and Cologne, Germany.

IBM signs 16 European strategic outsourcing agreements of over \$100 million in 1999, double the agreements of this size signed in 1998. Other significant trends during the year are the increase in the adoption of outsourcing in continental Europe as well as the increase in strategic partnering beyond the information technology infrastructure as European companies invest in transforming their businesses.

The 2000s (2000-2002)

2000

IBM and Oracle, leaders in e-business, announce an agreement to offer a joint integrated solution of Oracle Human Resource Management Systems (HRMS) enterprise application products with IBM's HR Access Payroll across Europe, Middle East and Africa.

Telenor Mobile Communications in Norway, Lotus Development Corp., and IBM announce an agreement to sell and market solutions based on Telenor Mobile Communications' network operations to support Lotus-Domino based intranet applications.

DCS eIntegration Ltd (previously CSI Ltd) -- a member of the DCS Group plc -- announces an alliance with IBM to capture e-business market share within the small and medium business sector.

ABB, the global technology company, signs a U.S. \$250 million global supply and service agreement with IBM to make the operation of its computer environment more efficient.

KPNQwest and IBM announce a ten-year initiative to deliver next generation e-business services and applications throughout Europe. The hosting alliance believed to be the largest of its kind in Europe, is expected to generate more than EUR 4 billion in revenues, to be split equally between the two companies.

Altis Semiconductor and IBM announce a ten-year strategic alliance encompassing leading-edge e-business information technology solutions to meet the constant changes in the semiconductor industry.

Scoot.com, a branded infomediary company, and IBM announce a major five-year technology alliance which will enable Scoot to effectively develop and launch its unique services across Europe.

Telecom Italia and IBM Italia join forces to jointly develop applications solutions and to create Italy's first network of Internet Data Centers (IDCs), offering turnkey e-business services.

IBM and the Swiss Red Cube Group, a leading European provider of customized applications, announce an exclusive strategic partnership to market and distribute an innovative virtual office package in Austria for highly-mobile users.

Bank of Scotland enters into a 700 million pounds sterling (over 1 billion U.S. dollars) strategic partnership with IBM to manage and operate the Bank's Information Technology (IT) infrastructure, in what is one of the largest outsourcing deals in Europe.

IBM is selected to supply services -- including application management and host services -- to support BP's petrochemicals business in Europe and BP's corporate functions and downstream operations in the U.K.

Egypt plans to build hi-tech "villages" to become a regional technology hub and extend its long-standing preeminence in the Arabic media to the Internet.

Belfast-based software company Lagan Technologies Limited (Lagan) signs a Software Reseller Agreement with IBM to re-market Lagan's innovative customer relationship management (eCRM) solution, FrontLine, throughout Europe, the Middle East and Africa.

Firebit Ltd., a subsidiary of Telrad Networks Ltd. based in Israel, reveals that it is using IBM's Network Processor and switch fabric technologies, design and evaluation tools to speed development of its new gigabit, wire-speed services provisioning platform.

In Helsinki, Nokia and IBM announce that the two companies have signed an agreement to join forces in the public wireless LAN business

Volkswagen, IBM, and the U.S. software companies, i2 Technologies and Ariba, announce a strategic partnership to build a global digital marketplace.

Linux initiatives are announced aimed at dramatically speeding the ability of customers and key European independent software vendors (ISVs) to transition their applications and systems to an industrial strength Linux operating environment.

The 2000 EMEA Winning Team Forum takes place in Malta, the historical and cultural center of most European and Mediterranean civilizations.

IBM opens a Baan "Implementation Factory" in Copenhagen.

2001

Zurich Financial Services' U.K. operation joins forces with IBM Global Services to create a distinctive IT outsourcing model. This ten-year agreement will support Zurich's ambitious efficiency and growth plans in the U.K. and keep it at the forefront of the new economy.

IBM and Gemplus announce an agreement, where Gemplus will combine its strength in card personalization, issuance and logistics, with IBM's systems integration capabilities and Chip Management System solution to offer robust, leading edge, smart card solutions across every industry sector.

IBM enters into final discussions with General Shaikh Mohamed Bin Rashid Al Maktoum, Dubai Crown Prince and Defense Minister of the United Arab Emirates (UAE), for the licensing of selected IBM semiconductor technology to the Emirates Semiconductor Manufacturing Company (ESMC).

IBM Sweden announces that Volvo IT has reinstated IBM as a global supplier of personal computers to the Volvo Group.

IBM and EC-Gate announce they will work together to deliver wireline and wireless e-marketplace solutions to businesses throughout Europe and North America, based on EC-Gate's core e-marketplace trading platform -- Marketplace Suite -- ported to IBM's technology and delivered and hosted by IBM services offerings.

Terra Lycos -- one of the world's largest ISPs, one of Sun's flagship accounts and an EMEA customer --- becomes the latest major IBM eServer win.

Guilbert, the European leader in the sale of office supplies and furniture to businesses, chooses IBM to undertake the development of its Guilweb electronic commerce site.

Serbian Premier Zoran Djindjic and Chairman of the IBM Managing Board for EMEA, Hans Ulrich Maerki, sign a strategic partnership agreement that could help Serbia's economy save billions of dollars.

IBM, SAGEM and NDS Group plc, a News Corporation company, announce they intend to develop an advanced digital set-top box (STB) through which TV operators can deliver improved services to viewers and run their businesses more effectively.

In Italy, IBM renews the outsourcing agreement for the central data processing system of the Bologna municipal administration on the premises of Palazzo d'Accursio. The agreement is signed with the first "digital signature," in compliance with national laws "di certificati elettronici."

The Nordic center for IBM e-business innovation is opened in Helsinki.

A sales & service center opens in IBM's CEMA region.

2002

Five EMEA employees receive IBM's most prestigious technical award in the 2002 Distinguished Engineers honors list.

Cisco is voted IBM's number one partner in EMEA. As Cisco's leading systems integrator worldwide, IBM receives a total of 23 partner awards from Cisco beating such competitors as Getronics, Dimension Data and HP/Compaq.

In the latest Wave 1 survey of Business Partners, IBM takes the top BP satisfaction ranking for the first time ever in the systems and services track, beating Microsoft, HP, Compaq, Sun and Oracle, among others.

"People winning with e-business" is IBM's message at the CeBIT event -- the world's biggest IT fair -- held in March in Hannover, Germany. Groundbreaking inventions like IBM's WatchPad and the ultra-cool Infoscope, a versatile mobile device that can record and translate foreign, handwritten text, are shown there.

Hungarian farmers begin to harvest the benefits of the country's first agricultural e-marketplace: Agriportal. Based on IBM technology, this innovative business-to-business (B2B) solution is created jointly by IBM Hungary and business partners Formula 400 and Aspen.

Swedish power company Vattenfall pilots an e-business solution jointly developed by IBM and Nokia allowing mobile workers at customer sites or power lines to collect job-specific information.

Financing is a key component of the IBM solution that secures an important cross brand win at a major airline company. The deal worth more than \$8 million includes zSeries, pSeries, storage, maintenance and integration services. IBM Global Finance offers an attractive financing solution including a technology exchange agreement allowing the customer to return leased equipment early without facing extra penalties.

IBM forges an important agreement with one of Italy's leading Application Service Providers (ASPs) -- Gruppo PRO -- a company that has a significant presence in the SMB marketplace.

An initial discussion with Alka about implementing a new general insurance system turns into one of Denmark's largest outsourcing wins for IBM. IBM Global Services introduces the idea of outsourcing to the customer, explaining the many benefits that Alka could accrue.

Through the Decryption Project in France, IBM tests Grid computing theory in a worthwhile cause. By harnessing the power of hundreds of thousands of private and business PCs, this pioneering endeavor helps genetic researchers to map more than 500,000 proteins. Ultimately, the results will advance the current understanding about genetic diseases.

A leader in the food-processing industry, Danone, selects IBM to help improve operational efficiency across its three businesses: fresh dairy products, bottled water and biscuits.

A leading Italian bank serving the nation's top investors selects IBM to develop and manage a web-based stock trading service. Fiduoram rolls out the new solution to complement its existing network of financial agents.

The Italian confectionery company Ferrero -- responsible for Nutella and Kinder eggs -- agrees to use IBM Web hosting services and a Content Distribution solution to underpin the success of a high profile, international advertising campaign.

IBM signs with Mitsubishi Motor Sales Europe (MMSE) the largest strategic outsourcing contract -- worth more than \$70 million -- in the Netherlands. The contract covers a full range of IT services, including mainframe, midrange, help desk, on-site support, network support, and maintenance and development of the company's applications.

One of Spain's top financial services institutions, Banco de Valencia, completes a 10-year agreement with IBM covering all of its IT facilities, including the ongoing development and maintenance of e-banking.

Credit Suisse calls on IBM Global Services' e-business capabilities for its new online banking solution. Offering private customers tax and savings advice, the new service is based on a multi-channel banking platform to provide customers with ease of access via branch, phone or the Internet.

Posten, Sweden's Post Office, signs a five-year strategic outsourcing contract worth \$50 million with IBM for its PC and network services, including the transfer of approximately 150 employees in 11 sites nationwide.

His Highness Sheikh Mohammed Bin Rashed Al Maktoum, Crown Prince of Dubai and United Arab Emirates Minister of Defense, is an honored guest at the official opening of a new e-Hosting Center in Dubai. Established jointly by IBM and Dubai Internet City (DIC), the new center is designed by IBM Global Services to give Middle East businesses the ability to

cost-effectively and securely outsource mission-critical IT systems and also pilot new e-business developments.

Leading plumbing and heating wholesaler Dahl Sweden AB chooses an IBM Websphere-based solution to take its catalogue online. And after just one year of operation, the Web site matches the turnover of the company's 60 physical stores.

Six major museums from four different countries -- the United States, Mexico, Italy and Canada -- handle an intelligent scientific activity to show how easy it was to apply deductive science principles of daily activities. The tool at the basis of this project was Lotus Sametime 3, IBM's real time collaboration tool.

AskHR celebrates its one millionth customer.

MSC Software Corp., the leading global provider of simulation software, services and systems, announces an agreement with IBM to market, sell and support the IBM eServer pSeries server product line in the European marketplace.

Four new EMEA members are selected for The IBM Academy of Technology, a body comprising IBM's top technical leaders from around the world. Its 300 members represent IBM's 166,000 technical employees worldwide. The EMEA members who participate are: Andy Stanford-Clark (Software Group, Hursley, U.K.) ; John Campbell (S&D, Hursley, U.K.) ; Elisa Martín-Garijo (Global Services, Spain); and Erich Gamma (Software Group, Zurich).

IBM, Oxford University and the United Kingdom unveil a plan to apply powerful computer networks to some of the thornier problems of breast-cancer diagnosis and analysis.

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