



You are MSX

Are you ready to make a difference?



UGO DE CAROLIS
CEO and Executive Chairman

Dear new team member,

Welcome to MSX, and to the start of your adventure with us.

It's an exciting time to be part of the mobility industry, which is currently experiencing greater change than we've ever seen before. We believe that with your help, we can better support our clients to embrace these changes and thrive.

We're thrilled to have you onboard and hope your journey at MSX will be fulfilling and rewarding. We strive to ensure that every member of our team is encouraged, inspired and supported as they grow their confidence and skill.

We can't wait to see you achieve your potential here at MSX.

Please let us know if there's anything you need, and I look forward to meeting you soon.

In the meantime, I wish to extend a warm welcome to you on behalf of the MSX team.

Best,

Ugo



You have a video message from our CEO. Click here.

We are here to help you grow



ANDREA SORRENTI
Deputy CEO

Dear new team member,

On behalf of all MSX colleagues, I'd like to extend a warm welcome to our company.

When MSX looks for new team members, we see so many attributes in people – not just skills, but personality, drive, passion and enthusiasm for our industry.

We also love to hear people's stories; no matter where you came from or how you started your career, the challenges and successes in life and work are what make you, you. Whatever your story, we're thrilled you chose to join us, and are excited to see where your journey here takes you.

We believe that with the support and encouragement of our amazing team, you can fulfil your ambitions.

I can't wait to meet you in person and hear your story. In the meantime, feel free to view this video to learn about mine.

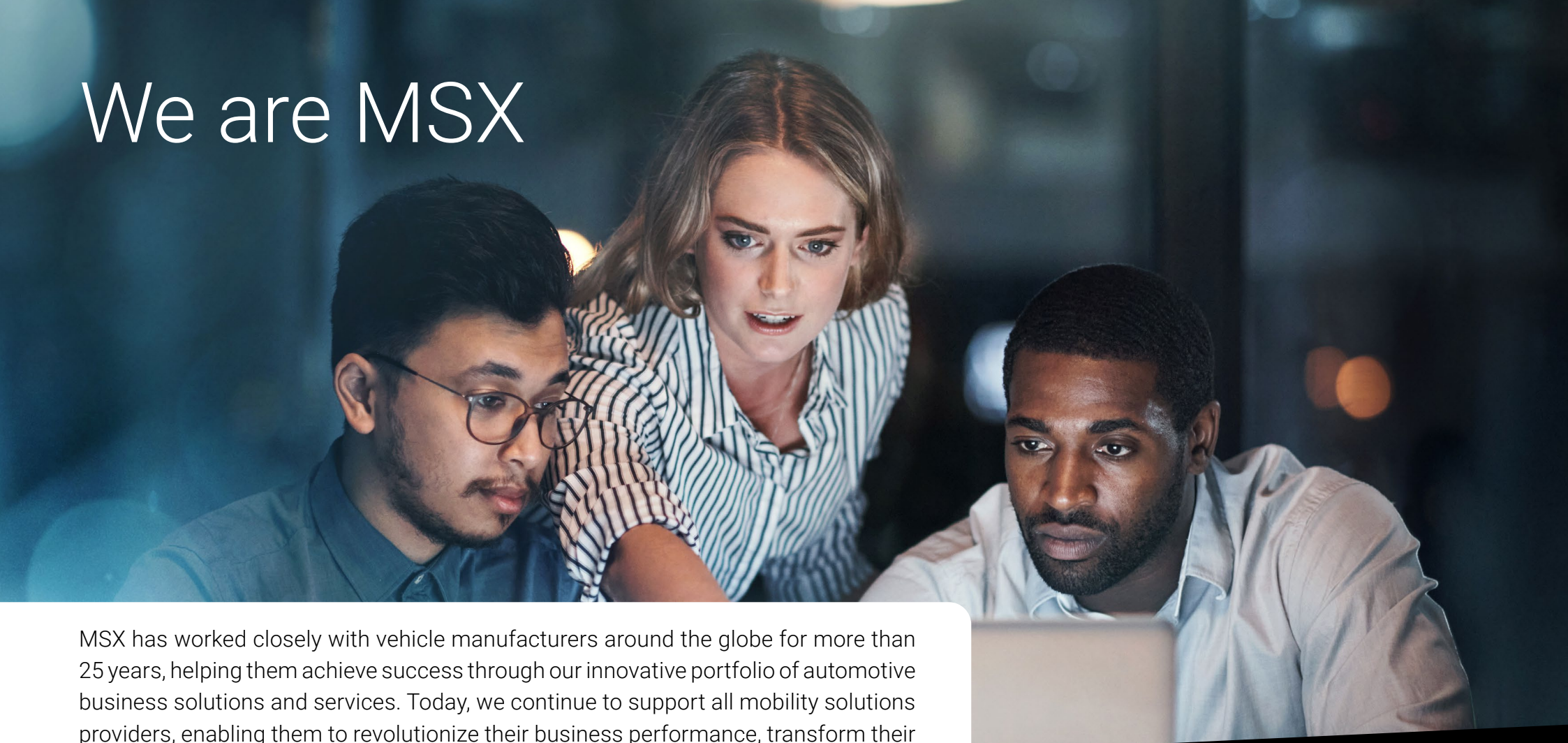
Best,

Andrea



Click here to watch our Deputy CEO's career story.

We are MSX



MSX has worked closely with vehicle manufacturers around the globe for more than 25 years, helping them achieve success through our innovative portfolio of automotive business solutions and services. Today, we continue to support all mobility solutions providers, enabling them to revolutionize their business performance, transform their customer experiences and embrace innovation in this rapidly changing industry.

60

Countries

60+

Offices

5,000+

Team members

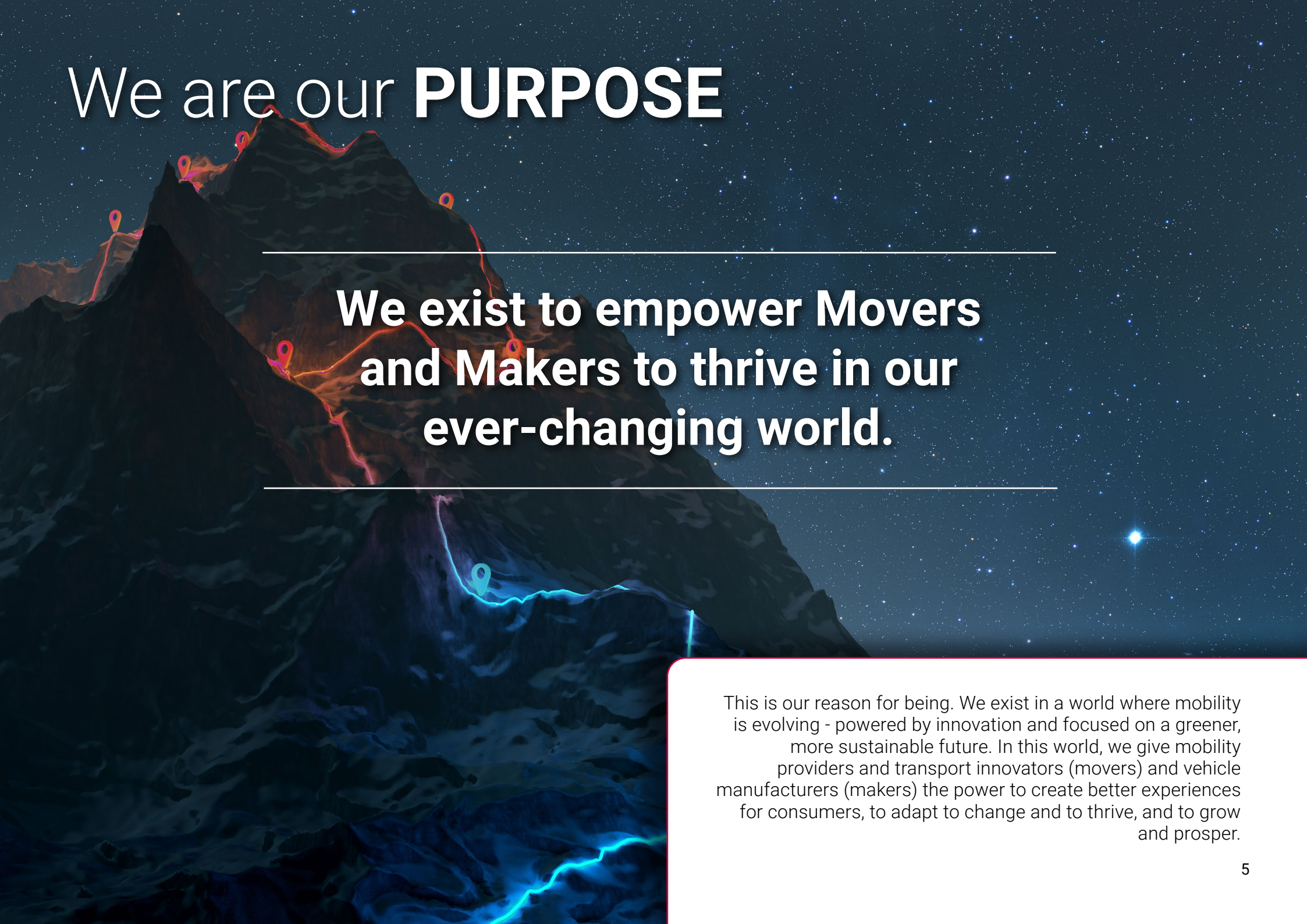
25+

Years of history

200

Customers worldwide

We are our **PURPOSE**



**We exist to empower Movers
and Makers to thrive in our
ever-changing world.**

This is our reason for being. We exist in a world where mobility is evolving - powered by innovation and focused on a greener, more sustainable future. In this world, we give mobility providers and transport innovators (movers) and vehicle manufacturers (makers) the power to create better experiences for consumers, to adapt to change and to thrive, and to grow and prosper.

A hand holding a smartphone, with the screen reflecting a vibrant, illuminated cityscape at night. The city lights are a mix of blues, yellows, and whites, creating a dynamic and futuristic scene. The hand is in the foreground, and the city is visible through the phone's screen and as a reflection on its surface.

We are our **VISION**

To be the clients' first choice, recognized for our operational excellence and commitment to driving change and innovation in the mobility industry.

At MSX, we're driving towards a future where mobility businesses aim to become beacons of exceptional experiences. Fueled by innovation, we don't just follow trends; we set them. From revolutionizing sales advisor training to pioneering groundbreaking business development centers, and from cutting-edge technical support to seamless warranty helpdesks, every service we offer is a testament to our unwavering commitment to realizing this vision. Join us as we redefine the very essence of mobility experiences and pave the way for a future where excellence is the norm.

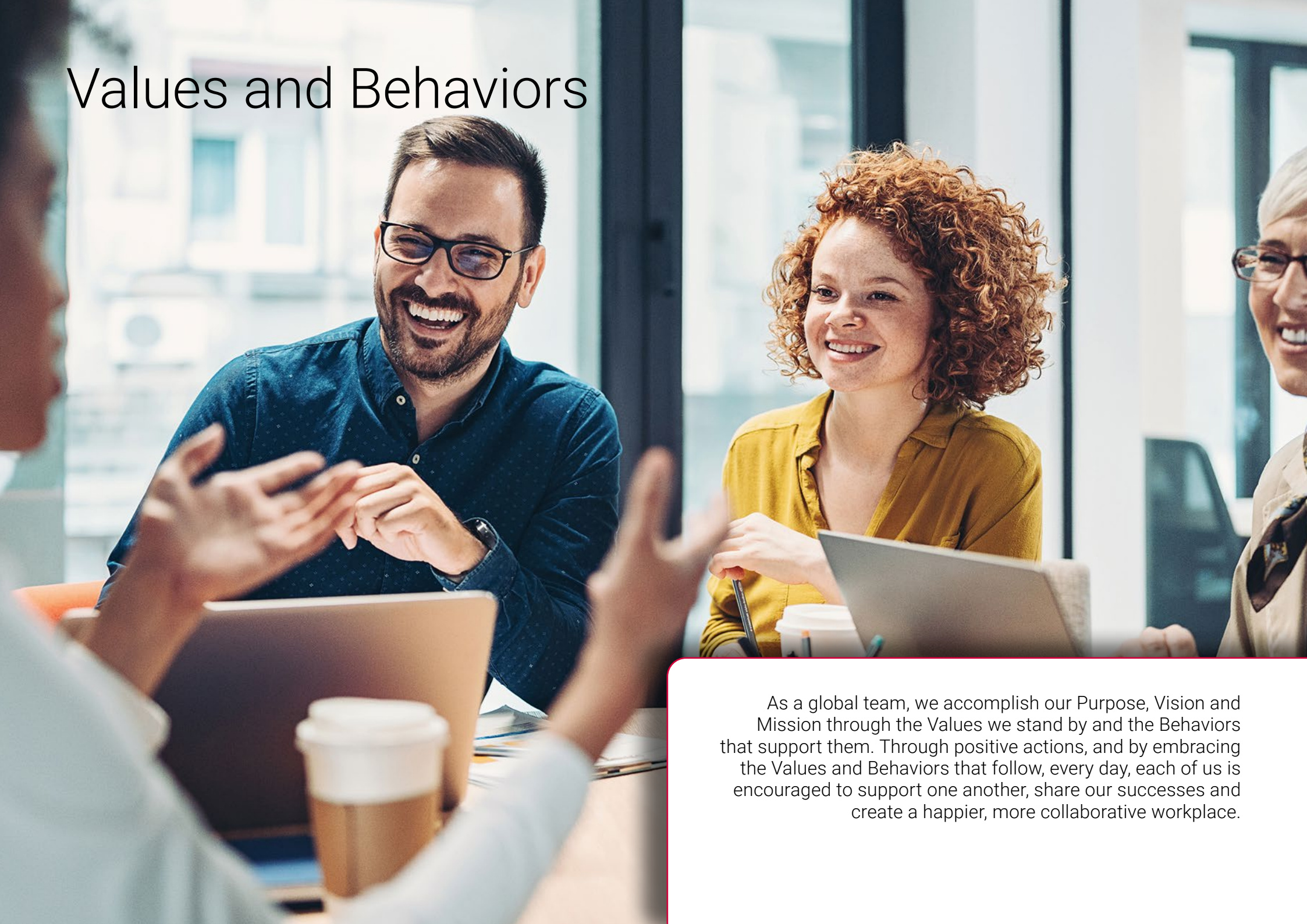
A person wearing a VR headset is shown in profile, looking towards the right. A hand is reaching out from the left side of the frame, with fingers spread. The scene is lit with blue and purple light, creating a futuristic atmosphere.

We are our **MISSION**

We harness our expertise in mobility, the creativity of our global teams and the power of technology to craft tailored, sustainable and innovative solutions.

We are mobility experts. Our single-industry focus and our long-standing partnerships with clients have made us who we are today. We are creative. Our team comprises thousands of automotive professionals, each bringing his or her own creativity to our united focus. And we apply state-of-the-art digital tools to our solutions and services, enabling our clients to stay competitive and prepare for the future.

Values and Behaviors



As a global team, we accomplish our Purpose, Vision and Mission through the Values we stand by and the Behaviors that support them. Through positive actions, and by embracing the Values and Behaviors that follow, every day, each of us is encouraged to support one another, share our successes and create a happier, more collaborative workplace.

Values and Behaviors

We get it done



We are decisive, solution oriented, and results focused. Motion is our first instinct.

Examples of behaviors we value are:

- › You hold yourself and others accountable for timely delivery with high-quality results.
- › You are adaptable and able to pivot quickly as information or circumstances change.
- › You see challenges as opportunities to create solutions and make progress.

We prove our words with our actions



We are proud of the journey. We are guided by our values to do what is right for our clients, our company, and our teammates.

Examples of behaviors we value:

- › You celebrate teammates who embody our values, and hold yourself and others accountable to upholding them.
- › You act with good intent and trust your teammates to do the same.
- › You give and receive honest feedback on how a goal has been achieved.

Values and Behaviors

We are exceptional teammates



We put collective success before individual achievement. We back each other, embrace diverse perspectives, and win as one team.

Examples of behaviors we value are:

- › You take the time to help teammates across MSX succeed by sharing your experiences and knowledge.
- › You avoid draining, passive-aggressive behaviors and provide meaningful, specific feedback to teammates that supports them in their roles.
- › You celebrate the success of the team together, and stay united during challenging times.

We deliver on our commitments



We share openly, question respectfully, and once a decision is made, own it fully. We are accountable to one another, acknowledge our mistakes, and take positive action.

Examples of behaviors we value:

- › You challenge ideas constructively, address obstacles, and commit to the chosen course fully.
- › You proactively communicate progress and potential issues to clients and teammates rather than waiting.
- › You are honest (and early) when unable to meet a commitment, and provide an action plan to move forward.

Values and Behaviors

We are fearless explorers



We create a better tomorrow for our clients every single day



We are unafraid to discover new roads. We harness our creativity to find better ways of navigating the future.

Examples of behaviors we value are:

- › When presented with a new way of doing something, your default position is 'let's give it a try'.
- › You appreciate that discovering new roads means an unexpected turn every now and then, but remembering to get back on course.
- › You are curious, learning and applying new concepts to improve how you and your team works.

We guide, advise and drive our clients towards superior outcomes.

Examples of behaviors we value:

- › You make it a priority to understand your clients' worlds.
- › You respectfully challenge your clients to consider alternative solutions that may be better for them.
- › You are partnership oriented, focused on the long-term success of your clients.

Meet our global leadership team

Our leadership team comprises innovative and forward-thinking professionals from all over the globe. With long-standing experience in the industry, our executives know the most effective and efficient ways to keep our company running successfully.



Ugo de Carolis

CEO and Executive Chairman



Andrea Sorrenti

Deputy CEO



Marco Autorino

Chief People Officer



Kasia Koprowicz-Bisogni

VP Strategy and CEO Office



Julian Rothwell

Chief Financial Officer



Steve Jones

Chief Technology Officer



Meet our global value streams leaders



Elvira Llorens

Global VP Customer Engagement



Rod Wright

Global VP, Parts, Accessories and Service & Actionable Insights



Dirk Bott

Global VP Vehicle Sales Performance



Emiliano Nebbioso

Global VP Diagnostic and Repair & Warranty and Repair Efficiency



Deborah Mulholland

Global VP Learning Solutions



Ralf Kronenbuerger

Global VP Technical Information



Other members of our Leadership Team



Diego Ronconi

Managing Director, International Markets



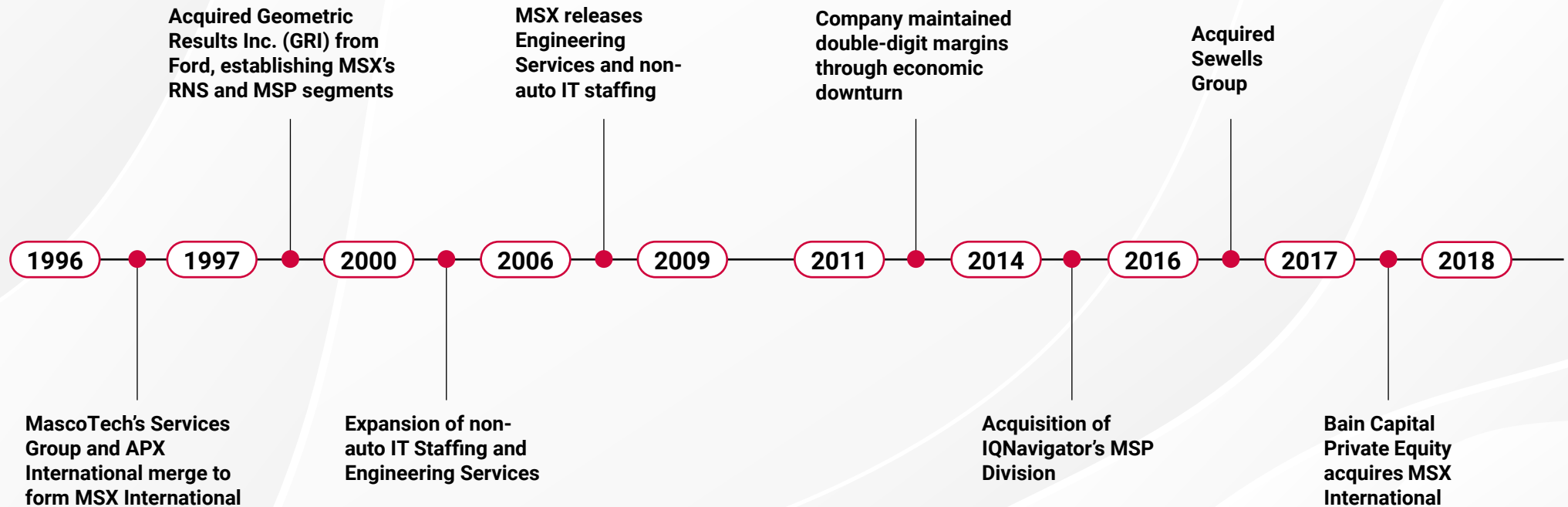
Xavier Vandame

Vice President, Global Sales

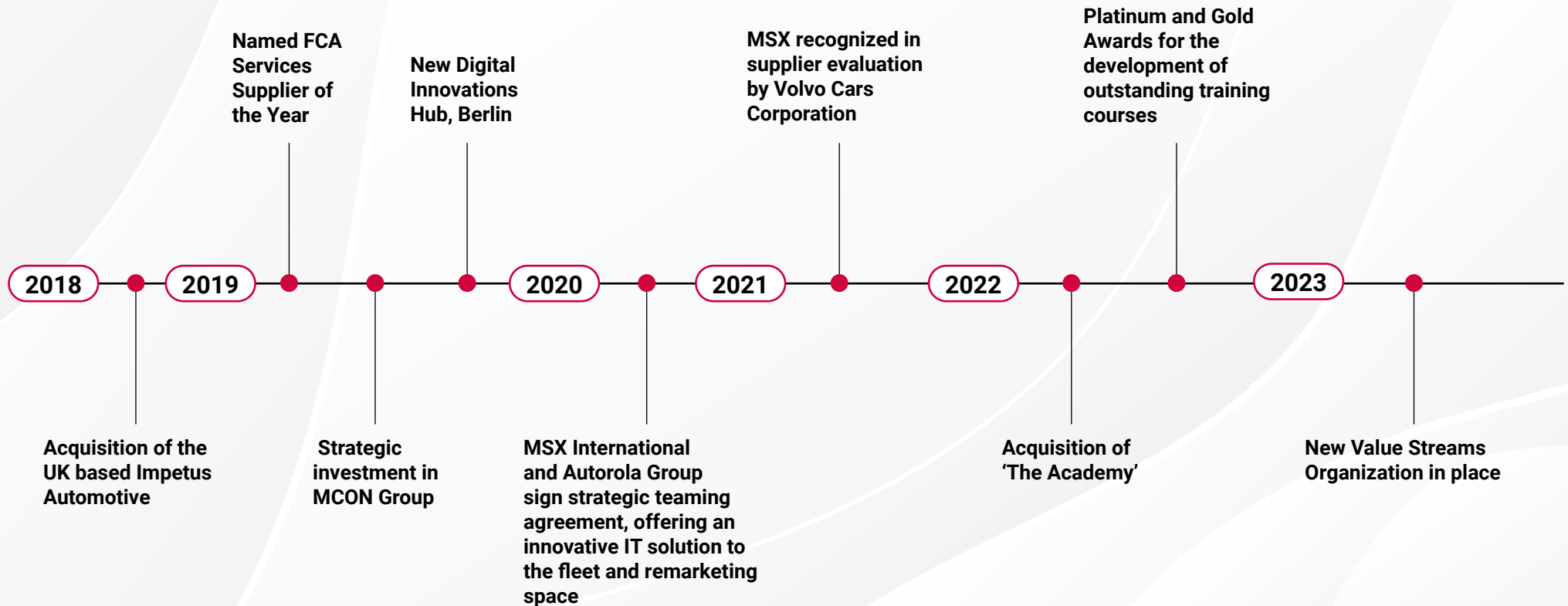


Explore our history

MSX has decades of experience and more than 5,000 industry experts in 80 countries. We're very proud of our history and milestones. Feel free to take a look here.



Explore our history



Our global Value Streams

Consumer Engagement

We help manage the customer lifecycle including sales and service lead management and customer-initiated contact handling.

Build seamless experiences that benefit both clients and consumers.

Sales Performance

We improve sales performance through reporting and analysis, productivity and performance management of retail networks and frontline teams.

Boost financial and sales performance, measured through tracked KPIs.

Parts, Accessories and Service Performance

We identify and resolve operational weaknesses, deliver training, implement process improvement strategies and create a business that's future proof and profitable.

Increase customer satisfaction and revenue growth through efficiency.

Technical Information

We bridge technical knowledge gaps, improve mechanical diagnoses, and increase first-time-fix rates, customer satisfaction and profitability.

Create clear and quality technical documentation for end-users.

Warranty and Repair Administration

We leverage the potential of available data within the client landscape to maximize the automation of warranty/repairs control to reduce waste and increase satisfaction.

Deliver end-to-end warranty management for OEMs and end-users.

Diagnostic and Repair Enhancement

We provide remote and onsite support services and case resolution to improve customer loyalty through early concern identification and downtime reduction.

Solve problems through data, technology, and industry expertise.

Learning Solutions

We help our clients design and develop their virtual learning strategy and provide high impact and engaging learning sessions through state-of-the-art technology.

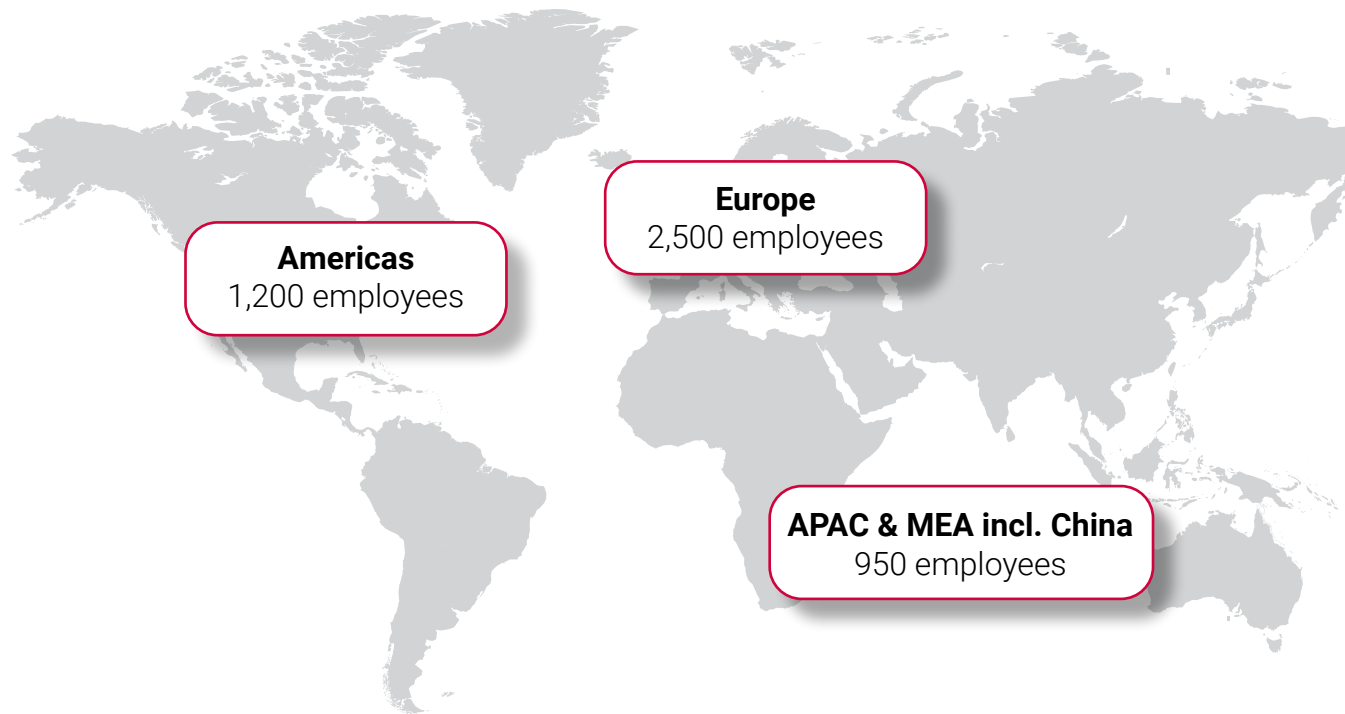
Improve knowledge retention and performance of frontline workers.

Actionable Insights

We provide valuable and actionable business insights via robust analytics that enable your business to adapt and drive performance.

Create strategic opportunities through robust analytics and actionable insights.

Our global locations



Americas

- › Detroit (HQ)(US, Canada, Mexico)
- › Sao Caetano (Brazil, Argentina, Uruguay, Chile, Peru)

Europe

- › Brussels (Belgium, Luxembourg)
- › Prague (Czech Republic)
- › Warsaw (Poland)
- › Budapest (Hungary)
- › Gothenburg(Sweden, Denmark, Norway, Finland, Baltics)
- › Paris (France, Morocco)
- › Cologne (DACH)
- › Colchester (UK, Ireland)
- › Rome (Italy, Greece)
- › Nijkerk (Netherlands)
- › Madrid (Spain, Portugal)

APAC & MEA

- › Melbourne (Australia)
- › Shanghai (China)
- › Beijing (China)
- › Chongqing (China)
- › Mumbai (India)
- › Gurgaon (India)
- › Jakarta (Indonesia)
- › Rayong (Thailand)
- › Kuala Lumpur (Malaysia)
- › Manila (Philippines)
- › Singapore (Singapore)
- › Tokyo (Japan)
- › Seoul (South Korea)
- › Dubai (UAE, Saudi Arabia, Oman, Turkey)
- › Johannesburg (South Africa, Nigeria)

Our customers

Our long-standing partnerships with the world's best-known automotive companies such as Ford, General Motors, PSA, Daimler, Volkswagen, Toyota, Jaguar Land Rover, Hyundai and Renault, have made us what we are today.



Our team spans **60 nations**, with multiple customs, religions, and ethnicities working towards a common purpose.

We draw inspiration from different generations working side by side.

Interview training helps us reduce bias when hiring.

Our diversity committees build inclusive work environments.

We encourage a 'speak-up' culture through engagement surveys.

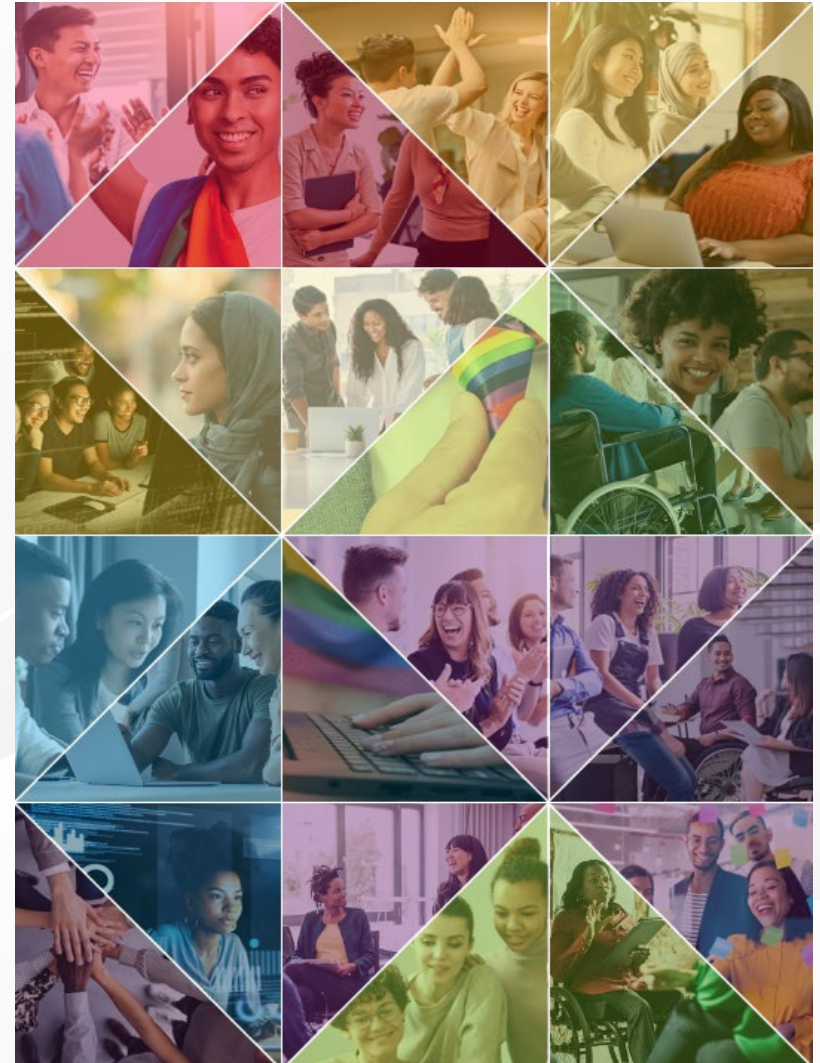


We raise awareness on the impact of unconscious bias.

Our code of conduct includes healthy remote working practices.

We offer work/life balance through flexible hours.

Our quarterly engagement 'pulse' improves employee wellbeing.



You are MSX

Your adventure with MSX is about to begin, and we want to make it exceptional - rich in career highlights and rewards. By now, you'll have begun to feel part of this wonderful, collaborative and dynamic team, and, like most people at MSX, you'll soon form friendships that will last a lifetime.

People are what make MSX great. You are what makes our company succeed. And you're here because we believe in your ability to help us reach new heights.

At MSX, you will have the opportunity to innovate, to share your thoughts and ideas, and support those around you. You have the power to reach your goals and to make a difference.

You are MSX and this is your journey.

Welcome!

