



## **FIN.co acquires a significant minority stake in ideal Systems**

*Antwerp/Merchtem – 17 May 2004*

**Private equity firm FIN.co has recently strengthened ideal Systems' shareholder's base. ideal Systems provides state-of-the-art software and professional services to call centres and customer contact centres.**

Founded in 1995, **ideal Systems** has developed extensive and in-depth expertise in call centre software and services. The Merchtem based company currently occupies a leading position in the fast-evolving contact centre market in the Benelux. **ideal Systems** recently launched its first version of the WebToolbar, a unique framework handling integrated voice, fax and email fully web enabled, allowing organisations to partly or fully outsource customer interactions while maintaining full control and avoiding additional infrastructure investments. **ideal Systems'** customers include amongst others Belgacom, Sony, Euroclear, Thalys, Telepolis, DeltaLloyd, etc.

FIN.co is an independent provider of buy-out and replacement capital to profitable companies in traditional industries, growth markets and markets that are geographically consolidating, situated within a 300 km radius from Brussels. FIN.co's fund size amounts to 30 million € and its investment portfolio currently includes DCM-Emba, Plouvier Transport, Innuendo, Flexelec and Xemex.

*For more information on FIN.co, please go to [www.finco.be](http://www.finco.be)*

*For more information on **ideal Systems**, please go to [www.idealsystems.be](http://www.idealsystems.be)*