

Steria selected as Spelthorne borough council's e-government partner

Submitted by: Pleon

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Steria, a leading European IT services provider, has been selected by Spelthorne Council's Executive as their ICT partner to deliver electronic services in a contract initially worth £2.2 million over the next five years.

The open tendering process started in February 2002 and attracted formal interest from 25 suppliers. A short list was chosen, and the tenders received were thoroughly evaluated under an extensive range of criteria.

The contract replaces the previous arrangements under which SchlumbergerSema provided the Council's Information Technology support. In addition to providing day-to-day support, Steria will work in partnership with the Council to transform its public services. This will be achieved through the delivery of services electronically, supported by a "Continuous Improvement Programme", thus addressing the Government's expectation that Councils are able to deliver all suitable services through electronic means by the end of 2005. This will involve the exploitation of modern technologies, ranging from the improved use of the telephony services to enabling service requests and payment transactions over the Internet through the use of a variety of access channels such as PC, Kiosk or digital television.

Steria's "Continuous Improvement Programme" provides the flexibility essential in such long term contracts. It enables an ongoing change programme within the lifecycle of a customer's contract, addressing ever-changing needs and requirements as they, their marketplace, their objectives and supporting technologies evolve through the contract period.

The result will be the availability of a flexible infrastructure that enables the public to interact with the Council at a time and place of their choosing, using a contact method that meets their needs. The Council will be able to focus resources where they are needed most. By providing additional self-service channels for those that are able to use them, this will enable both Members and employees to provide the necessary assistance to those people that still need to visit the Council's offices or make contact by telephone.

Steria and the Council will achieve their joint objectives by implementing a range of proposed projects, including the redevelopment of the current Spelthorne Borough Council website (www.spelthorne.gov.uk) and the provision of support for Council officers to help them deliver better services to the public. The overall aim is to enable the citizens of Spelthorne to obtain personalised information and conduct their business with the Council without necessarily having to visit the Council Offices or telephone during traditional opening hours.

Leader of the Council, Councillor Frank Davies, said, "We were unanimous in our choice and are delighted to be moving into partnership with Steria. Steria demonstrated a real understanding of the Council, our requirements and our business objectives. We have already made a lot of progress towards delivering e-Government, but Steria has lots of exciting and innovative proposals on how we can reduce

bureaucracy and be more efficient.” He added, “Steria’s tender offered excellent value for money. Information Technology is crucial to the efficient running of the Council’s services - the partnership with Steria was therefore a very important step for the Council and I am certain that this will result in better services for our citizens, and at a lower cost. It’s also particularly pleasing to be partnering with a company that has a major local presence through their Data Centre at Sunbury.”

Richard Crade, Director of Managed Services at Steria commented, “We are delighted to have been chosen as the Council's ICT and e-Government Partner in the face of such strong competition. Spelthorne Borough Council is a recognised leader among similar sized Councils. Spelthorne was the first Borough to adopt a Cabinet style Executive and has been recognised nationally for the quality of its services through a variety of Charter Marks and Beacon status. We are looking forward to working with the Council to achieve further improvements in service delivery, supporting their longer term Corporate Objectives for the people of Spelthorne.”

Steria is a managed services global operator that handles all its customers' IT needs through a progressive services offer: platform management (infrastructure support) and application management and maintenance, global operations management (systems integration and consulting projects), business process and support process management, and outsourcing services (Business Process Outsourcing). Steria has developed numerous managed services projects in Europe for Michelin, Ericsson, Carrefour, Panasonic, the French Navy, Lloyd's, Exxon, TotalFinaElf, EADS and Norwich City Council in England, to name but a few.

About Steria Ltd (www.steria.co.uk)

Steria in the UK combines expertise in e-consultancy, applications, secure e-business solutions, intrusion protection technology, managed hosting services, network management and infrastructure management, with a focus on major business sectors: public sector, finance, manufacturing and utilities. Steria employs 1,800 people in the UK.

About Steria (www.steria.com)

With 2002 revenue of €1.018bn and 8,500 employees, Steria is one of the top ten IT services companies in Europe. Present in 12 countries worldwide, the Group is positioned as an IT services global operator thanks to the mastery of its three core businesses: consulting, systems integration and managed services.

Its acknowledged expertise in managing large-scale projects and its range of industrialised solutions in Europe enable Steria to offer its customers a reliable service with commitment to cost and risk control. The Group has strong sector-based expertise in the Public Services, Banking and Insurance, Manufacturing/Utilities/Transport and Telecommunications markets.

Created in 1969, the Steria group is a pioneer in employee shareholding, with 31% of its capital being held by employees. Steria is listed on the Premier Marché of the Paris Stock Exchange and in the SBF 120 index.

For further information, contact:

Casey Balkham/Ghezala Beg
Brodeur Worldwide (for Steria)

Tel: +44 (0)20 7298 7043/7063

Mail to: cbalkham@uk.brodeur.com/gbeg@uk.brodeur.com

Spelthorne Borough Council

Adrian Creek

PR and Communications Officer

Tel: (01784) 446297