

# Lewisham Borough Council signs three year managed services contract with Steria for £3.5m

Submitted by: Pleon

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12 June 2003 - Steria, a leading European IT services provider, has signed a three year nine month managed services contract to run the IT facilities of Lewisham Borough Council's Public Services Division. The deal, valued at £3.5m, is for the provision of a managed ICL/Fujitsu mainframe service on which Lewisham runs its revenues and benefits software, network and desktop support services, document imaging and workflow services and an Intranet support service.

The mainframe service is provided by Steria's Chelmsford Data Centre, which is part of Steria's pan-European data centre's organisation known as the "European Delivery Centre," and the desktop, imaging and intranet service is provided by a dedicated on-site Steria team.

To win the contract Steria faced stiff competition from a number of suppliers. Steria were able to show that their efficient and cost-effective service provided better value and was more responsive than the competition.

Steria was appointed preferred supplier prior to the last contract expiring in mid-January this year and was able to keep a service running whilst agreement details were finalised. That agreement has now been finalised.

Rob Whiteman, Executive Director for Resources and Deputy Chief Executive said, "Our Revenues and Benefits section has been working with Steria for four years now and they have been very pleased with the level of service and expertise they've received. We look forward to our ongoing partnership working with Steria."

Richard Crade, Head of Managed Services, Steria said, "As the Public Services Division is the Revenue raising organisation within Lewisham, it was imperative that the successful supplier could guarantee business continuity during the crucial year-end council tax process which fell soon after the contract was awarded. Steria's experience and capabilities ensured this proceeded successfully."

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About Steria Ltd ([www.steria.co.uk](http://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](http://www.steria.com))

With 2002 revenue of 1.018bn Euros and more than 8000 employees, Steria is one of the top ten IT services companies in Europe. Present in 12 countries worldwide, the Group is positioned as an end-to-end IT

services partner 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, Industry-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.

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