

# Great Yarmouth Borough Council to "go the extra mile" in putting its people first with the help of Steria

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21 August 2003 - Great Yarmouth Borough Council has selected Steria, a leading European IT services partner, to deliver improved access by reshaping services around the needs of the customer. The contract for e-government services is worth £1.5 million over the next five years.

Steria won the contract following its initial selection by Great Yarmouth as an approved supplier from the Government's online Catalogue (GCat). GCat was set up by the Office of Government Commerce to simplify the procurement process for public sector organisations.

The first stage of the project is to modernise front and back office systems and the communication between the two. This will ensure a future-proof IT infrastructure is in place to support future services including multi-site access to council services such as building and planning control, council tax and benefits information, housing information and interfaces for reporting faults in council facilities like traffic lights and paving.

Steria will supply a combination of hardware, software, services and consultancy to Great Yarmouth to help the council achieve its goal of improving customer access - allowing citizens and stakeholders, such as local businesses, to benefit from a "knowledge pool" of council information, wherever, whenever, however they access the council.

The project builds on Great Yarmouth's corporate policy of "putting people first" - giving both employees the access to education and training to make them feel an effective part of the council, and customers a council experience which is accessible, hassle-free and delivers results.

Steria will implement a Business Transformation Change Programme to reduce Council time lost on outdated administrative tasks - the move has the objective not of cutting costs and resources, but of improving customer service in order to go the "extra mile" for Great Yarmouth constituents. The resources freed up by more efficient processes will be ploughed back into value-added services for the community, such as education in how to use council services online or via telephone, improved environmental services such as refuse collection, and reduced planning application waiting times.

The modernised IT infrastructure will enable the smooth running of systems including a document image workflow system provided by Comino and incorporating a purpose-built contact centre, providing a 360 degree view of all customer information and interactions to enable queries to be serviced immediately. Council employees will also benefit from a system capable of supporting remote working to improve workforce flexibility.

"Customer expectations of public services are rising, but council budgets are under great pressure. With this in mind, Great Yarmouth identified a need to increase its organisational capacity to free up and redirect resources to value-added front-line services which make a tangible difference to constituents' lives," says Mark Barrow, corporate director, Environment, and e-Champion for Great Yarmouth Borough Council. "I believe that Steria's shared understanding of our vision of the improved customer experience,

and its expertise in change management and business process reengineering, will make this project a success and empower Great Yarmouth to achieve its goal of improved customer access."

"Steria has a track record of high quality work and expertise in similar e-government partnerships, with both smaller councils like Spelthorne, and high profile projects such as Norwich Connect," explains Guy Lambert, director, Systems Integration, Steria. "Steria is a great believer that there is nothing like real-life experience; that is why our teams include many people who have worked in local government themselves, creating a depth of understanding of what make councils tick. I am confident that our excellent cultural fit with the local councils we work with, including Great Yarmouth, with whom we have a twenty year working relationship, will contribute to a strong partnership, and in turn, a great success for Great Yarmouth council and its citizens."

Steria, an end-to-end IT services partner, has sound knowledge of the public sector and provides a comprehensive offer, combining its skills in consulting, systems integration and managed services. Steria's ability to manage large-scale IT projects with commitment to results makes it a trusted partner for the public sector. Over 50 ministries and 60 public bodies work with Steria in Europe, including Norwich City Council in the UK, Danish and Norwegian customs authorities, the Norwegian and Swedish police, the Spanish ministries of Labour, Economy and Health, the French Navy, the Belgian Ministry of the Interior and the French Ministry of Economy and Finance, to name a few.

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