

Medway Council selects Steria for four year managed services contract

Submitted by: Pleon

Thursday, 27 May 2004

26 May 2004 - Steria, a leading European end to end IT services provider, has been selected by Medway Council to provide a managed IT service for its revenue and benefits department in a contract worth £1.3 million over the next four years. The contract was transferred to Steria following a strong recommendation by its partner Comino which has held the contract for the last three years.

Comino was awarded the seven-year contract under a Public Private Partnership deal in August 2000. When a decision was taken by the company to focus on their core software business, Comino made a recommendation to Medway Council that they transfer the contract to Steria. Following a thorough review of Steria's capabilities Medway agreed and work has begun for a seamless transition.

Steria will be working with Medway Council to develop and deliver the systems on which it runs its revenues and benefits software. The contract includes the provision of scanning services, desktop support, document imaging and workflow and call centre support. Steria will also be providing services to assist Medway revenues and benefits implement E-services to further enhance the service provided to their customers.

Steria's on site team will be further supported by Steria's centralised Intelligent Service Desk based in Warrington and Steria's pan-European data centre's organisation known as the "European Delivery Centre".

Jon Poulson, Medway Revenue and Benefits Service Contract Manager said, "We are delighted to be working with Steria for ongoing development work on our Revenues and Benefits section. With its excellent track record in working for local authorities, we are fully confident that we can work in partnership with Steria to meet all of our objectives."

Richard Crade, Head of Managed Services, Steria said "Steria has extensive experience of working with local authorities, both large and small, giving us broad knowledge of what make councils tick and the objectives they are trying to meet. Indeed, many of our teams include people who have worked in local government themselves. This cultural fit is just as important as the technical knowledge which we will combine and apply to our work with Medway Council to help improve service delivery to the residents of Medway."

Leigh Smith, Services Manager for Comino Local Government said, "Steria was the obvious choice for us to recommend to Medway Council as their managed services provider. We have worked with them on a number of projects, most notably Norwich Connect, the 15 year e-government PFI contract with Norwich City Council. We have seen first hand how professional Steria are and know they have a very high level of local government expertise, which left us in no doubt that they were the right people for the job."

Steria, an end-to-end IT services partner provider, has sound knowledge of the public sector and provides a comprehensive offering, 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.

-Ends-

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

Steria in the UK delivers a full services portfolio, combining consulting, systems integration and managed services with a focus on major business areas including the public sector, finance and transport. Steria employs more than 1,500 people in the UK.

About Steria (www.steria.com)

With revenues of nearly 1 billion 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 held by employees. Steria is listed on the Premier Marché of the Paris Stock Exchange and in the SBF 120 index.

For more information, contact:

Casey Balkham/Ghezala Beg

Brodeur Worldwide

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

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