

Three Rivers District Council banks on Steria for ICT managed services contract

Submitted by: Pleon

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New contract will help manage ebb and flow of customer demand for enhanced service

Three Rivers District Council has selected Steria, a leading European IT services provider, to manage its core Information Technology systems in a contract worth £2 million over five years. The ICT Facilities Management Service contract is central to the Council's commitment to meeting e-government targets and to providing flexible services to its citizens.

At the heart of the agreement is Steria's Intelligent Service Desk (ISD), part of the larger ITIL-approved service model. This will provide a single point of contact with Steria for over 300 users at Three Rivers. The ISD will field all technical enquiries and will provide wide-ranging tactical support to all Council staff. Steria will also provide Three Rivers with a dedicated on-site team. By effectively acting as a 24/7 helpdesk for Three Rivers and by providing rigorous and robust service levels, Steria will ensure that the Council can deliver the best possible services to its citizens.

The contract was awarded to Steria following a rigorous and extensive tender evaluation and replaces the previous arrangement under which Atos Origin provided Three Rivers' ICT support.

Three Rivers District Council's resources portfolio holder, Councillor Richard Struck, said: "Our IT systems underpin the services that we deliver to local people, so it's critical that these are functioning efficiently and effectively. As a long-standing IT outsourcer, we understand the value that a specialist like Steria can bring to us and selected the company based on its local government expertise and a strong understanding of our requirements."

Richard Crade, Director of Managed Services at Steria, said: "We're delighted to have been selected by Three Rivers District Council to manage their core ICT requirements. This contract is further evidence of our ongoing commitment to service excellence in the local government marketplace and it builds on ICT managed service contracts we've recently signed with councils, including Spelthorne, Castle Point and South Bucks."

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.

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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)

Extensive expertise in its three core businesses of consulting, systems integration and managed services has made Steria a leading end-to-end IT services provider for companies and public authorities throughout Europe. With a revenue of nearly 1 billion Euros and more than 8000 employees, Steria is one of the top ten European IT services companies. Knowledge of its customers' business processes, understanding the challenges facing them and an exceptional ability to respond enable Steria to design innovative solutions with a commitment to results and customer satisfaction. Steria is thus able to provide a portfolio of proven solutions backed by more than 30 years' experience in managing large-scale projects. Steria's employees, who hold 30% of the Group's capital, have built a performance culture based on strong values – simplicity, creativity, independence, respect and openness – enabling Steria to help its customers make progress. Steria is listed on the Premier Marché of the Paris Stock Exchange (SRD) and in the SBF 120 index.

For more information, contact:

Casey Balkham/Ghezala Ali-Sultan

Pleon

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

Mail to: casey.balkham@pleon.com/ghezala.ali-sultan@pleon.com