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Submitted by: Pleon
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Castle Point Borough Council Signs Strategic ICT Partnership with Steria

Castle Point Borough Council has selected Steria, a leading end-to-end European IT services provider, as its Strategic Partner for ICT in a five year contract worth over £5 million. The contract will see the Council maintain strategic control of, and Steria take responsibility for, the operation of all the Council's ICT services. This is the largest contract ever awarded by Castle Point Borough Council, reflecting its dedication to partnering arrangements for delivery of services.

Castle Point and Steria have a relationship dating back to 1997, but the signing of this contract, awarded to Steria as a result of a GCat procurement marks a new era for Castle Point's strategic approach to ICT. In addition to the provision of an off-site data centre and the management of related services, a key element of the contract 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 Castle Point Council employees, managing all technical enquiries as well as providing wide-ranging tactical support, comprehensive desktop and software support and training.

John Hunter, Head of Strategic Policy and Performance, Castle Point Borough Council, said, "Steria's success in winning this contract is down to its extensive local government expertise and an already strong understanding of our requirements, as well as an excellent performance in existing contracts with us. By becoming a strategic partner for the Council and taking ownership of and operating all of the Council's ICT services, Steria will help us deliver the best possible services to the citizens of Castle Point."

Guy Lambert, Director, Local Government, Steria, said, "We are delighted to further extend our relationship with Castle Point Borough Council and help service the needs of hundreds of council IT users to in turn enhance the citizen's experience. It is through such close partnerships between councils and IT providers that e-government can really go the 'extra mile' to enhance the end-user experience and engage council users."

Steria, an end-to-end IT services 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 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 enables 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.

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