

NETTEC AND STOCKTON-ON-TEES BOROUGH COUNCIL WORK TOGETHER TO IMPLEMENT E-GOVERNMENT TARGETS

Submitted by: Nettec

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Nettec plc, a leading European provider of digital solutions for business, today announced it has signed a partnership agreement with Stockton Council to help deliver electronic public services a year ahead of the government's deadline of 2005.

Nettec's Partner Manager, Ian Freeth, said: Stockton is recognised as being a progressive and dynamic authority. It already has a fine track record of delivering high-quality and responsive services. Meeting the government's 2005 deadline a full twelve months early clearly demonstrates the Council's continued commitment to providing services quickly and efficiently.

Mr Freeth added "This is our first partnership with a local council so naturally we're excited about working with Stockton, harnessing skills, knowledge and experience across both organisations that allows for the provision of a first-class electronic solution to the Council services. As a Technical Advisory Group e-pioneer, Nettec understands the unique challenges faced by the public sector. Therefore we recognise that facilitating the swift implementation of a framework that enables the Council to manage its own business processes more effectively is vital. However, and perhaps more importantly, we also recognise the importance of providing improved and easier access to Council services for the citizens of Stockton."

Stockton Council's e-government programme is included in its ground-breaking Public Service Agreement, for which it is a national pilot. Part of that agreement is focused on providing new and easier ways for people to access Council services more conveniently, and to have more of their queries resolved at the first point of contact.

The Council realised that it needed an integrated means of creating, managing and maintaining information across the authority and for public access via internet, telephone and other digital channels, alongside face to face contact.

Nettec was chosen after an extensive selection process to identify such a solution. The Council says that the content and contact management proposal, combined with the company's broad expertise and clear understanding of Stockton's needs, offered an ideal and visionary solution for a central element of its modernisation plans.

Anthony Gardner, Assistant Chief Executive of Stockton Council, said: “We entered into this partnership agreement with Nettec because the company was able to demonstrate its wealth of commercial experience in delivering practical digital solutions to customers. We believe that Nettec’s unique blend of technical competence together with its good creative and communication skills will add strength and depth to the services we offer to our citizens. This partnership allows us to achieve our on-line objectives in-line with the government’s agenda.”

Under the partnership, Nettec will help the Council to develop a new, innovative and user-friendly web site with devolved content management. The system will be supported by sophisticated security and authentication procedures.

The solution will allow the Council to develop a full Customer Relationship Management (CRM) system which will provide internet, telephone and face-to-face customers the benefit of complete integration with the Council’s back office and service-specific systems.

~ENDS~

NOTES TO EDITOR

ABOUT NETTEC

Nettec plc – www.nettec.net (NTC: LSE) – has been helping FTSE companies to gain a competitive advantage through digital technologies since 1995. Nettec offers customers tailored, cross-platform solutions, balancing web, interactiveTV and mobile technologies, thereby producing significant business benefits for its clients. Listed on the London Stock Exchange, Nettec has more than 240 employees and has offices in London and Paris. The company’s clients include BT, First Choice, Capita, AXA Investment Managers, Unilever and LeggMason Investors.

ABOUT STOCKTON COUNCIL

Stockton-on-Tees Borough Council is a unitary authority formed in 1996 following local government

reorganisation. It provides a full range of services to 179,000 residents of an area of the Tees Valley which also includes Billingham, Thornaby and Yarm. Stockton is a Beacon Council for local health strategies and was selected as one of 20 local authorities to pilot the Government's Public Service Agreements and, as a part of this, is on target to achieve 100 per cent electronic delivery across its services by 2004, a year ahead of the national target.

For further press information or photography; or to arrange an interview please contact:

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