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## **Suzuki Motor España renews its end-to-end outsourcing contract with Steria for 5 more years**

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Suzuki Motor España, which manufactures motorcycles, mopeds, spare parts and accessories, as well as importing foreign models, has hired Steria to continue the end-to-end management of its Information System, for an additional five years.

With sites in Gijón and Barcelona, Suzuki has 300 employees and a forecasted 2008 revenue of approximately €210 million. It exports 70% of its production, mainly in Europe, and imports motorcycles and "quads" from Japan and the United States.

Steria's partnership with Suzuki from a technological standpoint, began in January 2004, when Suzuki decided to introduce a series of management enhancements, aiming to increase productivity. With this objective, the company chose Steria to manage its entire IT applications, and upgrade the company's business processes.

Steria provided end-to-end outsourcing services both on-site and remotely over the past five years, under a Service Level Agreement. These included an ERP management system, applications and IT infrastructure (hardware and software) maintenance, central and local services, and the implementation of communication lines required between the Suzuki sites and Steria's Data Processing Centre.

The services provided by Steria also included a series of functional enhancements for Finance, Logistics and Sales applications, as well as the launch of a collaborative B2B system with a dealer network via the Internet. This was aimed at automating sales processes both for the front office and the ERP, and included electronic billing.

As well as continuing to deliver the above-mentioned tasks until 2013, Steria is now also in charge of devising and implementing a system plan for possible renovation within the next few years.

Jose Manuel González Hevia, Systems Area Manager at Suzuki Motor España, comments: *"We chose Steria because we were seeking more than a simple customer-supplier relationship. We wanted a technological partner that could help us increase our business, and Steria's experience and infrastructures fully comply with these needs. Today, after a five year partnership, we have renewed our trust in Steria without even exploring the option of working with another IT service provider."*



**About Steria:** [www.steria.com](http://www.steria.com)

The leading end-to-end IT services provider in Europe for companies which consider new technologies a vital part of their business strategy, Steria focuses on setting up strategic partnerships with its customers in each of its key markets: the public sector, finance, telecommunications, utilities and transport. Steria offers customers integrated services including consulting in core business processes as well as the development and operation of their information systems. In October 2007, Steria acquired the British firm Xansa.

The new group employs over 19,000 staff in 16 countries, including 5,000 in India. On December 31, 2007, Steria revenue amounted to €1.4 billion (€1.9 billion pro forma). The Group, headquartered in Paris, is listed on the Euronext Paris market.

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