



## Press Release

October 1<sup>st</sup>, 2009

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# **Steria strengthens the industrialisation of its managed service centres with HP Software's HP Operations Center platform**

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Steria is increasing the industrial nature of its IT infrastructure management portfolio by selecting the HP Operations Center platform to equip its managed service centres worldwide.

Steria's industrialisation strategy is based both on rolling out an integrated global production model making use of offshore resources and on automating its production processes utilising standardised methods and tools. The strategy is designed to offer Steria's customers the best level of service at the best price while taking into account the specific aspects and the history of their IT environment.

IT infrastructures are faced with growing transformation needs. The need to reduce the time to market for new products or services, acquisitions, consolidations and restructuring processes, increasing governance and security demands, and higher profitability objectives are just some of the challenges that an IT system must handle in shorter and shorter time spans. All of these changes lead to technological complexity and a compartmentalization of expertise in IT departments.

Given this situation, it is crucial to obtain and keep an end-to-end view of customers' increasingly diverse infrastructures, while coordinating communication among those involved in a particular IT project (from IT specialists to users).

In 2007, Steria chose an HP Service Manager platform to round off its STARS offer (Steria Advanced Remote Services) in order to standardise and automate the management of client service requests. Based on a Global Delivery Model that includes on-, near- and offshore skills centres, Steria has rolled out this solution in 19 countries for 200 customers worldwide.

With the HP Operations Centre, Steria offers a high level of industrialisation in terms of supervision of its customers' IT environments that is not confined by geographical borders, thanks to standardised tools that check and monitor the performance and availability of all components in the IT infrastructure (networks, systems, databases, applications, key services and Internet).



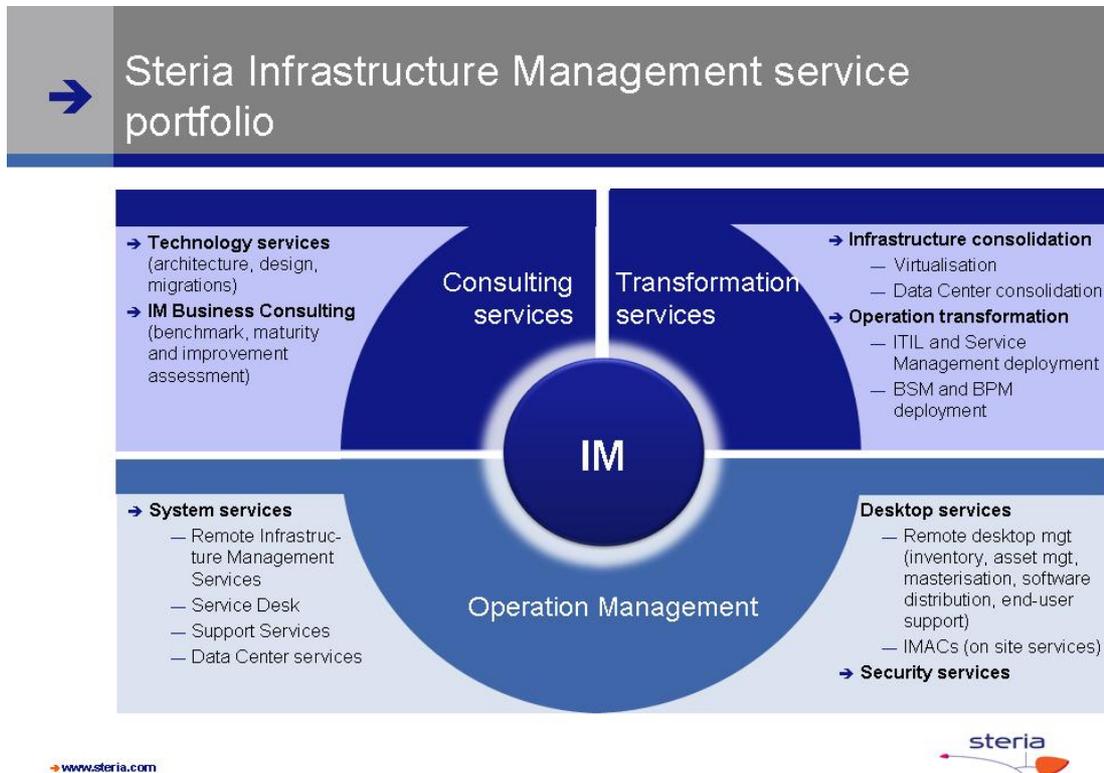
This partnership with HP, which started in 2000 on the Testing Services portion, has now been expanded to include the entire range of HP Software solutions. As a Platinum partner, Steria holds the highest level of partnership granted by HP Software worldwide. Steria is also a member of HP's Customer Supervisory Board for the HP Service Manager platform, and, as such, can contribute to the development of its future versions. Bruno Buffenoir, Director of HP Software France, has this to say: *"Thanks to the HP product suite, Steria can continue automating its production centres to deliver added-value infrastructure management services"*.

Karine Brunet, Steria Group's Director of infrastructure management services, explains that *"We are very keen to offer our customers the best possible service through flexible solutions that are in keeping with their environment. The roll-out of HP platforms in all our service centres in Europe and in India means that we can offer our customers services that take into account the complexity of their environment while ensuring the very best level of quality and efficiency in our production centres. Steria can also support our customers who do not have an outsourcing strategy to manage their infrastructures through the use of HP solutions within their own environment"*.

**The Steria Infrastructure Management services portfolio: see chart on the following page**



## The Steria Infrastructure Management services portfolio:



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

Steria delivers IT enabled business services which help organisations in the public and private sectors operate more efficiently and profitably. By combining in depth understanding of our clients' businesses with expertise in IT and business process outsourcing, we take on our clients' challenges and develop innovative solutions to address them. Through our highly collaborative consulting style, we work with our clients to transform their business, enabling them to focus on what they do best. Our 19,000 people, working across 16 countries, support the systems, services and processes that make today's world turn, touching the lives of millions around the globe each day.

Founded in 1969, Steria has offices in Europe, India, North Africa and SE Asia and a 2008 revenue of 1.8 billion euros. 16.5% of Steria's capital is owned by its employees. Headquartered in Paris, Steria is listed on the Euronext Paris market.

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