



15th June 2010

Cleveland Police Authority in the UK selects Steria for €211m (£175m) shared services partnership

Steria today announced it has been selected by Cleveland Police Authority as its partner for delivery of the Force's control room, community justice and back-office functions through a shared service partnership that will deliver €60 million (£50 million) in cashable savings. Steria won the contract, worth €211 million (£175 million) over 10 years, in a competitive bid against the market leaders.

Effective October 1st 2010, the shared services model will be rolled out force-wide, to benefit the force's 2,200 employees and local community. Under the partnership agreement, Steria will work with the Force and Authority in delivering key services including call handling; support for the preparation of criminal case files; and shared business services covering finance, HR, payroll, commissioning and fleet management.

The landmark shared services deal will support Cleveland Police in delivering its vision of Putting People First and provides a transformation model for other UK forces. It will enable the delivery of customer service improvements including enhancements to call handling and enabling officers to devote more time to frontline policing and community engagement, through reduced administrative paperwork. The partnership will also safeguard local jobs and provide opportunities for future employment through a state of the art shared service centre.

Chairman of Cleveland Police Authority, David McCluckie commented, "This is a groundbreaking partnership deal. The search to find an ideal partner has been a long and complex process, involving a well-researched and clear business rationale. The partnership with Steria will make a direct and positive impact on the local community of Cleveland, improving our service, generating more jobs for local people and significant cost savings for the authority.

"It is important to stress that this is a genuine partnership—Steria will work with us in providing services, but the control of responding to calls from the public will remain firmly with the Force—and the control room will remain at our Force headquarters."

Sean Price Chief Constable at Cleveland Police commented, "The shared services partnership with Steria will enable considerable savings for the force, both in terms of time and money, and will positively impact the services we can provide to local residents. We wanted to enlist a more innovative, dynamic and flexible IT and business services provider



with whom we could forge a long-term relationship, and we have certainly found that in Steria.”

John Torrie, CEO of Steria UK, commented, “We feel proud to have been selected by Cleveland Police and we are looking forward to working in a true partnership with them to deliver ever better services to the citizens of Cleveland”.

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About Steria

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 processes, 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 18,300 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 2009 revenue of €1,63 billion. 19.3% of Steria’s capital is owned by its employees. Headquartered in Paris, Steria is listed on the Euronext Paris market.

Press Contacts

Firefly Communications

Sophie Goodwin

Tel. : +44 (0)20 7025 8219

e-mail. Sophie.Goodwin@fireflycomms.com

Agence de presse : Firefly Communications

Philippe Caillet / Benoîte Lavie

Tel : 33 1 42 80 16 32

e-mail. steriagroupteam@fireflycomms.com

Steria UK

Gary Follows

Tel. : +44 (0)7966 824764

e-mail. gary.follows@steria.co.uk

Groupe Steria

Isabelle Grangé

Tel: 33 1 34 88 64 44

e-mail. isabelle.grange@steria.com