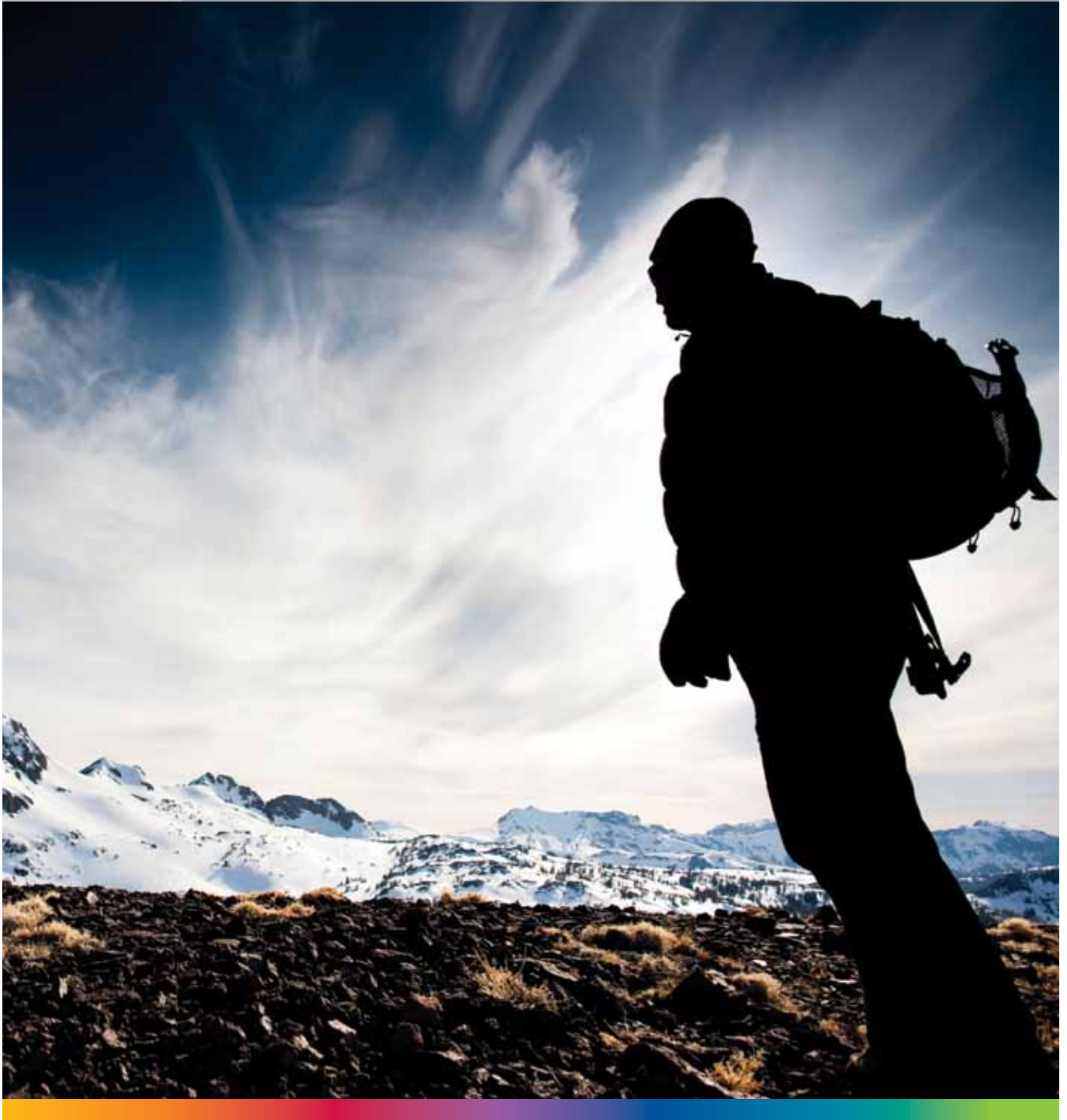




Meeting the challenge

Working with you to ensure
your IT infrastructure delivers

Infrastructure Management Services Overview



Real solutions to tough challenges



Welcome...

For 40 years we have been meeting the IT challenge so that our clients can focus on making their organisations successful. We understand the competing pressures on your IT. We deliver a great service so that you can deliver a great service to your users, who are forever asking more of you to keep your organisation moving.

Balancing these demands with the need to make sure your environment is secure, sustainable and compliant against a rising tide of threats and regulation can be a mighty challenge, stopping you planning for the future. We offer a range of on-, near- and offshore IT-enabled business services that make sure you can.

Please read on to see how we can help you to ensure your IT infrastructure delivers today and into the future.

A handwritten signature in white ink that reads "K Brunet".

Karine Brunet
Group Infrastructure Management Service Line Director

Be confident with Steria

With broad experience in building IT infrastructure solutions that deliver, you can be confident that in working with us, you have a solid guide that offers you a viable and robust approach. Using industry-approved processes that ensure strong governance and risk management methods, we involve you fully in our planning process, agreeing clear deliverables and visible measures with you, every step of the way.

We believe that by working together, meeting challenges that include reducing costs, increasing revenues and improving customer service, needn't be an uphill struggle.



Ensuring your IT infrastructure delivers

The opportunities for competitive advantage that new IT landscapes are opening up mean that your users are now dictating what they need. In the face of reducing budgets, environmental concerns and the need to keep your network secure, giving them what they want can be a real juggling act. Increasing technology complexity just adds to the headache, so if your infrastructure is not up to the job, you simply will not be able to deliver.

With our end to end approach, we offer a comprehensive range of Infrastructure Management services which ensure you keep pace with these challenges, meeting the needs of your organisation with innovative solutions.

A catalyst for change

Collaborating to meet the customer challenge

The Antwerp Diamond Bank relies on Steria to support its expansion in the Middle and Far East. In order to implement their "follow the customer" strategy, regional headquarters were established in Singapore. Now, spanning two hemispheres, Antwerp Diamond Bank relies on an integrated IT solution incorporating state-of-the-art banking applications supported by infrastructure outsourced to Steria's data centres.

“ Thanks to the collaboration between Steria's teams in Belgium and Singapore and our own IT department, we are able to guarantee our Asian customers a constantly available service.”

Pierre De Bosscher, Managing Director, Antwerp Diamond Bank

Consulting Services

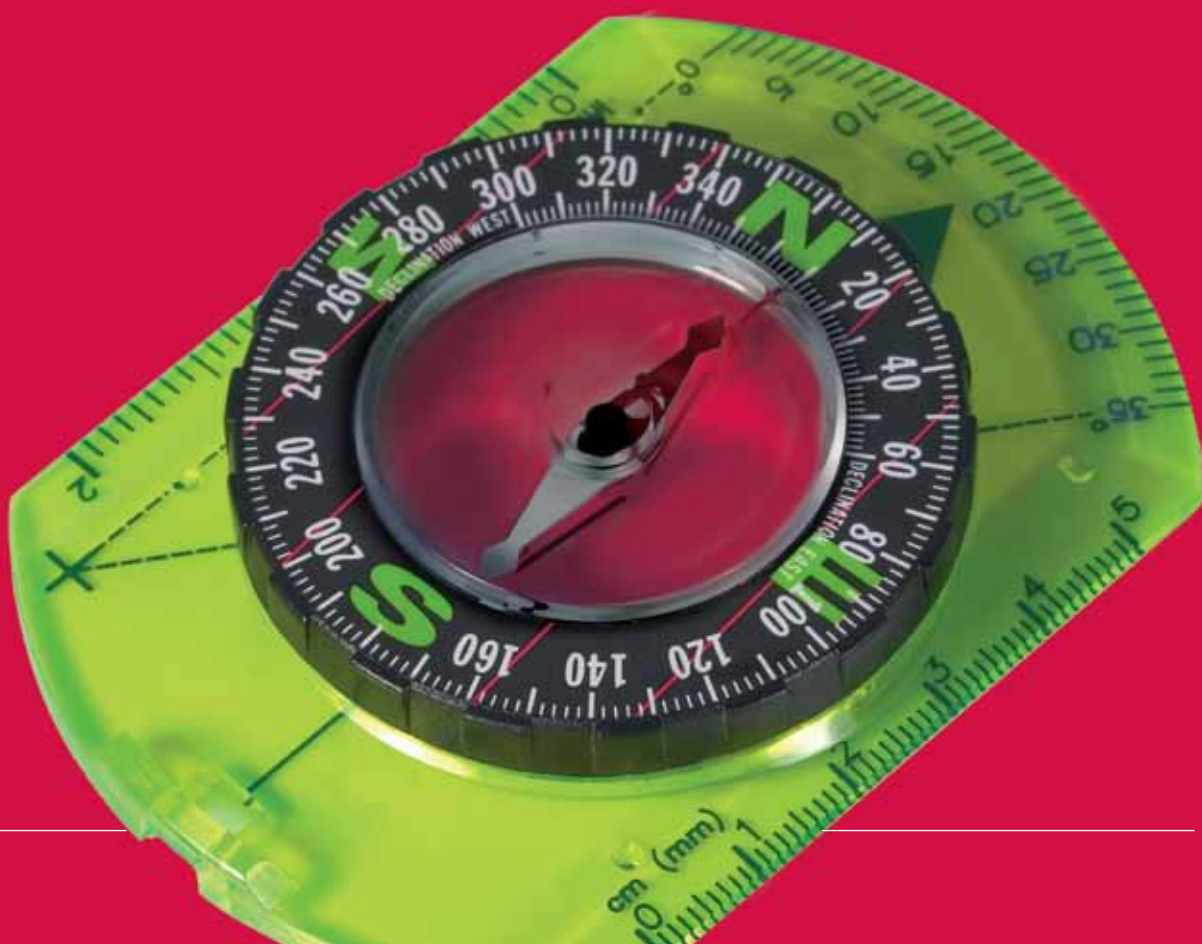
Making strategic improvements to your IT network can be a daunting prospect. You have an evolving IT environment and you know that you need to keep your existing systems working. What's more, keeping up with rapid changes in both your business and technology is made all the more difficult by not having the right skills in your team to support the changes you need to make. Our consultancy services will commit to those changes and accompany you on the transformation journey.

Using their experience and expertise, our infrastructure management consultants will understand and support your IT strategy, in terms of cost, efficiency and the levels of service you own. Recognising that it is not just about improving the technology you use, an assessment of the business processes that underpin the service you offer is integral to this process.

We make sure that the solutions we design are fully able to support your enterprise across the value chain, from procurement through to CRM, and give you the metrics to identify and communicate IT's contribution to these processes.

Our specialist transition managers then work with you to manage the whole change process, taking care of all the activities needed, from due diligence and joint verification to service adoption and exit management.

→ **Clients who have used our Consultancy Services have seen cost savings of up to 30%**



Technology Services

Getting the correct components to build your IT infrastructure can be confusing. We offer a full range of technology services to help you make the right decisions throughout the IT lifecycle, from assessment to implementation and ongoing management. Without ties to any particular vendor, we always use technology that keeps your costs down and gives you a return on

your investment in the shortest possible time. Our expert consultants are skilled in all aspects of infrastructure design, and by maintaining partnerships and accreditations with the leading hardware and software suppliers, we ensure that the solutions we design are right for your organisation.

Infrastructure Management Business Consulting

Having an IT system running on diverse platforms across different geographical areas can be costly and inefficient so an effective IT Service Management structure is vital when delivering your business critical services. ITIL-accredited, our service management consultants provide expertise in service delivery, service support, application management and the

implementation and use of Service Management best practices. By assessing your IT strategy, in terms of cost, efficiency and the levels of service you offer, they work with you to transform your IT processes and systems. Savings identified can then be used to make the strategic business changes needed to get the most out of your existing IT infrastructure.

Steria is a strategic ICT partner to the National Offender Management Service at the Ministry of Justice



Steria's focus on building strong relationships, seeking to improve its delivery and working to understand how its solutions can support the vital work of the Probation & Prison Services in protecting the public, has been central to making our partnership work better, for us and our customers."

Philip French, Chief Technology Officer, Ministry of Justice

Transformation Services

Technology is developing at a rapid pace. IT environments are failing to keep up with the resulting changes, and large-scale IT infrastructures are becoming both inflexible and costly to maintain. Organisations now face a range of problems, from the challenge of making applications work across different platforms, to the difficulty of working with the proliferation of diverse control and management systems.

The solutions that do exist, however, are becoming increasingly complex, requiring different approaches and new skills. In today's global economy, users need to communicate with colleagues, customers and suppliers around the clock, and not implementing the right solutions can become an expensive and impractical drain on resources.

From developing alternative ways to run your network to making sure that your processes support your business, our transformation services provide a range of options to help you smooth the process of change and ensure your IT systems are ready to meet the future needs of your organisation.

On Command

Businesses are increasingly under pressure to deliver IT Infrastructure Services that not only deliver proven "value for money" but are flexible, scalable and capable of being delivered to a fixed or reduced budget. Steria's On Command offering is a route to IT Services transformation that meets this need. It uses a proven Cloud model to offer strategic value. This enables a staged transformation from traditional to Cloud infrastructure while ensuring continued service delivery and security. The utility pricing model gives a greater level of cost control and the ability to scale for growth or contraction.

Steria's solutions range from bespoke private cloud implementation through to public and hybrid cloud offerings that offer the best value and service for your organisation.

European telecommunications operator, SFR, outsourced its entire mobile IT system to Steria



This partnership [with Steria] is a major asset to support our continued innovation policy for the benefit of our clients and thereby improve our attractiveness in an ever more competitive market."

Emmanuel Erba, Purchasing Director for IT Systems and Services, SFR



Infrastructure Consolidation

With reducing budgets and the need to keep pace with constant change, virtualisation provides a powerful alternative solution for delivering cost effective IT services. By running your software in a virtual environment you gain a level of flexibility and control not possible with a traditional hardware based solution. At the same time you are also able to meet the growing demand for environmentally friendly 'green' solutions.

Working with a range of suppliers we offer complete support throughout the process of building a virtual infrastructure. Including a full assessment of your server and desktop network, we ensure that it delivers the reductions in operational costs you need, as well as making sure it works effectively through a process of continuous improvement and assessment.

Our approach also helps you free up data centre space so you can provide additional business services and reduce cost.

➔ **Consolidation and virtualisation solutions can save up to 30% of operational IT costs and reduce space requirements by 50%**

Operation Transformation

Having robust service management processes is key to the effective delivery of your IT services. Not only do they need to be documented, understood and implemented within the operational environment, they must be reviewed and improved on a regular basis, as requirements change. In addition, in today's multi-vendor environments they play an important part in integrating and coordinating the activities of each of your IT suppliers.

From service and process review to deployment, our service management consultants use an ITIL based approach, allowing us to benchmark where you are and to measure the impact of the improvements that you need to make. Not only can we help you plan and design what you need to do, we work with you to put in place all the necessary changes. We offer monitoring services that can assist you in measuring and optimising your business service and business process management deployments, which will in turn help you to understand your end-to-end service model, manage operational change and improve the service you deliver. Of course, we can also provide support in your business-as-usual operations.

Operations Management

With IT at the heart of a successful modern business, keeping it safe and delivering a high quality service is paramount. Your users simply expect it to be working all the time to do their jobs. For you this puts an increasing pressure on your limited budget and the staff resources you have available. The pace of change also means you may not have the range of skills you need in-house, restricting your ability to develop your network for the future.

We offer a range of operations management services, outlined opposite, that free up your people to manage and develop your IT infrastructure. From maintaining your end user's desktop to keeping your systems secure, our services give you the cost savings you need, along with the flexibility to deliver the customer service your organisation expects.

Steria implemented and now supports the core online infrastructure at the heart of Northern Rock's e-commerce strategy



From the implementation, management and support of core back office infrastructure, through to application development, Steria has delivered levels of flexibility and responsiveness that are key in helping Northern Rock to realise and maintain its online and e-commerce strategy."

Jon Smith, Associate Director of e-commerce, Northern Rock



Desktop Services

Covering the complete PC lifecycle, our range of on site and remote desktop management services ensures that you continue to give your users the service they are looking for, while you focus on building for the future. From design to deployment, you benefit from reduced costs and more effective control of your IT estate, allowing you to meet the needs of your business, free from issues caused by dealing with multiple equipment vendors.

- **You can achieve cost savings of up to 30% with our desktop services**
- **Proactive monitoring of your network and server estate can improve productivity by up to 20%**

Security Services

From implementation of information security management systems to secure disposal, our experience in both the private and public sectors enables us to offer you a full range of security services. With more than 350 fully qualified expert consultants across Europe, we are seen as a leader in this field and can deliver a solution that keeps your organisation safe and secure.

System Services

Using a scalable approach to monitor and manage the operation of your servers and networks, our remote infrastructure management service, based in our multi-lingual, 400 seat facility in Poland, can provide you with the problem alert notifications and performance statistics you need to ensure your IT always delivers the performance you need. Not only does this mean lower costs, it also ensures that end users remain productive, and any disruption is kept to a minimum.

- **Clients who have used our remote infrastructure management service have saved up to 50%**

Our service desk has access to a range of management tools allowing them to provide your users with an immediate resolution to many common IT problems on the first call so minimising their downtime. This frees up your in-house teams and, with monthly management reports on service performance provided, gives you the insight you need to understand the areas you need to invest in.

Filling your in-house skill gaps can be a problem, so our support services provide you with a range of end to end design, consultancy and technical expertise. With access to the best resources available, we ensure you have the right expertise across your IT projects, giving you the flexible and cost effective approach you need, and enabling you to deliver your critical projects on time and in the most effective way.

We can help you transform the way you protect your data, minimising cost and allowing you to plan for the future. A mix of consolidation, virtualisation and the adoption of best practice standards in our data centres safeguard your organisation's valuable information, either in a hosted environment, or at your premises.

Bringing it all together

We believe that the globalisation of IT and business services can be used effectively to meet the drive for cost reduction, flexibility, performance improvement and growth.

Our approach has been designed to help you make the right choices for your organisation. We understand that offshoring will not always be the right answer and so our model also embraces nearshore and onshore capabilities. With centres across the globe, we can shape solutions that return maximum value and help you survive and thrive.

We are proud of the flexibility of our integrated delivery approach.

Our helpdesk teams located locally as well as in India and Poland, work on complex IT and infrastructure problems out of hours so that you have a resolution when your staff start work the next day.

We succeed because we are connected through technology, through people, through shared values and experience – and because we keep our promises.

Meeting the challenge

With the support of our network of industry leading service partners we offer you a complete package to help you meet your IT challenges. Giving you maximum flexibility, our infrastructure management services have been used successfully by many of our clients, enabling them to transform their IT and change the way they deliver their services. In essence, we have given them the freedom to concentrate on what they do best.



Sharing the success



The shared service approach with our neighbouring council is working really well. Steria has improved both the service quality and the deliverability of our ICT services. Crucially, customer satisfaction is at the highest level it has ever been.”

Sanjiv Kohli, Finance Director, Hinckley and Bosworth Borough Council

Steria is providing services that enable two Leicestershire Borough Councils, Hinckley and Bosworth, and Oadby and Wigston, to deliver ICT services through a shared business model.



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 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 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.

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