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#### About Steria

A European organisation with global reach, Steria delivers IT-enabled business services and processes designed to help our customers operate more efficiently and profitably. We combine an in-depth understanding of our clients' businesses with expertise in IT and business process outsourcing to develop innovative solutions that address the key operational challenges faced by public and private sector organisations alike.

Our highly collaborative consulting style combined with a flexible integrated approach has been helping clients transform their businesses and focus on what they do best for forty years.

With over 19,000 employees across 16 countries committed to service delivery excellence, Steria has offices in Europe, India, North Africa and SE Asia. Our 2008 revenue was €1.8 billion. 16% of Steria's capital is owned by its employees. Headquartered in Paris, Steria is listed on the Euronext Paris market.



**We chose Steria because of its flexible, responsive approach, coupled with its track record of providing complex back office processes that deliver real value to the bottom line beyond simple cost reduction."**

Leading credit card organisation



# Who's watching your back?



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**Steria – the business services partner you can trust in difficult times**



**Who can you rely on to support your business? Who can help you attract and retain customers and get the most out of your IT systems? Are your systems and processes truly compliant with current and emerging regulation?**

We all know that times are tough for banking and insurance organisations. So when your focus is on critical customer and business challenges, you need someone to watch your back and help you manage your information infrastructure, run high performance services and transform your customer interactions.

**That's exactly what we do. Steria is trusted by some of the biggest names in the Financial Services sector to deliver mission critical solutions that enable their businesses to succeed.**

**Steria delivers certainty and shares the risk**

Who is Steria? We've been trusted by organisations across both public and private sectors for over 40 years to provide effective IT and efficient business processes that touch the lives of millions.

We work in partnership with our clients to develop innovative solutions and we always deliver what we promise; **we share the risk and guarantee the outcome.**

- We deliver a full range of business focused services and solutions including process optimisation in key functions as well as HR, payroll, finance, accounting and customer services.
- Our IT application development and support delivers increased competitive advantage through greater business insight and improved information-led performance management.



**It's been a truly collaborative business partnership for 15 years. We depend on the Steria team to provide a top-quality service, improve efficiency and still deliver necessary cost savings. They are committed to our vision and they deliver."**

*Jim Slack, Cooperative Financial Services*

**We live and breathe finance**

Steria is working with many of the UK's largest Banking and Insurance companies. Our knowledge and breadth of experience ensures we quickly pick up issues and work to find solutions to complex problems. We deliver the benefits of globally standardised processes and tools where it counts – locally – thanks to our unique onshore-offshore-onsite model.

- We streamline and refine processes to drive down costs and improve operating rates.
- We help companies to deliver customer service excellence across multiple channels.
- We provide the capability and flexibility to accelerate speed to market and assure business insight and regulatory compliance.

**Our clients include renowned brands such as Barclaycard, The FSA, Lloyds Banking Group, Barclays, Cooperative Financial Services, Axa, Capita and more.**

**We go the extra mile**

We don't stand still – we're passionate about bringing fresh ideas to the table. We challenge existing ways of working so that we find new approaches to delivering services and solutions. In a world of ever increasing regulation, we ensure that business processes are truly fit for purpose and that our clients lead the way. And that's not all: our customers like our collaborative approach and pragmatic delivery – more than 95% of our contracts are renewed.

**Talk to us**

Request your Financial Services overview today. Discover how Steria is transforming Financial Services companies in the UK – and how we can help you meet your critical business challenges.

**Trusted to deliver business value**

**Barclaycard:** in a 24/7 world, we ensure our clients are always open for business. At Barclaycard, we're delivering a range of programmes, including the creation of a single view of the customer, designed to enhance the customer experience via a coordinated service portfolio, using multiple channels such as high street branches, telemarketing and the internet.

**Cooperative Financial Services:** we're supporting and developing the critical IT applications that are behind CFS's goal of becoming the UK's most admired provider of Financial Services. From core processing systems and payments engines to customer facing channels and applications, we're ensuring round-the-clock systems availability across all channels.

**The Financial Services Authority:** we have helped to transform the capability of the FSA's Information Systems Division with the provision of key applications designed to ensure the organisation achieves its future vision. We support rapid technology improvements and the FSA's ability to manage a growing workload.



→ Learn more about how **Steria** works with Financial Services and Insurance companies to transform their IT estates.



→ Discover how **Steria's** expertise and reliability ensure long-term relationships and measurable benefits.



→ Find out how **Steria** is helping to restore consumer trust and confidence in the Financial Services industry.

Go to [www.steria.co.uk/finance](http://www.steria.co.uk/finance)  
Call +44 (0)1252 667236  
E-mail [fs@steria.co.uk](mailto:fs@steria.co.uk)  
or return the card attached

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Title

Company

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Please remove me from your mailing list.



Find out what we can do for you by visiting [www.steria.co.uk/finance](http://www.steria.co.uk/finance)