



Partnering with agility

Defence and security solutions delivering operational and efficiency benefits



Did you know...



- Steria has 35 years' experience working with European defence ministries
- We provide the system that manages the pay of 400,000 military personnel in France



- Our electronic messaging system for 380,000 users processes 2,000,000 messages every month for the UK MOD
- We have implemented a tri-service supply chain management system supporting 18,000 UK logisticians worldwide



- Our innovative solutions for biometrics and identity management are already deployed in service and in operational theatres
- We provide services in Europe to the French, German, Norwegian and UK defence ministries
- We work in partnership with key defence industrial players, including BAE Systems, EADS, Eurocopter, DCNS and THALES



Flexibility, technological and service delivery, an appreciation for our exacting information security requirements and, of course, value for money, were the most important qualities we sought in an IT services partner. We found Steria to be the best match for delivering against all four."

Jill Cook, Director of Infrastructure, Defence Science and Technology Laboratory, UK MOD



Maintaining and enhancing operational focus

How does today's defence sector respond to the increasing threats to national and international security in the face of rigorous public sector spending cuts?

The need to support and enhance in-theatre force deployment with the right capability, at the right time is paramount. To achieve this in the face of ever reducing budgets, defence organisations are seeking solutions offering not only value, but practicality and innovative thinking. Those same solutions must also offer short-, medium- and long-term savings.

Steria helps its clients meet these objectives. With more than 35 years' experience helping defence ministries across Europe address critical systems, operational and efficiency challenges, we are a trusted partner to many key defence industry players.

We have more than 500 security cleared professionals dedicated to defence, many of whom are ex-military. Their specialist domain knowledge is vital. It enables us to help our clients maintain and enhance operational focus and maximise the interoperability and reliability of systems at a national and multi-national level.

We were the first company to develop a tri-service inventory management solution that is putting the

right equipment in the right place, at the right time. Our unique European footprint sees us providing value to the UK, French, Norwegian and German defence ministries. They depend on our expertise and solutions to help them address key defence information system and interoperability challenges.

These solutions are used both in the battle space and for non-core back office functions. They range from embedded weapons systems and C4ISTAR (command, control, communications, computers, intelligence, surveillance, target acquisition and reconnaissance) to services and systems managing logistics, administration, biometrics and identity management, testing and referencing, IT infrastructure management and secure messaging.

We have a proven reputation for delivery excellence and for building long-term partnerships with our clients. Indeed, **95% of our clients renew their contracts with us.** Isn't it time you took a closer look at Steria?

Did you know... in Germany we are helping the Federal German Armed Forces (FGAF) to build up and optimise its military IT operations centre using an ITIL-based approach. Additionally, we have used our solutions expertise to develop and implement the current FGAF SAP-based transportation solution.

Reducing costs through better supply chain management

Defence logistics are coming under greater focus as an area of potential cost saving and rationalisation. Many military bodies are looking at external partnerships as a route to the end-to-end transformation of their support chain logistics processes.



Did you know... we upgrade and maintain SIM@T, the maintenance management system supporting all ground vehicles for French Army, Navy and Airforce as a tri-service system and have developed a real estate technical management system to reduce the cost of ownership and maintenance of 55 million square metres of the French MOD buildings and land. As a "green project", this latter system is also enabling energy consumption optimisation.

As a trusted partner in defence, Steria is already helping to improve visibility across the entire supply chain and supporting operational focus and effectiveness. We achieve this by ensuring the right equipment is where it should be, precisely when it is needed.

We support both the armed forces and original equipment manufacturers (OEMs) in the definition of tri-service defence logistics processes, as well as the design, development, support and management of logistics information systems and services. We were the first company to develop a tri-service inventory management system.

Our management of the Joint Deployed Inventory (MJDI) programme for the UK MOD is replacing the three services' separate stores management systems with a single inventory management information system capability. It uses common operating procedures across all three services to significantly improve supply chain management capability, asset visibility and accounting accuracy. This enhanced capability will enable the MOD to optimise its operational logistics footprint through improved visibility to operational commanders.

Elsewhere, we have been supporting the ship-based logistics solution for the German Navy since 1992 and are currently involved in a data cleansing exercise of logistics information for the whole fleet. We are also preparing the data for the FGAF SAP-solution that is the basis for cost savings and supply chain management throughout the logistic system and have developed the processes and organisation for the central logistics centre.

Supporting secure interoperability across the defence industry

Despite a reduction in many national defence budgets over the last 20 years, the focus on and investment in information systems has been steadily rising and will continue to do so in the future.

Defence organisations demand flexibility to match the evolving C4ISTAR need in line with changing threats to national interests. One of these evolving needs will be an increasing demand for systems interoperability as operations continue to be conducted by ad hoc coalitions convened for the purpose, as well as by formalised international groupings such as NATO.

The cultivation of more effective and practical alliances and partnerships is underway in some areas – the Franco-British Defence and Security Co-operation Treaty points the way forward in this respect. This will drive increased co-operation and sharing of technology platforms. Steria's strength in secure IT infrastructure is a significant asset as the need to pass information across all security domains becomes more urgent in the coalition environment.

Steria is already helping to effect a paradigm shift in C4ISTAR integration across land, satellite, radio and other communication links. We are, for example, elaborating an information management solution for the German Navy and providing the main system for strategic intelligence data collection and exploitation (structured and non structured data) for the French military intelligence organisation.

Military information management

Our innovative and resilient military information management solutions include a secure Electronic Messaging Service for the UK MOD. This processes 2,000,000 messages every month, manages an e-mail service with more than 380,000 users and tracks the delivery time of all messages.

Within this context of secure information management, we offer our clients the capability to develop intelligence gathering and management for military and secure government purposes. Our proven delivery expertise in this highly sensitive area includes information assurance, infrastructure design and robust cyber network defence.

We also provide the IT infrastructure – from networks to higher level information and systems architecture – for both base and deployed military operations. Our solutions encompass complete infrastructure management services and the provision of secure enterprise messaging and directory services for both internal and external (to industry) contact.

Did you know... Steria has delivered a robust and flexible infrastructure suite for the Norwegian Defence Ministry. Known as the Armed Forces Secure Platform (AFSP), our solution supports both national and international military operations in accordance with strict security requirements.

Reliable military communication and information systems

The importance of equipping armed forces with the systems and equipment they need to respond to the ever-changing requirements of the operational theatre can never be underestimated.

In a multi-national environment it is vital that the systems deployed are interoperable with coalition partner systems. Furthermore, the reliability of military communications and information systems in support of deployed operations must be assured. Steria offers comprehensive defence systems, IT and platform testing and referencing in simulated environments to meet these needs.

We perform multi-level network-enabled testing as well as applications characterisation testing and referencing, and deployed environment replication. Our expertise is proven to help reduce development and deployment risks, improve efficiencies and ultimately increase the performance of new and emerging communication information systems as and when they are deployed.

At the cutting edge

As the prime contractor at the Land Systems Reference Centre (LSRC) in the UK, we are playing a vital role in ensuring the reliability, interoperability and performance of military communication and information systems. The LSRC is at the cutting edge of testing and reference activity and provides services to armed forces clients as well as to defence industry organisations supplying the MOD. Managed by Steria, it enables the UK MOD to reduce the costs of deploying systems through the reduction of operational and development risks.





The Steria team takes its responsibility as the prime contractor seriously as it fully understands the unique role it plays in assisting in the delivery of military capability.”

Lieutenant Colonel Charlie Bishop, UK MOD, Land Systems Reference Centre



Revolutionising access control to secure sites

Increasing security threats have highlighted the need to safeguard military personnel and facilities at home and in the front line.

Steria is revolutionising the way in which access control to secure sites is managed with solutions deployed in theatre for both access and identity control. Our revolutionary Biometric Data Capture System (BDCS) has been designed to verify identity reliably and quickly. To achieve this it uses multiple biometric criteria, including fingerprint and retinal scanning, to check and guarantee the identity of an individual. Crucially, it offers mobile identity verification with rugged biometric devices that are sized so they can be easily carried. Using cutting-edge technology, BDCS is an excellent example of our capability in the field of identity assurance and demonstrates innovative use of biometrics technology.

Our access control solutions include SteriaFIT (Fingerprint Image Transmission) and SteriaAFIS (Automated Fingerprint Information Systems). They are all sought after not just by our defence clients but also by those in homeland security. For example, in Germany the federal and state police use our biometric capture workstations for investigation and identity verification.

Delivering world-class business support

Away from the operational need to support and enhance in-theatre force deployment, a key challenge for today's defence sector is how to manage the transition to outsourced non-core functions with stringent security requirements.

In response to the budgetary pressure to reduce cost while maintaining and improving operational effectiveness, many defence organisations are looking to outsource their non-core functions and share them across all services. These include areas such as pay, personnel, management of recruitment and training, accounting, clothing and IT.

As a world leader in business process outsourcing (BPO) and ranked as the No. 1 provider for the provision of multi-purpose Finance and Accounting (F&A) Services in the UK by analyst firm NelsonHall, these are areas in which Steria excels. Indeed, we support many public sector organisations by developing and delivering transformational BPO and shared services.

We also don't believe in re-inventing the wheel and help our clients by utilising existing solutions, whether originally designed for military or commercial use. This allows them to deliver more while continuing to reduce total cost of ownership. We equally apply this approach to the systems we implement and maintain.

Working behind the scenes

- In a major public sector modernisation project, Steria developed and now maintains a unique inter-army pay management software solution (LOUVOIS – Logiciel Unique à Vocation Interarmées) to manage pay for all the French MOD's 400,000 service personnel. LOUVOIS has enabled the move towards a paperless administrative service and the productivity gains generated allow French MOD personnel to refocus on higher value-added core business.
- We provide the UK MOD's housing management system administering tri-service families' accommodation, including the online housing application e-form. Our solution supports the allocation of just over 45,000 houses to service families and the management of around 20,000 move-in and move-out appointments per year as families transfer between geographic locations throughout the UK.

A joined up approach to 21st century defence challenges

As the defence sector rises to the challenge of transformational change, Steria offers pragmatic, innovative solutions to relieving operational, logistics and budgetary pressures.

A trusted defence partner, Steria has brought together systems, technology innovations and process efficiencies in a portfolio of defence-focused solutions that are supporting defence sector transformation across Europe. For our clients and their operational partners, this is bringing a number of benefits and enabling new ways of working in the move towards more collaborative, partnership-based operating models.

These defence-specific solutions are complemented by our proven IT-enabled services and technology solutions that give you the agility you need to make change happen fast:

- **Application development and system integration:** from solution definition, design and development, to deployment, interoperability and ultimate benefits realisation. With our help, your IT can become a significant service enabler, unlocking business insight and operational efficiency
- **Application management:** agile, focused IT services based on guaranteed outputs and outcomes
- **BPO:** delivering a step change in efficiency, agility and performance

- **Consulting:** making the most of our sector expertise to successfully implement strategic and organisational change
- **Infrastructure management:** meeting the drive for cost reduction, flexibility, performance improvement and growth
- **Testing and quality assurance:** bridging the gap between application development and systems rollout.

We have been involved in some of military's most impressive new system rollouts in recent years. Our ability to work with defence industry partners is also of significant value to our military clients. In partnering with external suppliers we ensure that our clients gain access to best-in-class skills and the most advanced technology that might not be otherwise available.

Steria is trusted to provide the systems and support that enable military organisations to operate more efficiently and effectively and to meet the increasing requirement to conduct operations as part of a coalition force.



Did you know... our innovative BPO services have helped some organisations reduce their operating costs by more than 40%; money that can then be reinvested into delivering performance improvements in core service delivery.

Steria's capabilities in defence

We have developed specific solutions, services and innovations which include:

Services:

- Application Management & Development
- Change Management
- Electronic Messaging Services
- End-to-End Testing Management & Governance
- Finance Transformation
- Infrastructure Management
- Operational & IT Outsourcing
- Partner/Stakeholder Management
- Programme Management
- TUPE Management

Solutions:

- Biometrics and Identity Management
- Business Intelligence
- Distribution Planning
- Embedded Weapons Systems IS
- Enterprise Content Management
- Enterprise Solutions
- Inventory Management
- Military Personnel Housing Management
- Operational Service Enhancement & BPO
- Procurement Transformation
- Testing and Referencing

Innovation:

- Business Visioning
- Legacy Enablement
- Location-based Applications
- Mobile Application Development
- Technology Insight & Direction

Find out more

Find out more about Steria's extensive range of defence services and solutions and our diverse portfolio of IT-enabled business services by visiting www.steria.com/your-business/defence or email corporate_defence@steria.com



About Steria: 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 20,000 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 2010 revenue of €1.7 billion. 20%* of Steria's capital is owned by its employees. Headquartered in Paris, Steria is listed on the Euronext Paris market.

*Including the Employees Shares Trust in the UK



contact

Groupe Steria SCA
43 - 45 Quai du Président Roosevelt
F-92130 Issy-les-Moulineaux CEDEX
France

www.steria.com