



Managing IT for Defence Estates Operations Housing

Committed to Defence

Steria is the Prime contractor providing managed IT services to the Operations Housing and Security Services Group arms of Defence Estates.



Infrastructure and services in safe hands

The contract was awarded to Steria by the Ministry of Defence (MOD) in 2001 on a 9-year Private Finance Initiative (PFI) basis. It is a clear demonstration of Steria’s ability to meet customers’ evolving needs and to manage a range of suppliers in our role as Prime contractor in order to bring to bear best-in-class skills to the benefit of our defence clients.

- Defence Estates Operations Housing (DE-OH) is responsible for the allocation of housing to Service Families as they move between geographic locations. DE-OH manages approximately 50,000 houses throughout the United Kingdom and its technology infrastructure is essential to the ongoing provision of this service.
- Defence Estates Security Services Group (DE-SSG) is responsible for the management of security access systems used throughout the MOD and other government departments.

Steria’s managed services solution developed and now delivered to DE-OH and DE-SSG under the DOMIS project name comprises:

- Open Housing Management System (OHMS) from partner organisation Northgate
- Oracle Financials
- Business Objects based MIS solution
- Technology refresh of server and desktop infrastructures
- Microsoft Office and intranet access for over 750 users.

This is all backed up by the managed service from secure Steria datacentres, with disaster recovery and security management important features.

Commercial flexibility

Steria is responsible for the management of the whole infrastructure on a day-to-day basis and for the refresh of all technology throughout the life of the contract. The assets are owned and managed by Steria and we manage the software releases for all applications. In addition, we utilise ITIL compliant Intelligent Service Desk (based in Warrington) to provide all users with a Single Point of Contact for all fault calls or user requests.

Steria’s commercial flexibility also ensures that when additional services or capabilities are required to meet a new strategic or operational need, these can be easily and quickly accommodated. The addition of the resource scheduling tool Opti-time into the service is an example of this. Its inclusion in the service is evidence of our strength in systems integration, with the Northgate OHMS housing management application and Opti-time capable of working in tandem to support DE-OH’s housing services and resourcing needs.

A secure solution

Security is a fundamental part of any solution for the MOD and in order to meet DE-SSG’s business needs Steria provides 190 SSG mobile users with encrypted laptops and 3G remote access to all of their files, email and office applications.

Similarly DE-OH will be providing its mobile Housing Officers with secure laptops for access to all of their applications from any DE location. This gives the Housing Officers the freedom to meet Service Families as they move in or out of a property and then to work from the nearest DE office.

Steria’s staff are all security cleared and all servers reside in secure rooms within the datacentres. Steria has extensive experience of implementing solutions to meet the MOD security requirements.

// Steria has maintained an open and productive partnership with us throughout the life of our contract, adapting to our changes and proactively engaging to continuously improve the services they provide *Philip Sayers, Defence Estates*

Maintaining service levels

As you would expect from such an important partnership both for the MOD and Steria, the maintenance of service levels is seen as vital to the ongoing relationship.

- **Availability:** Steria measures availability of all applications and has an SLA of 98%
- **System Performance:** A set of performance indicators defines target transaction speeds for OA, email, Northgate OHMS, Oracle Financials. The SLA for performance is 98% of transactions within a defined target time.
- **Call Resolution:** Calls placed with Steria have a target of 90% fixed within defined times.

Our experience

Steria has long-term and trusted partnerships in the Defence sector, with an extensive track record of delivering complex projects as a Prime contractor for a diverse range of sub contractors. Our relationship management is exceptional as we take a partnering approach characterised by our human touch to ensure communication channels remain simple, clear and direct.

What is Opti-time?

The Opti-time solution (software provided by Xmbrace and implemented by Steria) is a highly flexible resource scheduling tool. It is used by DE-OH to schedule appointments for the mobile Housing Officers to meet Service Families for move-in or move-out appointments.

DE-OH has around 170 Housing Officers who carry out 80,000 appointments across the UK each year – the majority of which are at precise times agreed with the Service Family some 4 months in advance. Opti-time works in the background continually re-scheduling each Housing Officer’s diary until one week prior to the appointment when the most efficient deployment of Housing Officers is set – during all of this the Service Family’s appointment time is held firm.

What is the Northgate Open Housing Management System (OHMS) application?

Northgate OHMS is a proven and reliable modular solution providing fast and secure access to housing information, such as the availability and condition of housing, the housing needs of personnel (including rank and required pay deductions etc). Steria managed the integration between Opti-time and OHMS to ensure that the right appointments are made at the right houses at the right time.



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Steria in Defence

Steria has been a key provider of specialist systems and services to the Ministry of Defence (MOD) for over 30 years. Independence, broad capability and knowledgeable people with a reputation for operational and commercial flexibility have secured our position as one of the MOD's top ten ICT suppliers.

Through our involvement in the LSRC, MJDI, UNICOM and EMS projects we have developed core solutions spanning secure systems, identity management, end-to-end logistics and operational environments.

Our focus is always on establishing strategic partnerships with our customers and delivering innovative, practical IT solutions based on our core capabilities which include:

- Security
- Systems Integration
- Infrastructure Services
- Enterprise and Network Management
- Business Process Outsourcing.

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 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. 16.5% of Steria's capital is owned by its employees. Headquartered in Paris, Steria is listed on the Euronext Paris market.



contact

Steria Limited, Three Cherry Trees Lane, Hemel Hempstead,
Hertfordshire, HP2 7AH
Tel. +44 (0) 1442 885600
www.steria.co.uk/defence
defence.office@steria.co.uk