



STERIA CONNECT FINANCE

Delivering business performance improvements and world-class Finance & Accounting processes


At Steria we've been providing innovative, cost-saving solutions to the utilities sector for over 25 years. Our clients depend on our ability to find real solutions to the tough challenges they're facing.

Utilities companies are operating in a challenging environment. Increasing demand, security of supply, debt management and the rising cost to serve customers coupled with continuing pressure from regulators are only some of the issues. Add the ongoing budget restrictions caused by Ofwat and Ofgem's price increase rulings and it is apparent that utilities are under more pressure now than ever.

Steria can help. We deliver services that help our clients drive improvements in operational performance while leveraging new

models and getting more out of their current infrastructure. We understand the regulated environment in which you operate and combine that understanding with our award-winning Business Process Outsourcing expertise to bring real solutions, fast, often in-year ROI and flexible commercial models.

One example of this is our global leadership in the provision of Finance & Accounting (F&A) services, both with bespoke F&A BPO solutions and our shared service, Connect Finance.

A photograph of a high-voltage power line tower silhouetted against a sunset sky. The sun is low on the horizon, creating a warm orange and yellow glow. Multiple power lines stretch across the frame from the tower.

Discover how to make up to **40%** cost savings, with potential in-year ROI and no CAPEX...

What is Connect Finance?

Connect Finance is the first in a series of Steria offerings opening the door for organisations that have, until now, been unable or unwilling to pursue a business process outsourcing (BPO) model. This next generation solution offers a simpler, faster route to Finance & Accounting (F&A) BPO using a shared services model to drive down the cost of delivery and facilitate the sharing of world-class best practice.

Connect Finance delivers increased business value and in-year cost savings of up to 40% with no up-front capital expenditure (CapEx). Other offerings in the series include Connect HR and Connect Payroll.

Why outsource?

While Connect Finance uses a standardised service delivery platform rather than the bespoke model traditionally adopted by large global enterprises, it is nonetheless a BPO solution. Thus it offers many of the business benefits that typically drive the decision to outsource and go beyond purely cost savings. These benefits include:

- Improve insight and regulatory compliance with effective reporting systems
- Free up internal teams to focus on core issues resolution
- Enhance reporting controls and process visibility with access to best practice
- Improve purchasing power through economies of scale
- Avoid capital costs of technology refresh and gain access to leading edge technology.



Why use shared services?

Connect Finance is based on a shared services delivery platform that ensures accelerated payback and makes it easy for our clients to transition to BPO. By sharing certain business processes and resources within a service delivery centre, organisations can achieve economies of scale and gain access to world class business processes. Shared services support benchmarking across clients in order to deliver step-changes in customer service quality and effectiveness alongside cost savings and efficiency improvements.

Example

Process	Key Drivers	Typical Savings Range	
		Low	High
Transaction Processing	SSC scale leverage, intense process focus, workflow based performance improvement, wage arbitrage and asset leverage, automation & tools, strict compliance, e-business, seasonal volume ramp up & down	20%	50%
		BT, BBC, O2, NHS	
Accounting to Report	As above plus talent sharing, standard , formats reporting & analysis tools	15%	45%
		BT, BBC, O2, NHS	
Business Intelligence & Analysis	As above plus Industry Expert Partnerships, Outcome Driven Focus, Rules based controls, Compliance assurance & secure data management	15%	35%
		BT, BBC	
Year on Year Efficiency	Lean, Six Sigma, SSC Process Improvement Sharing, Innovation Centre, Best Practices	2%	8%
		All BPO Clients	

Releasing value

By operating on a shared services platform that uses standardised processes, Connect Finance speeds up the time it takes for clients to begin realising business benefit and gives them the agility they need to affect change. Having helped hundreds of organisations migrate to our F&A services, we have developed an effective model for accelerating the move of our clients’ transactional work to an efficient shared services model. Security is inherent in this model: clients share best practice processes and resources while information is segregated and secured by a rigorous, accredited process often exceeding our clients’ own security levels.

What do our clients say about us?

“The benefits of the system and of outsourcing to shared services are not purely financial. The migration to NHS SBS has helped to deliver a change in culture and facilitate the alignment of operational and budgetary accountability and responsibility.”

NHS Shared Business Services client Marie Farrell, Director of Finance, Bromley Primary Care Trust

What processes does Connect Finance support?

Connect Finance embraces every aspect of an organisation's F&A function, with the option to add bespoke components in line with business requirements:

- General Accounting
- Purchasing
- Accounts Payable
- Employee Expenses
- Cash Management
- Order to Cash including Cash Receivables
- Service Desk
- Reporting

Connect Finance is fit for purpose, making it quick to implement and easy to customise. Its scalability enables organisations to select the processes most relevant to their finance and accounting function and compliance requirements with each process also flexing in line with volume peaks and troughs.

Business Benefits

Improved Insight for Decision Making

- Visibility of where/how cost can be driven out of the business
- Robust reporting system reduces manual integration of various F&A reporting systems while delivering the data required for regulatory compliance
- Complete, accurate and timely management reporting aids understanding and interpretation of data
- A real-time view of the business improves cash collection and gives future certainty.

Best Practice Processes and Controls

- Process visibility & continuous improvement
- Pro-active compliance and exception management
- Assurance of data quality and timeliness
- Management time released to focus on the business
- Shared ideas and learning promotes best practice.

Rapid Business Transformation

- Puts Finance at the heart of business transformation
- Transformation in line with strategic goals, enabling organisations to be more fit for purpose
- Pre-defined, standardised processes creates a simple structure, rationalising disparate business entities and identifying what is core and what is not
- Speed and ease of implementation; the right people, with the right skills at the right time
- Proactive management of non compliance and exceptions reduces risk.



Increased Flexibility & Responsiveness

- Process flexibility enables organisations to quickly respond to uncertain or volatile conditions
- Customisable model in line with business priorities.

Improved Cash Management

- Up to 40% cost savings, potentially in-year
- Improved cashflow, with no capital expenditure
- Ability to drive value back into the business from spend analytics.

Commercial advantages

- Transactional based pricing, certainty of charges
- Core and flexible model – tailored to individual needs
- Ability to rapidly offer premium service e.g. returns, discounts, credits
- Reduce asset dependency.

Why Steria?

Steria has a reputation for first class, gold standard customer service. We are the NOA Outsourcing Provider of the Year award winner over multiple years. Our innovative track record in F&A for clients such as **BT, BBC, O2** and **Whitbread** is testament to our ability to deliver business value. Our shared services platform for **NHS Shared Business Services** has shown us the art of the possible in multi-tenancy service delivery with over 150 NHS organisations benefiting from our guaranteed service outcomes.

Connect Finance builds on this experience to provide organisations with affordable access to leading edge industry expertise and technology. With no capital expenditure and potential in year savings, organisations can feel confident in meeting their strategic finance and accounting goals.

For more information about Connect Finance, please contact Dawn Wyndham at dawn.wyndham@steria.co.uk or visit our website www.steria.co.uk/utilities and www.steria.co.uk/connect/finance



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.

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