



Systems and solutions for safer communities and borders

Homeland security solutions supporting efficient and secure collaboration



Did you know...



- Steria has more than 35 years' experience in the homeland security industry
- We own many of the key technological building blocks underpinning homeland security
- Steria is delivering the Schengen Information System II and the VISA Information System to the European Commission



- Our Steria Interconnection Box (SIB) portfolio for interfacing national police and migration control systems safeguards the secure information exchange between members of Europe's Schengen area



- Steria helped Romania reach technical readiness for the exchange of critical criminal data in order to withdraw border controls with EU member states ahead of any political decision in the coming years
- We provide 27 EU member states with our proprietary fingerprint image transmission application portfolio SteriaFIT
- Other proprietary technologies include the SteriaSTORM command and control system and the SteriaAFIS new generation automated fingerprint information system
- The ground-breaking 10-year partnership between Steria and Cleveland Police Authority in the UK is delivering innovative approaches to control room management, frontline policing and business processes.



In a politically sensitive project, Steria worked with us to connect our National Information System for Alerts with the Schengen Information System (SIS I). In just seven months Steria developed and implemented a sophisticated, flexible and innovative system tailored to our specific needs."

Corina Artopolescu, Head of National Centre of SIS,
Romanian Ministry of Administration and Interior

Protecting citizens from both internal and external threats

How do those responsible for homeland security respond to the increasing globalisation of crime, the continued terror threat and demands for more citizen-focused policing on our streets?



Did you know... Steria developed new applications and upgraded existing ones for one of the world's first national electronic identity (eID) programmes following a decision by the Belgian Government to introduce eID for all its citizens.

National and international homeland security authorities cannot afford to stand still. They must respond efficiently to security threats while maximising their productivity, introducing cutting edge technologies and managing their costs intelligently. Set against a background of stringent budgetary controls and changing international regulations, such as the Stockholm Programme, this is a tough challenge.

Crime doesn't stop at national borders or regional boundaries, so the interoperability of systems across geographies and numerous national agencies is also an urgent requirement. In addition, new technologies, such as biometrics, must be integrated with existing security systems to stay ahead of increasingly intelligent threats. Steria can help. With more than 1,000 professionals dedicated to homeland security across 16 countries, including a large pool of NATO and national security-cleared personnel, we deliver solutions to security institutions that maximise their efficiency and optimise budget spending.

Innovation and technology

Our comprehensive portfolio is built on a strong track record in police, border control agencies and emergency management. Every day our clients trust us to run their IT infrastructures and applications portfolios and support them with efficient testing and business process

optimisation. But that's not all. We also deliver cost savings, total quality of service and agreed outcomes that meet their needs in the core areas of **front line policing, system to system interoperability, biometrics and secure infrastructure.**

We help our clients comply with EU regulatory initiatives such as the Schengen Information System II, Visa Information System, Eurodac+ and Prüm. Our solutions also transform front, middle and back-end operations in a palette of building blocks enabling our clients to custom design the way their future security and business systems work to offer crucial benefits, including:

- Improved citizen confidence with more effective policing and border controls
- Enabled and secure interconnection of geographically distributed information systems
- Regulatory data compliance and improved data management
- Cost effective IT infrastructure and business support services.

We have a proven reputation for delivery excellence and for building long-term trusted 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?

Achieving transformational change in front line policing and emergency services

Today's police and emergency services must improve service delivery to the public and increase their visibility in the community. They have to keep the public safe and informed with greater communication, engagement and trust and they must protect both people and property.

All this has to be achieved with reduced funding. Steria is enabling efficiencies in support of these objectives. We have pioneered new partnership models setting a precedent in both operational and back office support, as well as in criminal justice. And we have rolled out game-changing technologies supporting frontline policing and fire services, including innovative mobile solutions and powerful command and control systems.

- Command and control:** the SteriaSTORM solution provides emergency services with an integrated information system for managing incidents and on-the-ground operations. It features a geographic information system (GIS) display and provides officers with direct access to incident information, both in the community and in the police station. We have also successfully implemented our IGNIS command and control solution for fire brigades in Frankfurt and Berlin.
- Investigation management:** we deliver the solutions that support the prompt management of information concerning public security through consistent integration of data from multiple national and international police sources. We offer either bespoke solutions, such as in the NIVADIS project that is supporting informed decision making and investigations for the Lower Saxony Police, or the integration of appropriate off the shelf solutions, such as in the Cleveland Police information system.
- Shared services:** our innovative shared services business model is delivering a more efficient and lower cost way for business support services to reinforce front line policing. It offers multiple clients the opportunity to share best practice and derive the benefit of process optimisation and economies of scale.
- Police business process outsourcing (BPO):** by transferring heavily transactional or time consuming tasks to our own teams, we provide our clients with more efficient, cost effective back office service delivery that frees up officers to focus on operational policing. Steria employees manage the Cleveland Police control room along with a call-back service to citizens, which are among the ground-breaking new services being delivered. On top of this, we provide more traditional BPO activities, such as finance and accounting (F&A), procurement and HR administration.
- Mobility solutions for front line policing:** we are helping to transform ways of working with mobile technologies that give officers working out in the community remote access to operational systems, processes and information, such as crime and intelligence reports (see 'A new model in policing', right).

Did you know... SteriaSTORM has been implemented in 21 Swedish police forces and is used by 60% of UK forces.



A new model in policing

In a pioneering 10-year partnership with Cleveland Police in the UK, Steria is freeing up officers to spend more time on frontline policing. We provide control room services, such as call handling, criminal justice case file preparation and business support functions through a shared service partnership that will deliver more than £50 million in cashable savings. A full range of ICT is also helping Cleveland comply with a national strategy for information systems improvement.

We implemented and now maintain the Cleveland Universal Police Information Device (CUPID) mobile solution. This allows officers to directly obtain information themselves from their central systems via mobile devices while they are out on duty. They can submit intelligence logs, crime reports and associated photographs without having to return to the station. New functionality is being added on an ongoing basis to further increase efficiency and reduce the administrative burden on officers.



The electronic case file and other new technologies will enable us to work more effectively on cases, freeing up more officers and allowing them to spend more time in local communities. We will have more streamlined, cost effective and efficient Criminal Justice services.”

Dave Pickard, Assistant Chief Constable, Cleveland Police

Secure information sharing across multiple agencies

The homeland security information systems environment is hugely complex. It features multiple agencies, disparate locations and responsibilities and a combination of ageing legacy and new technology.

Within this landscape, agencies want to retain their autonomy but recognise a need for secure and efficient collaboration. They must be able to respond rapidly to the changing threat situation and are seeking unambiguous data flows, complying with clear governance rules. Equally, performance requirements are incredibly demanding, with high data volumes in diverse forms and a need for a quick retrieval of information.

Steria secures real-time information sharing that puts the right data, in the right place, at the right time. We support major multi-year change projects and information system transformation programmes and have extensive experience in integrating distributed information systems and secure messaging. We work with our government clients both at a practical implementation level and as a consultant providing legal framework analyses and detailed technical specifications.

Our consultants work with multiple stakeholders to provide solutions facilitating the compromise between integration efficiency and political sensitivity.

Our system-to-system solutions:

- Provide efficient back-end systems interconnecting geographically distributed information systems
- Decouple communication protocols between systems
- Facilitate data homogenisation and compliance with international standards
- Support complex data flows governance with efficient means to orchestrate workflows
- Deliver toolsets to facilitate systems connection.

Innovative technology sits at the heart of our successful system-to-system offerings. For example, our Steria Interconnection Box (SIB) solutions manage all interconnection and data exchange operations between national systems and the centralised European databases built in the context of the Schengen Program. The systems we are helping to implement will give foreigners wishing to visit the EU clearer, more precise, transparent and fairer visa application rules.



Here's how we're helping some of our clients in homeland security

- **Schengen Information System II:** Steria is leading the consortium implementing a large scale and mission critical European information system to secure the Schengen area.
- **VISA Information System:** Steria is leading the consortium developing the Schengen VISA European database, enabling member states to grant Schengen VISA and combat VISA fraud.
- **National Policing Improvement Agency:** in the UK we implemented an entire programme ranging from business analysis and delivery of our SIB solution to post implementation support.
- **Government of Romania:** we enabled Romania's entry to the Schengen area with a global programme of system integration that included the delivery of an end-to-end application development project.
- **German Bundeskriminalamt (BKA):** we deliver business consulting around business analysis and software testing to the federal national investigative police agency in Germany concerning the Schengen national system.
- **French Ministry of Interior:** we deliver solutions enabling France to comply with the next generation of EU Schengen information systems.

Reliably identifying individuals

To stay ahead in today's challenging homeland security environment governments, police, national security forces and the private security sector must utilise the latest and best technology to manage identities, secure borders, control access, process asylum applications and fight crime.

Biometric data, such as fingerprint, retina or iris scans, are increasingly being used as a first-line deterrent. It is an area in which Steria excels. Our key solutions rest on proprietary Steria technology: SteriaFIT+ (Fingerprint Image Transmission) and SteriaAFIS (Automated Fingerprint Information Systems). We complement these with the provision of consulting biometrics expertise and business analysis.

Steria AFIS

The user-friendly SteriaAFIS system provides fast and accurate search and storage capabilities. Highly accurate, SteriaAFIS uses multiple fingers to maximise result reliability, including single-finger, ten prints, palm and latents all within a single platform. Importantly, a fast matcher capability allows for a full 20-finger search in less than two seconds using both rolled and flat-impresion fingerprints. This increases the probability of a match for poor quality fingerprints. We can also help to integrate your AFIS solution with existing technology.

Steria FIT+

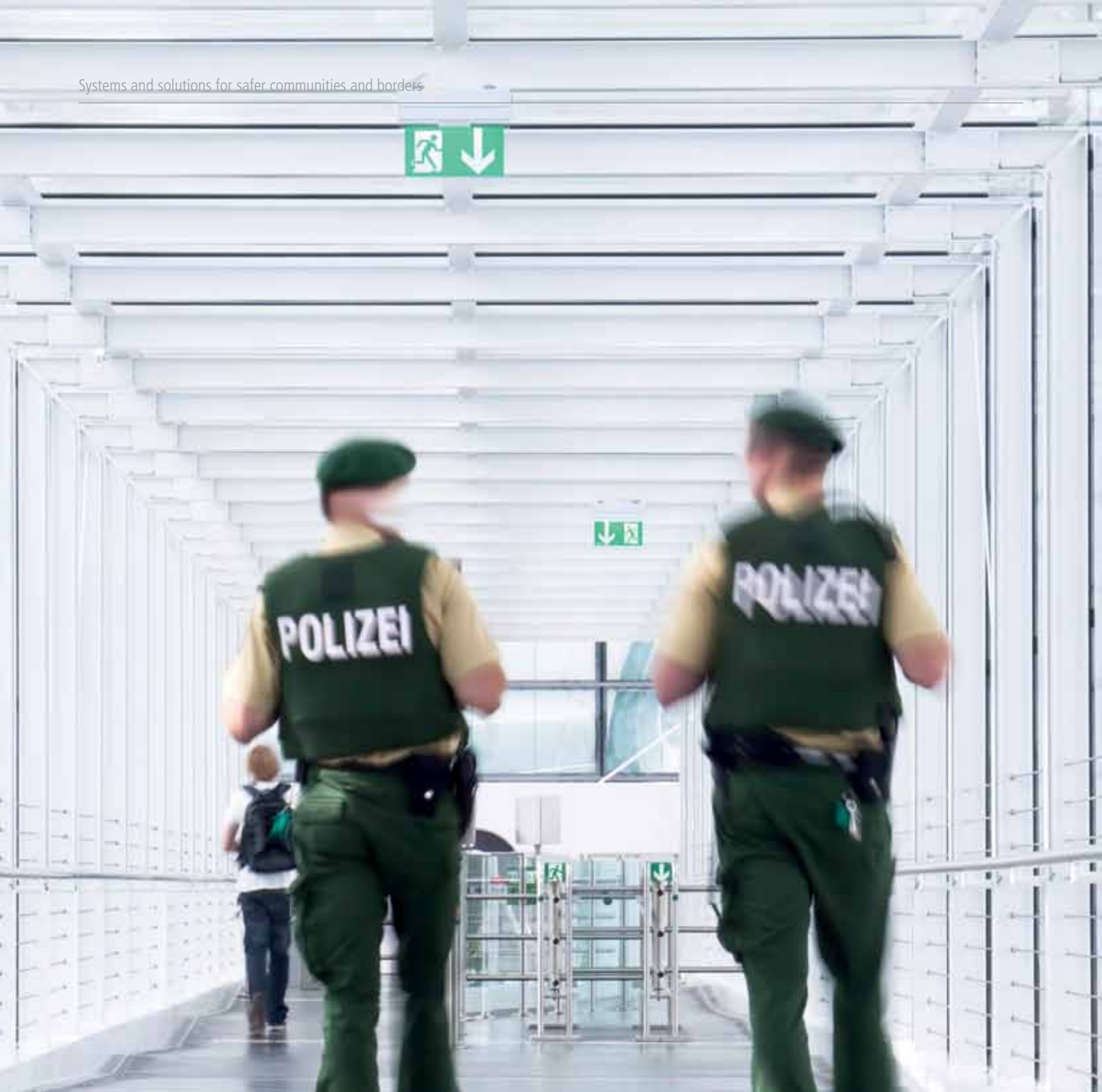
SteriaFIT+ meets the need for secure and fast transmission of diverse biometric data to central databases to support the rapid processing of immigration applications. Steria FIT+ is a complete integrated portfolio of biometric applications that are compliant with all major standards. These include fingerprint, palmprint, latent, mugshot and signature capture, travel document scanning and fast ID capture. We deliver booking systems as stand-alone applications, or as intranet enabled components through web technology for large scale usage.

Seeking our biometrics know-how

We have carried out 500 SteriaFIT implementations in Germany alone and in 27 European countries in total. In France we are working with the National Agency for Secured Identity Documents (ANTS) on a number of levels, including the development of a security policy supporting the need to control the security of the biometric passport system. We provided the French Home Office and Ministry of Immigration with a comprehensive and effective data management system, including biometric technology and decision support, giving a consolidated view of the information to all stakeholders and facilitating secure information exchange between all parties.

Did you know... Steria implemented the Eurodac biometry system on a European scale to process immigration application requests and allow member countries to check if asylum has already been sought in another member country.

We also implemented a modern case management system for Norway's National Police Data Management Services' SIRENE application (Supplementary Information Request at the National Entry).



“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, UK Ministry of Justice

Secure infrastructure management

Increasing technology complexity and regulatory pressures are just two of the many factors making it difficult for homeland security IT teams to maintain a great service with a secure, dynamic and flexible IT infrastructure.



Steria draws on broad experience of building IT infrastructure solutions, combined with an industrialised methodology for cost effective service delivery, to provide robust and flexible IT infrastructures for the homeland security industry. We can help you to balance business demands with the need to make sure your IT environment is secure, sustainable and compliant against a rising tide of threats and regulation.

We are a long-term strategic partner of the UK Ministry of Justice and we provide infrastructure management services for both the police and customs in Norway. They benefit from our business consulting expertise in infrastructure management architecture and IT security audits, as well as the provision of secure infrastructures.

Transforming with Steria

- **UK Ministry of Justice:** we are helping to transform ICT services to the National Probation Service with an end-to-end offender management model based on the National Offender Management System (NOMS), an integrated database and common processes. A single network offers rapid sharing of information with other criminal justice partners, more resilience and increased value. NOMS is able to fully integrate with Her Majesty's Prison Service to assist end-to-end management of offenders.
- **Norway's National Police Data Management Services (PDMT):** we are supplying PDMT with a complete package of data-room services, equipment and network components, as well as maintenance and other related services that are yielding great savings in operational and maintenance costs.

Did you know... important police information and search systems are integrated with the back-end layers of solutions we have developed in Germany: POLAS/INPOL, Schengen Information System, central register for foreigners and central traffic and information system.

Rising to the challenge of 21st century homeland security

Working throughout the homeland security sector at both regional and national level, Steria offers solutions that incorporate new business models, game-changing technologies and proven expertise in business process optimisation.

Our portfolio of solutions for homeland security is helping to secure borders, putting more police officers on the streets and joining up critical information systems across agencies and geographies. These security-specific solutions are complemented by our proven IT-enabled and consultancy services and technology solutions that give you the agility you need to make change happen as quickly as possible:

- **Application development and system integration:** from solution definition, design and development, to deployment 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
- **Consulting:** making the most of our sector expertise to successfully implement strategic and organisational change
- **Police BPO:** delivering a step change in efficiency, agility and performance
- **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.

For example, in response to the budgetary pressure to reduce cost while maintaining and improving operational effectiveness, many homeland security organisations are looking to outsource their non-core functions, such as pay, personnel, management of recruitment and training, accounting, clothing and IT. As a world leader in BPO, these are areas in which Steria excels.

In application management, we are providing the Spanish Department of the Interior with the application maintenance it needs to provide accurate, timely information in the format demanded by both the police and civil guard. This includes applications support for systems governing airport passenger information, organised violent groups, justice administration information exchange and Schengen IS II.

Advice and support

We also provide enterprise information management (EIM) solutions that ensure the information our clients capture about every aspect of their operations is accurate and accessible to everyone who needs it.

Across the entire homeland security sector we're supporting secure inter-agency collaboration, enabling the standardisation of resources using best practice, adapting existing systems and integrating innovative technologies. Our professional consultancy service advises and guides our clients, drawing on a deep understanding of complex organisation governance and expertise in distributed complex information systems.

Efficient and cost effective management of back office services, including police-specific services, leaves our clients free to stay focused on their business priority of protecting people, property and nation states.

Did you know... our BPO offering in the police sector delivers 25% to 30% savings against the previous cost of business support services. Steria is also ranked UK No 1 in multi-purpose F&A BPO by analyst firm NelsonHall.

Steria homeland security solutions and services

We have developed specific services, solutions and innovations for homeland security, including:

Services:

- Application Management & Development
- Business Process Consulting and Implementation
- Business Process Outsourcing
- Change Management
- End-to-End Case Management
- End-to-End Testing Management & Governance
- European Regulations Consulting
- Finance Transformation
- Infrastructure Management
- Operational & IT Outsourcing
- Partner Management
- Programme Management
- Regulatory Change Management
- TUPE Management

Solutions:

- Biometrics - SteriaFIT and SteriaAFIS
- Business Intelligence
- Citizen Relationship Management
- Command & Control - SteriaSTORM and IGNIS
- Distribution Planning
- Enterprise Content Management
- Enterprise Solutions (SAP, Oracle)
- Investigation Management - NIVADIS
- Mobility solutions for emergency forces
- Operational Service Enhancement & BPO
- Police Shared Services
- Procurement Transformation
- System to System Connectors

Innovation:

- Business Visioning
- Channel Strategy & Portal Solutions
- Cloud based, Infrastructure On Command
- Digital Visioning
- Legacy Enablement
- Location-based Applications
- Mobile Application Development
- Target Operating Model Design & Roll-out
- Technology Insight & Direction



Find out more

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