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12 November 2009

Steria Ranked No. 1 in Europe for Accounts Payable Business Process Outsourcing

Steria, the European IT-enabled business services company, today announced that for the second consecutive year, it has secured the No. 1 position as the purchase-to-pay (P2P) business process outsourcing (BPO) supplier of choice across Europe. Steria's P2P (accounts payable) BPO ranking was unveiled in the recently-published NelsonHall BPO Market Assessment, 2009-2013.

In the same report, Steria rose to the No. 3 position in Europe for multi-process finance and accounting (F&A) BPO, which covers accounts payable, accounts receivable, general accounting, and treasury and cash management, amongst other key services. Steria was also ranked No. 1 in the UK for overall finance and accounting BPO, according to NelsonHall's research.

Juergen Sponnagel, Member of the Executive Committee and Head of BPO of Steria Group and Chairman of the Supervisory Board of Steria Mummert Consulting said: "We recognise that our clients have been and will continue to be under tremendous pressure to create operational efficiencies, and BPO in the finance and accounting segment has grown significantly because of this need."

"As we emerge from the recession, our European client base is also showing great interest in BPO as a board-level strategy for creating more agility and flexibility in the business. It's exciting to see BPO evolve into a strategic instrument for forward-thinking organisations."

The NelsonHall BPO rankings follow Steria's recent announcement that it has been awarded 'Best BPO Project' by the British National Outsourcing Association (NOA) for its landmark achievements as one-half of the joint venture with the UK Department of Health, the NHS Shared Business Services, established in 2005.

This included positive acknowledgement in the 2009 UK Budget report and the achievement of world class finance accreditation by benchmarking firm, Hackett, earlier this year.

Steria achieves consistent gains in BPO subcategories



According to NelsonHall, in 2008 Steria captured 6.4% of the purchase-to-pay market in Europe, maintaining its No. 1 position. In multi-process F&A BPO, Steria gained a position, moving from fourth in 2007 to third in 2008, with 7.3% market share in this category.

François Enaud, CEO of Steria Group, said: "Over the years, we have made strategic investments and scaled up our capacity to deliver on our clients' business needs – addressing their operational pain points today and offering additional scope when other areas of the business require BPO expertise.

"Our growth in areas like multi-process F&A serves as great supporting evidence that our investments are paying off, and more importantly, that a growing number of clients find strategic value in Steria BPO service delivery."

NelsonHall is the BPO industry's most established analyst firm, having published market-leading insights and BPO industry analysis since 1998.

Steria's portfolio of clients who rely on its BPO expertise include, among other brands, the BBC, British Telecom and Whitbread, and is supported by more than 2,300 finance and accounting professionals across the company.

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

For more information please visit the Steria Exchange: www.steria.com/exchange

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