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Steria Bolsters its Infrastructure Management Delivery Capability with a New Global Delivery Centre in India

Steria, a leading European IT-enabled business service provider, today announced that it will deliver Remote Infrastructure Management Services (RIMS) from its newly-expanded global delivery centre in Noida, India. This new service portfolio from Steria's India-based teams illustrates the Group's expertise in industrial IT infrastructure management, which it already performs from its centre in Katowice, Poland, as well as its drive to roll out these services for all of its clients, across all geographies.

The new delivery centre in Noida fulfils several client-centric objectives: it provides offshore service delivery coupled with the efficiencies of automated support, as well as specialist expertise in direct delivery of configuration management and software distribution services. In addition to serving external clients, RIMS will also benefit Steria Group, which itself is an internal customer of desktop services provisioned from Steria in Noida.

The RIMS centre in Noida will deliver a full portfolio of remote IT infrastructure management services – including desktop, systems and network management – to clients who rely on robust, always-available IT to underpin their business. Building on two years' investment in service industrialisation, the new centre will open with 200 full-time IT analysts and technology services professionals who already support Steria clients in the financial services and utility sectors, amongst others. Steria in Noida has provided application management services and BPO to enterprise clients for nearly twenty years, and its enhanced profile reflects Steria's ongoing commitment to develop its industrialised service delivery model and enable clients to deploy a blended sourcing strategy.

Steria's innovative approach to infrastructure management, as with its complete IT services portfolio, leverages the strength of its industrialised service delivery model, which includes onsite, onshore, nearshore and offshore strategies that can be blended according to client needs. The optimal mix will reflect clients' business priorities; the complexity and maturity of the IT service being outsourced; and an ability to scale and rapidly bring new technologies and service offerings online. Most importantly, RIMS can be deployed in the client environment with zero-to-minimal disruption and without the need to replace legacy IT investments.

Karine Brunet, Steria Group's director of IT services, commented: "Increasingly, clients are approaching Steria with the same mandate for more strategic, tailor-made sourcing that affords them flexibility, an excellent cost-to-value ratio, robust due diligence measures, and most importantly, expert IT service delivery, regardless of geography. Our continued



investment in a strategy that expands our global service delivery capability, whilst incorporating the latest tools, technologies and best practice ensures Steria is able to respond fully to client requirements.”

Brunet continued: “Industry needs to evolve from an ‘either-or’ scenario when it comes to where IT services are offshored. For Steria, the new global delivery centre in Noida represents a timely and strategic, long-term investment, as well as reflecting our belief that clients can benefit tremendously from our focus on achieving the optimum blend between proximity and remote services, 24/7 enterprise-grade IT support and the value-added services that are best delivered through a blended and industrialised service model.”

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 18,300 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 2009 revenue of €1,630 million. 19.3% of Steria’s capital is owned by its employees. Headquartered in Paris, Steria is listed on the Euronext Paris market.

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