



# **Steria Public Sector Shared Services Outsourcing Report Abstract**

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## Who Is This ITO Vendor Assessment For?

NelsonHall’s Vendor Assessment of Steria’s public sector shared services outsourcing provides a comprehensive view of the company’s offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of shared services to the public sector and identifying vendor suitability
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the public sector outsourcing services sector.



## Key Findings & Highlights

Steria is a Paris-headquartered IT and BPO services vendor which, in 2012, had revenues of ~€1.8bn. It operates in four main geographies: the U.K., France, Germany and Scandinavia (mostly Norway).

In 2007, it significantly boosted its BPO presence in the U.K. central government sector with the acquisition of Xansa. The acquisition brought in the NHS Shared Business Services (SBS) joint venture with the Department of Health (DH), a JV set up in 2004 to provide mostly F&A services to NHS trusts and agencies.

Steria’s record of providing shared services to the government through a JV was an important factor in it winning another major U.K. government BPO contract in 2013. This contract, its biggest ever, worth >£1bn, is to run the second and largest of the independent shared service centers (ISSCs), for back office services to multiple government departments. Steria has set up a JV with the Cabinet office called Shared Services Connected Ltd. (SSCL) to deliver the services.

Steria has also established a presence for BPO services in the U.K. police sector. In 2010, it secured a multi-tower BPO services contract with Cleveland Police, as part of which it runs a multi-process shared services center, delivering shared services to different police districts in Cleveland.

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## Scope of the Report

The report provides a comprehensive and objective analysis of Steria's public sector shared services outsourcing offerings, capabilities, and market and financial strength, including:

- Identification of the company's service-specific strategy, emphases and new developments
- Service-specific revenue estimates
- Analysis of the company's offerings and key service components
- Analysis of the company's approach to, and locations for, service delivery
- Analysis of the company's strengths, weaknesses and outlook.

## Report Length

11 pages

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