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## **Michelin outsources its in-house IT support services in Spain to Steria**

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Michelin, the world's leading tyre manufacturer, has outsourced the whole of its on-site Help Desk and support services in Spain to Steria, European IT services global operator. Steria's offer included setting up a single remote contact point for all Michelin's Spanish users.

Michelin required a quality IT support service for all of its employees at its different sites in Spain. The service provided by Steria comprises telephone assistance and basic assistance for workstations in order to fix application and infrastructure problems 24 hours a day, 365 days a year, with tightened security and a higher level of service quality.

This three-year managed services contract involves Michelin's Spanish head office (located in Valladolid), the sales department (based in Madrid), as well as the four production sites and three main logistics platforms in Spain. The contract enables Michelin's Spanish subsidiary to fulfil the Group's IT directives. Production has been improved and costs reduced since the outsourcing of the Help Desk service. Likewise, the telephone support centre, managed by Steria and situated in Valladolid, has succeeded in meeting the requirements of the service quality contracts in place by carrying out quarterly surveys amongst users and inspection and project follow-up teams.

"We chose Steria because of its experience and global approach to Help Desk services, on-site assistance and applications management. We actually looked into other managed services projects of this kind that Steria had carried out for Ericsson and Carrefour. In addition, Steria's international dimension, its involvement in project management and its commitment to meeting objectives – in terms both of quality and cost control and reduction, measured with specific result indicators – were determining factors in our decision," said Eduardo Marco, IT Manager for Michelin in Spain.

Steria is a European managed services global operator which deals with all its customers' IT needs through a five-tier offer of across-the-board services: management of platforms (infrastructure support) and applications management and maintenance; management of global operations (systems integration and consultancy projects); management of company and support processes; and finally, outsourcing services (*Business Process Outsourcing*). Steria has carried out numerous managed services projects in Europe, notably for Michelin, Ericsson, Carrefour, Panasonic, the French Navy, Lloyd's, Exxon, TotalFinaElf, EADS and Norwich city council in England, amongst others.



About Steria ([www.steria.com](http://www.steria.com)):

**Steria** is one of the top ten IT services companies in Europe. The Group is positioned on the market as an IT services global operator, capable of implementing global solutions for its customers thanks to its three core businesses: consulting, systems integration and managed services. Created in 1969, Steria has developed its expertise in Europe in the banking and insurance, utilities, public service and telecommunications sectors. Steria boasts 9000 employees and forecasts 2002 revenues of over €1bn, 60% of which will come from outside France due to its presence in 12 countries worldwide.

Steria is a pioneer in employee shareholding, with 31% of its capital being held by employees. Steria is listed on the Premier Marché of the Paris Stock Exchange and in the SBF 120 index.

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