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## **Steria's managed services contribute to the success of the French on-line tax return campaign**

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Steria, a major European end-to-end IT services partner, recently implemented a managed services project for the *Direction Générale des Impôts* (DGI) (French Inland Revenue Service) for its 2003 on-line tax return campaign. This service was provided at DGI's IT operations site in Bordeaux as part of a 3-year services contract<sup>1</sup>, with commitment to results and based on precise quality indicators.

The tax return campaign for calculating 2002 tax ran from 10 March to 5 May 2003. Over 600,000 on-line declarations were made, which is 5 times more than in 2002. The tax portal ([www.impots.gouv.fr](http://www.impots.gouv.fr)) recorded 10.5 million hits.

Steria provided round-the-clock managed services for DGI's IT operations site in Bordeaux for this project. Over 100 service quality indicators were defined and monitored daily to facilitate supervision by the project teams. These service quality commitments include daily downtime of less than 30 minutes for the most critical periods (more than 2,000 simultaneous connections were recorded on certain weekends) and access to tax files or digital certificates in under 20 seconds.

"We are very proud to have contributed, along with DGI's IT teams, to the success of the largest remote procedures system in France in terms of the number of on-line declarations," says Eric Messigny, managed services manager for Steria in France.

"Through this contract, Steria is reinforcing its ability to offer an end-to-end service with commitment to results. The company is also demonstrating that it can implement large-scale modernisation projects on a national level," says Philippe Tournaud, public sector CEO for Steria in France.

Steria, a major European end-to-end IT services partner, has sound knowledge of the public sector and proposes a comprehensive offer by combining its skills in consulting, systems integration and managed services. This enables it to play a pioneering role in European e-government. Steria's ability to manage large-scale IT projects with commitment to results

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<sup>1</sup> The 3-year managed services contract signed with Steria falls within the scope of an end-to-end project commenced at the beginning of 2001 with the DGI's Copernic programme team, in conjunction with Accenture and France Telecom. The aim of this project is to enable the 160,000 tax officers and the 43 million taxpayers throughout France to access a history of tax data on-line, concerning income tax, CSG (welfare contributions), residential tax and property tax. Steria's managed services resources are adapted in the critical March/April period.



and to take control of its customers' IT infrastructures makes it a trusted partner for public services.

Over 50 ministries and 60 public bodies work with Steria in Europe, including the Danish and Norwegian customs authorities, the Norwegian and Swedish police, the Spanish ministries of Labour, Economy and Health, Norwich City Council in Great Britain, the French Navy, the Belgian Ministry of the Interior, the British Ministry of Justice, the French national employment centre (ANPE), UNEDIC (French unemployment agency) and Carelink in Sweden.

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

With 2002 revenue of €1.018bn and more than 8,000 employees, Steria is one of the top ten IT services companies in Europe. Present in 12 countries worldwide, the Group is positioned as an end-to-end IT services partner thanks to the mastery of its three core businesses: consulting, systems integration and managed services. Its acknowledged expertise in managing large-scale projects and its range of industrialised solutions in Europe enable Steria to offer its customers a reliable service with commitment to cost and risk control. The Group has strong sector-based expertise in the Public Services, Banking and Insurance, Industry-Utilities-Transport and Telecommunications markets.

Created in 1969, the Steria group 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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