



Issy, 10 June 2003

Amen Bank, Tunisia's first private bank, chooses Steria to integrate its new multi-channel banking system

Steria, a major European end-to-end IT services partner, has been selected to implement a new integrated multi-channel banking system for Amen Bank, Tunisia's first private bank. Amen Bank employs 940 people and serves the whole country via its network of 79 branches and 62 automatic teller machines (ATM).

This integrated banking system, a project launched in January 2003, will be implemented on a gradual basis between now and the beginning of 2005 and will enable Amen Bank to migrate to an information system combining customer services and products in an open IT architecture. Amen Bank will thus be the first North African bank able to coordinate its different remote services (Internet, ATM, interactive voice services, SMS, call centre, self-service terminals, etc.) via a single system used in all its branches. This will allow real-time follow-up of all banking operations.

"We aim to achieve a cutting-edge banking information system, so that we can offer our customers tailor-made services whatever the banking channel. We chose Steria for its expertise and tried-and-tested methodology in the implementation of integrated banking systems," says Ahmed El Karm, Deputy CEO of Amen Bank.

"This all-inclusive project, worth €3m, is one of the largest to be carried out in the North African banking sector. Our experience in the rolling out of banking systems in France and abroad in addition to the professionalism of our teams as well as those at Amen Bank, will be the key factors in our success," explains Denis Blitman, banking sector CEO for Steria in France.

As part of this project, Steria will integrate the Symbols™ software package, a banking system from System Access, for which Steria is the exclusive distributor in Europe and Africa.

Steria, which is the prime contractor for this project, has built its international reputation in the field of banking through carrying out a variety of large-scale strategic projects. These include the computerisation of the central bank of Saudi Arabia and the international rolling out of information systems for the Crédit Lyonnais (40 subsidiaries) and the BNP (90 subsidiaries). It has also developed IT master plans for several Tunisian and Algerian banks.



About Amen Bank (www.amenbank.com)

Amen Bank is Tunisia's first private bank, with origins dating back nearly 100 years to 1906. Its offer covers all areas of the banking business. Indeed, boasting the most extensive multi-channel network in Tunisia, Amen Bank has developed its universal offer by creating several financial subsidiaries operating in the areas of leasing, intermediation and securitisation of receivables. Amen Bank was also the first Tunisian bank to receive ISO certification. Listed on the Stock Exchange and acknowledged both nationally and internationally, Amen Bank manages several credit and financing lines for prestigious institutions such as the World Bank, the African Development Bank and the European Investment Bank.

About Steria: (www.steria.com)

With 2002 revenue of €1.018 bn 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.

Press Contacts

**Steria Press Office
Finance and Transport France**

Arnold Aumasson
Tel.: + 33 1 34 88 57 82
e-mail: arnold.aumasson@steria.com

Actus PR

Laurent Meggs
Tel.: + 33 1 53 67 36 39
e-mail: lmeggs@actus.fr

Steria Group Press Office

Dominique Lambert
Tel.: + 33 1 34 88 64 44
e-mail: dominique.lambert@steria.com