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Press Release _____

Department of Health's Business Process Outsourcing venture reaps rewards in the UK

NHS Shared Business Services gives more than £1million back to NHS client trusts

NHS Shared Business Services (NHS SBS), a unique joint venture between the Department of Health and Steria, today reported that the Department of Health will receive £1.06 million in royalties, which will be re-distributed to the NHS trusts and organisations who subscribe to NHS SBS services.

Launched in 2005, NHS SBS provides shared business services to a growing number of NHS trusts. It currently works with 125 NHS organisations (representing 30% of all NHS trusts), delivering shared business services such as payroll and finance and accounting. NHS SBS was established to help NHS trusts streamline back-office functions and deliver greater operational efficiency, thus enabling key staff to focus on frontline care. The joint venture now also delivers the added benefit of sharing proceeds with participating trusts.

More than 21 million people in the UK have NHS healthcare delivered by NHS SBS clients. NHS SBS provides a range of value added services to enable NHS trusts to focus on strategic decision making and business improvement activities, whilst benefiting from operational efficiencies and savings of between 20% and 40%.

John Neilson, managing director of NHS SBS, said: "This is the first in a series of payments which are earmarked for distribution amongst NHS SBS clients over the next few years and demonstrates the real value of being part of NHS SBS. The shared services delivery model offers modernisation, high flexibility and cost savings; it's a model that also clearly works on an operational, performance and return-on-investment basis."

In a meeting with NHS SBS officials, Health Minister Earl Howe accepted the cheque for £1.06 million on behalf NHS SBS clients, and they will receive their share this week. Earl Howe commented: "At a time when the NHS is being challenged to drive efficiency, the NHS Shared Business Services model is delivering real savings for NHS organisations. It has demonstrated that public private partnerships can not only be successful in achieving savings and improving quality, but can also be commercially successful to the wider benefit of the NHS."

Aaron Cummins, director of finance, Liverpool Heart and Chest NHS Foundation Trust, an NHS SBS client, said: "Joining NHS Shared Business Services has not only transformed the delivery of our business services, but has also enabled real savings to be reinvested in frontline care." He added: "This is a great way to demonstrate the benefits of our partnership with NHS SBS and share in its continued growth and success."

Over the last three years, NHS SBS has seen a substantial rise in levels of client satisfaction; the most recent survey shows that 87% of NHS SBS clients state they would recommend the service. NHS SBS has also achieved 'World Class' ranking for the second year running in the Hackett Global Benchmark on effectiveness and efficiency.

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About NHS Shared Business Services: www.sbs.nhs.uk

NHS Shared Business Services (NHS SBS) is a unique joint venture between the Department of Health and Steria, and leads the way in developing and providing Finance and Accounting, Payroll, e-Procurement and Family Health Services to all types of NHS organisations.

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NHS SBS was cited in the 2009 HM Treasury Budget Report "improving efficiency in back office functions by building on the success of NHS Shared Business Services" and also featured in the OEP final report on efficiency savings.

With over 1,200 people employed and in excess of 4.5 million transactions processed per annum, NHS SBS works with over 30% of NHS organisations to deliver operational efficiencies, cost savings and improved service quality. NHS SBS is on target to deliver substantial cost savings to NHS trusts and organisations.

About Steria: www.steria.com

Steria delivers services based on new technologies that enable administrations and companies to improve their efficiency and profitability. Thanks to the excellent knowledge of

its clients' business, its expertise in information technology, and the outsourcing of corporate processes, Steria takes on board the challenges of its clients and helps them to develop innovative solutions to face them. Through the collaborative approach of the board, Steria works with its clients to transform their organisation, enabling them to focus on what they do best.

The 18,300 employees at Steria, in 16 countries, look after the systems, services and processes that make today's world go around, thereby having an impact on the lives of millions of people every day.

Steria was founded in 1969 and has offices in Europe, India, North Africa and South-east Asia. The group achieved a turnover of 1.63 billion Euros in 2009. 19.3% of its capital is held by its employees. Steria is quoted on the Euronext Paris stock exchange and its headquarters are located in Paris.

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