

# Steria and Colt

## A strong partnership

**Client**

Steria

**Sector**

IT Outsourcing

**Challenge**

Extend strong partnership by offering joint tailor-made solutions

**Services**

- End-to-end solutions

**Steria is an international IT outsourcing company and has been designing, implementing and managing bespoke end-to-end IT projects for over 25 years.**

Steria has a comprehensive client profile and supplies IT projects to a range of sectors, such as the public sector, banking and insurance, telecommunications and the utilities sector. Steria, which is listed on the stock exchange, took over the British company Xansa in 2007, and the newly formed group now employs 19,000 people, 5,000 of whom in India.

In response to clients' IT requirements Steria aims to come up with the most cost effective solutions. Telecommunication is often a major part of any IT project quoted by Steria. For some years now the outsourcing company has been relying on Colt in order to offer a joint response to client expectations. This business collaboration was formed for a number of different reasons, including the fact that both companies operate by the same basic concepts, a strong relationship of trust, a global vision and smooth communication within the partnership.

**Bespoke solutions at the right price**

It is a major strength of both Steria and Colt to provide solutions that are fully co-ordinated to the clients' requirements, irrespective of their business sector. Steria has to date implemented several projects in conjunction with Colt, in each case providing the ideal telecommunications option.

Willy Buelinckx, Manager of Business Operations Services at Steria Belgium, explains: "Colt and Steria have the same basic concepts, one of them being flexibility. Each project has to address quite particular aspects, something that is well understood by both Steria and Colt. Each company has specific requirements and our response is a tailor-made solution."

Whilst the solutions provided by Colt are perfectly adapted to the client's IT requirements, they also offer outstanding quality and come with the right price tag. For Steria that good price/quality ratio is one of the major factors in its search for a telecommunications solution to suit the client's IT project.





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Willy Buelinckx,  
Manager of Business Operations Services, Steria Belgium

## A Relationship of Trust

Steria's contracts with end users generally run over an extended period, i.e. three to seven years. In this context, the telecommunications solution by Colt forms part of the IT project provided by Steria, the latter being the point of contact and taking overall responsibility for any such project.

Blind trust in the business partner's performance is therefore a must. The two companies have to work closely together whilst operating on the same wavelength in terms of price, quality and future outlook. Colt is today active within a strong and varied partnership network across Europe.

Jan Dejosse, Marketing Director Benelux at Colt, says: "Our business partners play an increasingly significant part in the international environment in which we operate. The European launch of our new partnership programme reaffirms our confidence in this channel and its significance for the mutual benefit of partners as well as end users."

## The world is Flat

Internationalisation is a major fact of the world of business. A company's data communications volume increases in line with its growth. Its IT infrastructure therefore needs to be adapted to its growing and continually changing requirements, both at European and global level. To meet such client needs, Steria designs appropriate overall solutions in co operation with the telecommunications partner that best fits the picture.

In the context of this process, Colt is pleased to take responsibility for extending the telecommunications infrastructure, relying on its 25,000 km of fibre optic network in 13 countries, its 18 data centres, and co operation with locally based business partners to ensure worldwide connectivity. The ability of Colt to extend the telecommunications infrastructure of Steria's clients abroad is a major aspect of this co operation which is set to become even more significant in future.

## Ease of Communication

Naturally, good communication between the two companies is important at all levels. Steria is full of praise for the approachability and straight forward manner of Colt's staff. Faced with any problem that might arise, there is never any pointing of fingers, and both sides join forces in trying to deal with it.

Willy Buelinckx, Manager of Business Operations Services at Steria Belgium, adds: "Colt is the ideal company size for a business partnership with Steria. Its capacity as a telecommunications provider is sufficiently comprehensive to grasp Steria's requirements whilst being able to efficiently and smoothly maintain contact also at a personal level. Colt's top management is always on standby to respond to any queries Steria might have. Colt is not a large multinational company where the client becomes a mere number. Every client and business partner is individually treated, which enables Colt to offer the best service and most appropriate solution".

## Partnership Today and Tomorrow

Today, the Steria's data centre in Louvain La Neuve is connected to the Colt data centre in Nossegem for backup purposes. This interconnectivity guarantees continuity for clients' business operations. Clients in the financial sector enjoy connectivity with both data centres for their various outsourcing sites. Where the electricity market is concerned, Colt provides a Value Added Network to access the IT infrastructure within Steria's data centre.

Bart Froyen, Marketing Manager for Midsize Enterprise at Colt, explains: "The cooperation between Steria and Colt has grown over the years into a strong partnership based on structural and open communication, placing emphasis on flexibility and the companies' mutual drive for designing quality solutions in the client's best interest. It is with great pride therefore that Colt launches its updated European partnership programme on the 10th of December. This programme will bring the basic elements of its cooperation with Steria to the fore. Such elements are essential in a constructive partnership, the result of which stands for so much more than the sum of individual endeavours on the part of each of the companies."

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