



Whitbread renews multi-million pound Finance & Accounting BPO contract with Steria

In summary

Whitbread, the UK's hospitality and catering giant, has renewed its contract with Steria for another five years. Under the contract, Steria will continue to provide finance and accounting business process outsourcing services.

Paris, France, 14 February 2013 – Today, Steria, a leading provider of IT-enabled business services, announces the signing of a 5 year, multi-million pound contract extension with Whitbread. Whitbread, with an annual turnover of £1.8bn, is one of the leading hospitality and catering companies in the UK and encompasses well known high street brands including Premier Inn, Brewers Fayre and Beefeater.

Under the contract extension Steria will continue to provide finance and accounting business process outsourcing to the company's hotels and restaurants, with services covering VAT, reporting, reconciliation, general ledger and accounts payable and receivable.

The new contract will see Whitbread benefit from a significant reduction of 14% in annual service costs, while at the same time seeing operational efficiency increased. Steria is able to deliver these benefits through an iterative approach of process re-engineering and incremental innovation. The contract extension will also allow Whitbread and Steria to maintain and develop the existing presence in Chennai and Noida, in India, and increase the scope for further development of existing services.

The contract cements a successful relationship that Whitbread and Steria have developed over the past 20 years, culminating in Steria being awarded the Partner of the Year Award by Whitbread in 2011.

Andrew Pellington, Finance Director at Whitbread commented: 'Choosing to renew our contract with Steria was an easy decision to make. Our relationship with Steria has evolved into a true partnership over the last 20 years, and we are extremely pleased with the quality of the existing finance and accounting BPO we have in place and the cost savings and innovations we are set to see in the next five years. In the current economic climate, we need to ensure efficiencies are made across the business and with Steria we know that this is the case.'

Gavin Chapman, Chief Operating Officer at Steria said: 'We are delighted to have renewed our existing contract with Whitbread, further underlining our credentials as a leading provider of finance and accounting BPO services. We work in a very collaborative way with Whitbread, setting a benchmark we seek to emulate in all of our BPO relationships by constantly looking for ways to develop and innovate the services we deliver. This extension is testament to that approach.'

-ENDS-

About Steria: www.steria.com

Steria delivers IT enabled business services and is the Trusted Transformation Partner for private and public sector organisations across the globe. By combining in depth understanding of our clients' businesses with expertise in IT and business process outsourcing, we take on our clients' challenges and develop innovative solutions to address them. Through our highly collaborative consulting style, we work with our clients to transform their business, enabling them to focus on what they do best. Our 20,000 people, working across 16 countries, support the systems, services and processes that make today's world turn, touching the lives of millions around the globe each day. Founded in 1969, Steria has offices in Europe, India, North Africa and SE Asia and a 2011 revenue of €1.75 billion. 21%(*) of Steria's capital is owned by its employees. Headquartered in Paris, Steria is listed on the Euronext Paris market.

(*): *including the Employees Shares Trust in the UK*

Press contact

Steria Group Press Office

Hotwire

Tel: +33 1 43 12 55 52 / 62

e-mail: steriagroup@hotwirepr.com
