

Sopra Steria expands the Hertfordshire Shared Service to Broxbourne Borough Council

Broxbourne Borough Council joins Welwyn Hatfield Borough Council on the Hertfordshire Shared Service to provide cost savings, improve quality of service and support digital transformation

London, 21 September 2016: Sopra Steria, a European leader in digital transformation, has today announced that Broxbourne Borough Council has joined founding partner Welwyn Hatfield Borough Council on the Hertfordshire Shared Service for the provision of Revenues and Benefits and ICT services.

Key Facts:

- Broxbourne Borough Council joined the Hertfordshire Shared Service in order to reduce costs and improve its customer services for Revenues and Benefits (e.g. Housing Benefit payments, Council Tax)
- The project will realign Broxbourne Borough Council's systems and operations, ensuring the two councils will share a single Revenues and Benefits application with shared resources delivering dedicated services to each council
- Sopra Steria's local delivery team supports both councils in their day to day operation with the backing of subject matter experts in ICT and business process services who can be deployed as and when needed
- Welwyn Hatfield Borough Council and Sopra Steria established the Hertfordshire Shared Service in 2009 to improve quality and efficiency of the council's service delivery
- The solution was created with the potential for other councils to use the service as a hub for shared services

Sandra Beck, Director of Finance at Broxbourne Council, comments: *"This is an important move for Broxbourne Borough Council. We were impressed by the consistently high level of services delivered by Sopra Steria for Welwyn Hatfield Borough Council and we believe this shared service will benefit our council in the same way."*

Michael Saminaden, Chief Executive Officer of Welwyn Hatfield Borough Council, comments: *"Sopra Steria has continued to deliver service improvements to maintain our position as one of the top performing authorities in Hertfordshire. Their flexible approach means the customer facing services they deliver underpinned by ICT can be adapted to meet changing customer requirements. A testament to the success of our partnership is the fact that we have now welcomed Broxbourne Borough Council into the shared service."*

Tracey Lee, Head of Local Government at Sopra Steria, comments: *"We are delighted that Broxbourne Borough Council has joined the Hertfordshire Shared Service. Working in partnership with Welwyn Hatfield Borough Council we have been able to implement business process and technological change, to ensure that services continue to meet the needs of local citizens. We look forward to replicating this success with the team at Broxbourne Borough Council, as well as developing new propositions and services with both organisations. We believe this will make the Hertfordshire Shared service an even more attractive proposition and that more councils will be encouraged to join the service."*



About Sopra Steria

Sopra Steria, a European leader in digital transformation, provides one of the most comprehensive portfolios of end-to-end service offerings on the market: consulting, systems integration, software development, infrastructure management and business process services. It provides end-to-end solutions to address the core business needs of large companies and organisations, helping them remain competitive and grow. Combining added value with innovative high-performance services, Sopra Steria excels in guiding its clients through their transformation projects to help them make the most of digital technology. With over 38,000 employees in more than 20 countries, Sopra Steria Group had revenue of €3.6 billion in 2015.

For more information, please visit our website www.soprasteria.co.uk

About the Hertfordshire Shared Service

The Hertfordshire Shared Service has a wealth of expertise in delivering high performing services to Hertfordshire local authorities, including founding partner Welwyn Hatfield Borough Council and Broxbourne Borough Council. It provides a range of ICT Services, Customer Services and Revenues and Benefits Services, that are improving the quality and efficiency of service delivery. It is enabling both councils to implement business process and technology change and providing innovation to ensure that services continue to meet the needs of local citizens.

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