

30<sup>th</sup> June 2005

### **Serco Chosen By IBM To Implement Bradford Council's IT As Part Of Major Business Transformation Programme**

Serco Group plc ("Serco") today announced that it has been chosen by IBM as sub-contractor to implement Bradford Council's IT platforms and services. IBM has been selected by Bradford Council to deliver a ten-year business transformation programme, with a total contract value to IBM of £158 million.

As part of the agreement with IBM, Serco Solutions, which was known as ITNET prior to its acquisition by Serco earlier this year, will manage key IT services including helpdesk support, network management, desktop services, ICT asset management, server management and voice systems.

Under an innovative employment model Bradford Council IT personnel may either transfer to Serco under TUPE or alternatively, remain employed by the Council with the choice to be seconded to Serco, and the option to transfer employment to Serco at a later time.

IBM will provide its consulting expertise to design and manage transformation of selected Council business management and process systems and to deliver improved front-line customer services. Projects will include new systems and processes for finance, HR, payroll, procurement, revenues, benefits and the customer contact centre, supported by extensive change management and training expertise.

The programme will deliver efficiencies to Bradford Council, while simultaneously improving services to the people of Bradford district, who will benefit from greater choice and improved access to services through new channels.

Christopher Hyman, Chief Executive of Serco Group commented: "We are delighted to have won this contract with IBM. Together with Bradford Council we will improve services by making them more accessible, higher quality and more efficient. Serco has a good relationship with Bradford Council through the education services we provide there, and we are glad to be able to build on it with this important service."

Ends



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### Notes to editors

Serco is a leading international service company, operating in a diverse range of sectors, including IT services, education, local government, transport, science, health, justice and defence. More information can be found at [www.serco.com](http://www.serco.com).

In February 2005 Serco acquired ITNET, a leading IT, business consulting and business process outsourcing company. ITNET was rebranded Serco Solutions in May 2005.

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news release