

Serco Processes one millionth Patent Application for U.S. Patent & Trademark Office

20 May 2010

Serco has recently processed the one millionth patent application for the U.S. Patent & Trademark Office (USPTO) under a contract awarded in 2006. The Serco team has processed an average of 350,000 applications annually – or about 1,350 applications on a typical day.

After being awarded the contract in 2006, Serco built a virtually paperless classification operation. The operation included establishing a secure facility and IT infrastructure, recruiting and training highly skilled staff, and implementing a set of automated tools that streamlined the classification process while minimizing errors.

Under the contract the Serco team is required to identify the correct classification from more than 150,000 possible U.S. classifications and more than 70,000 international classifications. This is required while maintaining an accuracy rate of better than 95% and completing work within strict time limits.

The Serco facility located in Harrisonburg, Virginia employs more than 100 Serco and subcontractor employees. The team have received numerous performance incentives for exceeding the USPTO contract's requirements for accurate assignment of application classifications, achieving a 96% accuracy rate over the most recent 12 months.

Ed Casey Chief Executive Officer of Serco's business in the US said: "We are very proud of the work being done by the Serco team and we celebrate their achievement of this important milestone. The work they do for the USPTO is critical to our country's technological and economic leadership. Serco has established a stellar reputation of delivering innovative solutions and substantial value to our customers, and we look forward to continuing to serve the USPTO and our other customers in the federal government in carrying out their important work."

Ends

For Further information, please contact Marcus De Ville, Head of Media Relations
020 8334 4388

About Serco

Serco is a FTSE 100 international service company, which combines commercial know-how with a deep public service ethos.

We improve essential services by managing people, processes, technology and assets more effectively. We advise policy makers, design innovative solutions, integrate systems and - most of all - deliver to the public.

Serco supports governments, agencies and companies who seek a trusted partner with a solid track record of providing assured service excellence. Our people offer operational, management and consulting expertise in the aviation, BPO, defence,

education, environmental services, facilities management, health, home affairs, information and communications technology, knowledge services, local government, science, transport, welfare to work and the commercial sectors.

More information can be found at www.serco.com

About Serco in North America

Serco Inc. is a leading provider of professional, technology, and management services focused on the federal government. We advise, define, develop, integrate, deliver, and maintain solutions that transform how clients achieve their missions. Our customer-first approach, robust portfolio of services, and global experience enable us to respond with solutions that achieve outcomes with value. Headquartered in Reston, Virginia, Serco Inc. has approximately 11,500 employees, an annual revenue of \$1.4 billion, and is ranked as the 28th largest Federal Prime Contractor by Washington Technology.

More information about Serco Inc. can be found at www.serco-na.com