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## **Capgemini and IBM FileNet to help transform service delivery at Croydon Council**

### ***First Enterprise-Wide Deployment in UK Local Authority will Reduce Costs and Boost Customer Satisfaction***

**London, May 10, 2007 – Capgemini UK plc has won a major IT contract to work with the London Borough of Croydon to develop and implement an Enterprise Content Management system for use by all departments of the council. The new system is expected to help transform access to information for council employees and for Croydon residents and businesses in their dealings with their local authority.**

The system is based on the IBM FileNet P8 4.0 platform and is the first enterprise-wide implementation of IBM FileNet P8 4.0 in UK local government. It will go live in phases from August 2007, and will allow the council – one of the largest of the London boroughs - to take control of documents and records across the whole council, making all information available electronically and providing a truly enterprise-wide search facility. The solution will be made available to all staff and is set to dramatically improve the way services are delivered.

Damian Roberts, Divisional Director for Transformation and ICT at Croydon Council, said: *‘The new system will be the first we have implemented across all departments and will deliver major improvements in consistency, efficiency and access to information. It will help us give a greater priority to people and services, and deliver cost savings by replacing old and inconsistent paper based systems. Most important of all, it will help increase customer satisfaction by facilitating self-service access for information and transactions such as licensing, permits and document requests.’*

The Council sees better staff access to information as one of the key benefits of implementing this new system. Staff will no longer be dependent on being at a particular desk or near a particular set of filing cabinets, because all the electronic documents and records that they need to work on will be accessible from any desk and any location.

As well as enabling staff to work in more flexible and productive ways, the new system will increase the utilisation of office space, meaning that all desks can be used by any member of staff rather than remaining empty when the usual occupant is on leave or working off-site. This is seen as a much more cost effective way of working and one will enable staff to spend more time in direct contact with their customers rather than

working on purely administrative paper-based duties. The FileNet system will also help improve Croydon Council's delivery of services through a wide variety of channels: in person at 'one stop shops', by phone through the Council's contact centre, over the Internet and through various touch points both in the community and with individuals.

Capgemini is prime contractor for the project and is providing strategic consultancy, project management and technical skills. The project team includes Council employees, Capgemini UK technology consultants, Capgemini India, IBM FileNet P8 specialists and professional services staff from IBM FileNet.

John Duncanson, Vice President for Local Government at Capgemini said: *'Our team approach to this project highlights our collaborative approach to project delivery and our commitment to our Rightshore™ business model. A high degree of knowledge transfer is built into the project plan to enable the project to be extended and enhanced by Council staff over the coming years.'*

As part of the initial strategy development, Capgemini helped the Council to reach a consensus on its information requirements, with all departments agreeing the way forward. The Capgemini collaborative approach provided the mechanism for all departments to understand their individual requirements and agree upon the specification of the new enterprise-wide system.

Brenda Morris, UK ECM Lead for IBM FileNet said: *'IBM FileNet solutions are already proving their value in the UK public sector, with customers including the Department of Work and Pensions, the Corporation of London, London Borough of Harrow, Oxford County Council and the National Assembly for Wales. Croydon marks an important new development for local authority with its decision to deploy the solution on a fully enterprise-wide basis.'*

Once the new system goes live, it is envisaged by both parties that it will be managed and maintained by Capgemini as Croydon's strategic ICT partner.

-ENDS-

## ***Notes for Editors***

### **About Croydon Council**

With a workforce of about 10,500 staff, including teachers in schools, Croydon Council is one of the largest employers in the borough. Spending almost £1 billion per year, the council makes a significant contribution to the local economy. The council provides a large number of services for local people, businesses and visitors to the borough, including services for children and adults, and environmental, cultural, sports, housing, planning and benefits services.

### **About Capgemini**

Capgemini, one of the world's foremost providers of Consulting, Technology and Outsourcing services, enables its clients to transform and perform through technologies. Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, which it calls the "Collaborative Business Experience." Capgemini reported 2006 global revenues of €7.7 billion and employs over 75,000 people worldwide.

**About IBM FileNet**

FileNet, an IBM company, is a leading provider of innovative Enterprise Content Management (ECM), Business Process Management (BPM) and Compliance solutions. FileNet solutions help organizations manage content, ensure compliance, and streamline processes, enabling them to make better decisions, faster. Since the company's founding in 1982, more than 4,300 customers have taken advantage of FileNet to help manage their mission-critical content and processes. For more information, visit <http://www.filenet.com>.