



Shared Business Services

A partnership between the Department of Health and Xansa

PRESS RELEASE

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Xansa and Department of Health venture wins national award

~ Unique joint venture receives global recognition ~

NHS Shared Business Services (NHS SBS) has been named outsourcing service provider of the year at the National Outsourcing Association (NOA) Awards. The joint venture between Xansa and the Department of Health was chosen for its cost and time efficiency – as well as its impact on improving clinical care.

The award was open to vendors, service providers and software consultants which have made a significant contribution to their clients and the outsourcing industry. The NOA chose NHS SBS for its exemplary public-sector outsourcing model, which is regarded as a successful template for redirecting resources to frontline services - as required in the Gershon Review.

Martyn Hart, Chairman of the NOA, said: "NHS SBS is clearly well integrated into its clients, and has had an immense impact on processes. The venture has not only improved financial systems, but also prompted a change in culture and focus on creating best practice."

"NHS SBS is an important demonstration of public sector offshoring working so well that the client increased the offshore element, in this case from 35 per cent to 60 per cent."

The NHS SBS venture launched in April 2005 to free up £224 million over ten years – and redirect the equivalent of 12,000 nurses' salaries back to medical care. The partnership has already implemented state-of-the-art integrated financial systems and 573 people are now employed at four centres across the UK.

Bob Alexander, Board Member at NHS SBS, commented: "This award is industry recognition for the efficiencies that are helping to transform our NHS. Xansa and the Department of Health have worked together to deliver a successful shared services model, which I'd like to see replicated across the public sector."

Jim Vincent, Managing Director of NHS SBS, added: "These awards really are the Oscars of our industry. Our partnership has been recognised as a shining example of public sector efficiency – thanks to our hard-working teams across the UK and India."

Ruth Ormsby from the Department of Health and Mike Wood, Chief Operating Officer at NHS SBS, picked up the award at The Brewery in London on Thursday, October 18. Kyra Morrison, business development director at Invest Northern Ireland, presented the accolade.

This is Xansa's third NOA Award. The IT outsourcing specialist won Offshoring Operation of the Year Award for its Chennai F&A Centre of Excellence in 2006, and BPO Project of the Year Award for its work with MyTravel in 2005.

About NHS Shared Business Services

NHS Shared Business Services is a joint venture between the Department of Health and Xansa.

Xansa is part of the Steria Group.

Since being established in April 2005 it has grown to cover 113 NHS organisations recognising the benefits and joining its NHS collective. With nearly 800 people employed and 3.1 million transactions processed per annum, it delivers to more than 200,000 users across the Health Service.

NHS Shared Business Services' centres of excellence in Leeds, Bristol & Southampton, and Pune provide finance, accounting, procurement and payroll services. By using a shared technology platform, its data reporting tools allow its clients to have a clear focus with which to strategically manage and develop their businesses.

Freeing up £224 million to be re-invested in frontline services, the back-office group efficiencies that it is providing are invigorating investment for frontline NHS delivery.

For further information, please visit www.sbs.nhs.uk

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