



## PRESS INFORMATION

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### **The Hauts-de-Seine *département* council entrusts NEURONES with ENC92 infrastructure outsourcing and support in state junior secondary schools**

**The Group has been selected to guarantee quality of service for the ENC92 project and ensure the outsourcing of the Technical Administration for Junior Secondary Schools (ATC): workstation development on an industrial scale, network supervision, single portal system, specific technical advisors and user support and assistance.**

#### **ENC92: an innovative, groundbreaking project**

The only pilot project of its kind, the ENC92 project (*Environnement Numérique des Collèges publics des Hauts-de-Seine*, or Virtual Learning Environment for state junior secondary schools in the Hauts-de-Seine *département*) aims to equip 100 junior secondary schools in the Hauts-de-Seine *département* with a platform combining conventional and innovative tools (a comprehensive network of workstations, interactive virtual whiteboards, etc.) and a comprehensive collaborative portal, or ENT (*Environnement Numérique de Travail*, or Virtual Work Environment), paving the way in new teaching methods and knowledge transfer.

The ENT virtual work environment will be shared between teachers, administrative and technical staff in state schools, educational partners, as well as the students and their parents. The ENT will be used to manage numerous aspects of school life: teaching resources, timetables, room allocation and lesson times, student register, student grades, homework, etc.

The ENC92 program will gradually be rolled out at the start of the 2010 academic year. While the program will initially involve 12 schools, one hundred schools in the Haut-de-Seine *département* are set to benefit from this innovative initiative by 2014, i.e. 56,000 students and 6,000 teachers.

#### **NEURONES, guaranteeing the quality of service**

This innovative project was launched by the Hauts-de-Seine *département* council in close cooperation with the French Ministry for national Education and the *Académie de Versailles* (Versailles regional education authority). NEURONES was selected to outsource the project and guarantee the quality of service delivered by all service providers involved.

With its recognized expertise in the field of IT services, and outsourcing in particular - its core business -, NEURONES currently generates over 50% of its revenues through contracts and structured service offers with guaranteed results. This was a key pre-requisite for the Hauts-de-Seine *département* council in choosing a prime contractor for the project.

*"This pivotal program is extremely exciting, since it will enable new links to be forged with all educational players, in addition to providing innovative educational tools", said Jean-François Hallouët, Chairman and CEO of NEURONES-IT. "The opportunity to contribute our expertise to such a groundbreaking project is a major driving force for all our teams".*

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## **As outsourcer of the ENC92 project, NEURONES will:**

- develop workstations on an industrial scale, leading, in particular, to the implementation of a system for remote distribution of applications which will in turn pave the way for setting up new workstations in the future, and keeping them up-to-date,
- manage the IT portfolio and hardware lifecycle,
- comprehensively manage user support and assistance: incident and request management, on-site intervention where necessary,
- administer local networks within each school and supervise the overall schools' network.

Over and above being the single portal for all users affected by this project, NEURONES has set up a system whereby the ENC92 contact person within each establishment is allocated a specific technical advisor within NEURONES to provide help and support.

## **NEURONES, for a guaranteed top quality service**

The Hauts-de-Seine *département* council chose to give NEURONES its backing to manage and coordinate the service levels of all IT and telecommunications resources. NEURONES will therefore guarantee the quality of service delivered by the service providers involved in the ENC92 project.

NEURONES must therefore consolidate service quality statistics and draw up a comprehensive activity report, in order to ensure that commitments are met both in terms of platform availability and performance as well as user satisfaction and request response times.

It will also be tasked with recommending future enhancements, as part of a proactive approach to problem resolution and continuous improvement to the service provided.

NEURONES already has an in-depth knowledge and command of the specific features of this field and its associated educational and organizational requirements thanks to the support it has already provided to users in secondary schools within 5 French regional education authorities, in other words over 157,000 users distributed across more than 11,000 schools.

*“Above and beyond the tailoring of proposed solutions, we are convinced that the key to success for such an innovative project lies in the smooth operation of equipment and on-hand user support. We hope that NEURONES’ extensive experience in this field will grant us complete satisfaction and allow us to see our turnkey project become a reality”, concluded Isabelle Balkany, Vice-president of the Hauts-de-Seine *département* council for Education, Teaching and School buildings.*

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**ABOUT THE HAUTS-DE-SEINE DEPARTEMENT COUNCIL:** [www.hauts-de-seine.net](http://www.hauts-de-seine.net)

**The Administration Technique des Collèges (ATC, Technical Administration for Junior Secondary Schools)** forms part of the project for an *Environnement numérique des collèges publics* (ENC92), or Virtual Learning Environment for state Junior secondary schools. This project aims to set up, as part of a concerted approach in cooperation with the French Ministry for national Education, an information system within educational institutions in an effort to pool together a series of initiatives including: wiring in junior secondary schools, diversifying equipment, and providing practical virtual teaching resources via an *Environnement Numérique de Travail* (ENT, Virtual Work Environment) software platform. ENC92 is a strategic action plan which will bring each junior secondary school in the Hauts-de-Seine region bang up-to-date with the digital era.

This all-in-one, comprehensive system makes it possible to adopt a new approach to managing school life, contact with families and teaching resources. In this way the school community will take a step forward towards increased transparency and user-friendliness.

In addition, junior secondary schools will benefit from significant technical support (via telephone and support from specific technical advisor).

The *département* council ran a pilot in 4 junior secondary schools in the Hauts-de-Seine region. In 2009/2010, an initial pilot phase enabled 12 interested schools to become a part of the ENC92 project. Subsequently, around twenty junior secondary schools will become involved during the next academic year. The service offer provided by ENC92 is open to all junior secondary schools that wish to get involved.

**ABOUT NEURONES:** [www.neurones.net](http://www.neurones.net)

With 2,700 experts, the NEURONES group is specialized in Management Consulting and IT Services (Infrastructures and Applications). It supports clients in their change-management projects and in the upgrading and outsourcing of their Information Systems. Ranked amongst the top 10 French IT services companies listed on the Paris stock exchange, the group has seen an average of 15% growth each year for the past decade, and has doubled in size over the past four years.

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