Data Discovery

Service Definition Document

Sopra Steria

About Sopra Steria Next

Sopra Steria Next is the consulting arm of Sopra Steria, a European leader in technology and transformation with over 55,000 employees in 30 countries.

We believe that success comes when you put people first. We help organisations to meet their goals by focussing obsessively on the needs of their customers: to perform better by empowering employees; and to win trust by being responsible corporate citizens.

We're driven by what's next. Technology offers opportunities to address our most important challenges. We enable large, complex organisations to innovate with next generation technology and data-driven insight.
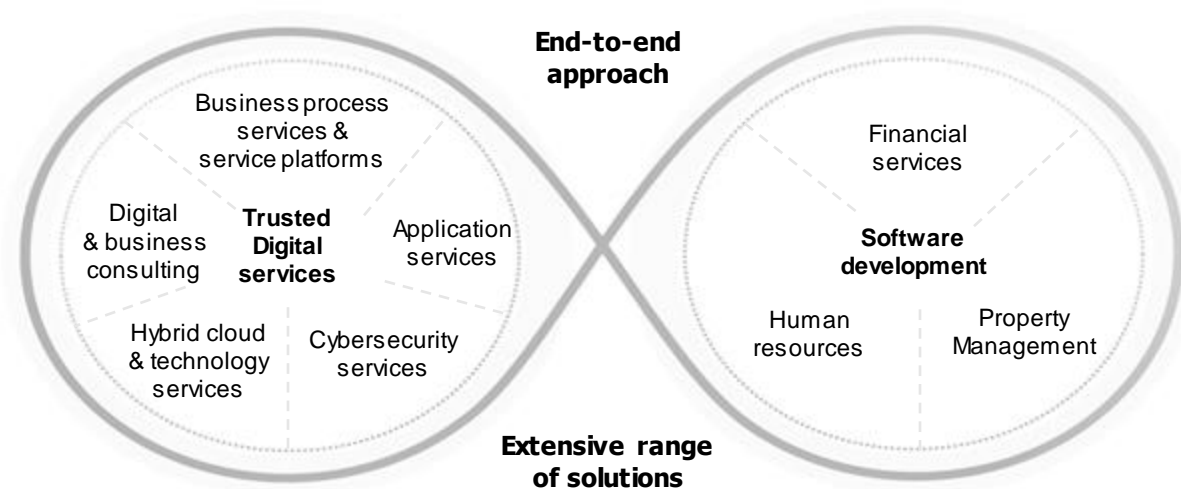
For our clients, we blend business and technology expertise to deliver end-to-end transformation. Our consulting insight accelerates the pace of implementation. That's because our advice is grounded in Sopra Steria's experience of what it takes to run cutting edge services at scale.

In government, financial services, security, and commerce: we re-imagine the organisations that shape everyday life in the UK.

A major tech player in Europe

As part of Sopra Steria, we benefit from the expertise of a major European player in the tech sector and its ecosystem of partners.

End-to-end approach

Business process services & service platforms

Digital & business consulting

Trusted Digital services

Application services

Hybrid cloud & technology services

Cybersecurity services

Financial services

Software development

Human resources

Property Management

Extensive range of solutions

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Top 5
European digital services companies

55,000+
employees worldwide

€ 5.1 billion
turnover in 2022

30
countries

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About Technology Consulting

Technology Advisory

Our Technology Advisory practice helps our clients to harness the power of technology to drive your organisation forward. We bring together industry expertise and proven methodologies to enable change and unlock valuable opportunities – augmenting human capability with technology. We offer end to end technology transformation services, spanning Discovery, Alpha and Beta; enabling our clients to accelerate and realise the benefits from investments in technology.

Data Insights and Analytics

Our Data Insights and Analytics team helps business leaders leverage the power of data, advanced analytics and predictive insights at the heart of their business. We enable teams to empower decision-making, improve operational performance and drive cultural change.

Our deep expertise in advising, building, delivering and running practical, ethical & sustainable data solutions will transform your data into a strategic advantage. From defining your data vision, strategy and objectives to transforming your automation processes, we bring deep domain knowledge and expertise to drive change.

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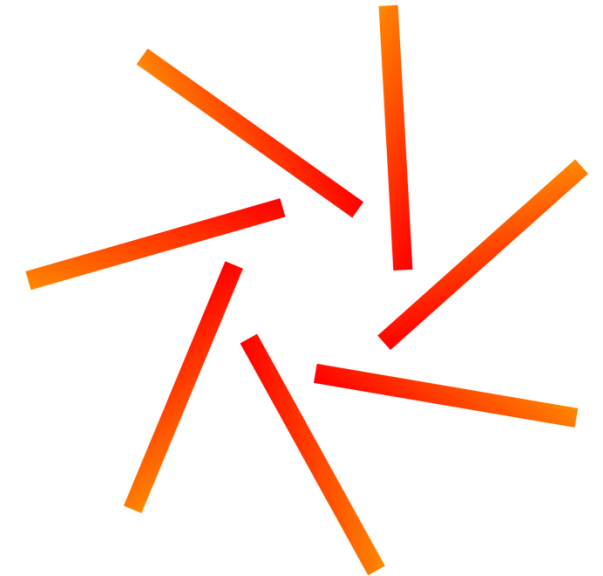
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**Our data
service offerings**

HR services organisation

Increasing staff retention through machine learning (AI)

One of the country's largest HR services organisations was seeing high turnover of staff that it managed, losing well-trained, valuable members of the team. Recruiting and training replacement staff was costing significant time and money – and diverting resources away from front-line activity.

The impact of leavers meant that knowledge was being lost, diversity within the team was decreased and morale was lowered.

The team had limited insight into the reasons that people were leaving, which meant they were unable to deal with the problem effectively. They were caught in a reactive, fire-fighting state, instead of feeling empowered to make a proactive change that would retain staff and change their public perception.

Sopra Steria Next's data consulting team were brought in to explore the problem.

Using our robust analytical and predictive modelling methodology, we analysed historical attrition and drop out data, enabling us to identify trends in resignations, leading indicators, and the drivers behind them.

We trained and developed evidence-based, predictive machine learning models that could anticipate future exits. We designed these into a user-friendly dashboard for the HR team.

Working alongside the HR and leadership teams, we created a tool that enabled them to develop targeted retention strategies and optimise the deployment of resources.

The Sopra Steria Next solution armed the organisation with a refined HR strategy.

Machine learning algorithms such as this can detect complex patterns in the data that are not obvious to even the most experienced human operators.

However, for organisations and individuals to accept AI tools, they must be explainable – something our model provides, building trust in its use.

Our machine learning algorithms have an 80% accuracy in predicting leavers. This intelligence can be used to put in place proactive interventions to ensure staff don't leave.

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Data Discovery

Sopra Steria Next offers a 6-12 week discovery project to gain a deep understanding of your data challenges, facilitate activities to co-design the future vision and/or solutions, and provide a pathway to achieve your objectives.

Customised for each client, employing research, workshops and technical analysis to support specific goals or decisions.

Service features

- Data asset discovery & review
- Review of data quality and its ability to support objectives
- Detailed as-is analysis with strengths and weaknesses
- Inclusion of digital ethics and bias reduction
- Best Practice and Recommendations with action plan
- Industry regulations and information sharing (GDPR, DPA)
- Structured Interviews, surveys and analysis
- A prioritised and scoped set of solutions
- Effective use of technology and interoperability

Service benefits

- Establishes evidence base for effective decision making
- Quickly establish readiness for change
- Reduced data dependency risk
- Tightly coupled to your specific context
- Novel ideas and innovative approach linked to problem solving
- Supports organisational sustainability objectives

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Our experience

HR services organisation

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DEFRA Data Discovery

Enabling decision making and reducing costs

DEFRA identified that there were unable to make decisions and use their data effectively due to an ageing portfolio of software and systems. They needed to reduce the technical debt, the cost of supporting legacy applications and mitigate against security and privacy risks from old, outdated software.

In addition to this, there was a challenge to overcome as the lack of application information and relevant owners, meant knowledge pertaining to an application and its relevant data stores were not easy to obtain.

This was exacerbated by DEFRA's constituent nature of various arms-length bodies (ALBs) with varying levels of autonomy.

DEFRA needed a clear articulation of their ecosystem, actionable next steps and clarity on owners of legacy systems.

DEFRA established the Legacy Application Programme (LAP) and brought Sopra Steria Next's expertise on board to explore the problem space and create clarity.

We deployed a multi-disciplinary consulting team to research over 60 legacy applications. Data analysts, business analysts, and solution architects worked together to identify and engage with a variety of stakeholders that included power users, technical SMEs, and policy owners.

Interviews, workshops and technical questionnaires were used to frame the discussions and establish a consistent set of metadata, paradata and user needs around each legacy application.

These activities were enabled through clear stakeholder engagement strategies, discovery activities, and clear data-driven progress reporting and KPIs.

We created clarity by detailing the legacy applications, requirements catalogue and migration pathways. We also created individual application reports. This gave clear, actionable next steps to tackle the technical debt and inefficient costs.

As part of the core deliverables, a clear status was communicated for each application to be migrated to Reachback, a common data platform. Where no migration was immediately feasible, Sopra Steria Next's human-centric approach had facilitated the collection of contextual information that supported any alternative recommendations.

The findings enabled LAP to begin migrating the data of several key applications to the Reachback platform, with Sopra Steria Next working closely with other suppliers to fast track the process from discovery through to launch.

LAP has empowered DEFRA to achieve their objectives of reducing legacy application technical debt, cost and risk.

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Contact us

Please contact us if you would like to know more about this service or any of our listings on G-Cloud.

@ soprasteria-gcloud@soprasteria.com

As all of our G-Cloud enquiries initially come into a single contact, please remember to tell us:

- Your name, your organisation name and contact details

- Which service you are enquiring about

- A brief summary of your requirements or problem statements that you would like support to address.

More information about our services and capabilities can be found on our website.

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