

Cybersecurity Operations Management

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 45,000 employees in 25 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.

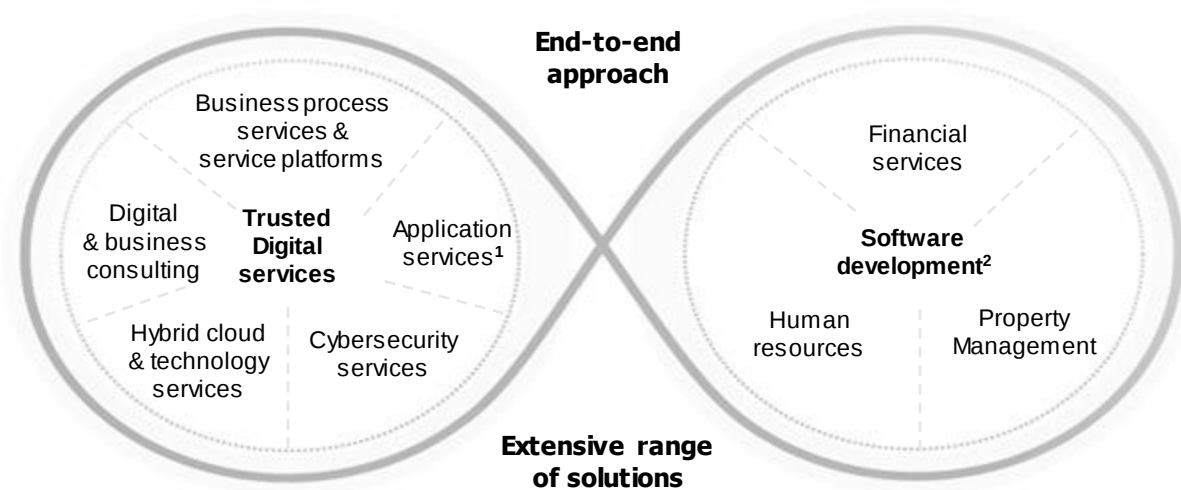
For our clients, we blend business and technology expertise to deliver end-to-end transformation. Our consulting insight accelerates the pace of implementation. That's because our advice is grounded in Sopra Steria's experience of what it takes to run cutting edge services at scale.

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.



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 Sopra Banking
Software

 sopra hr
SOFTWARE



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

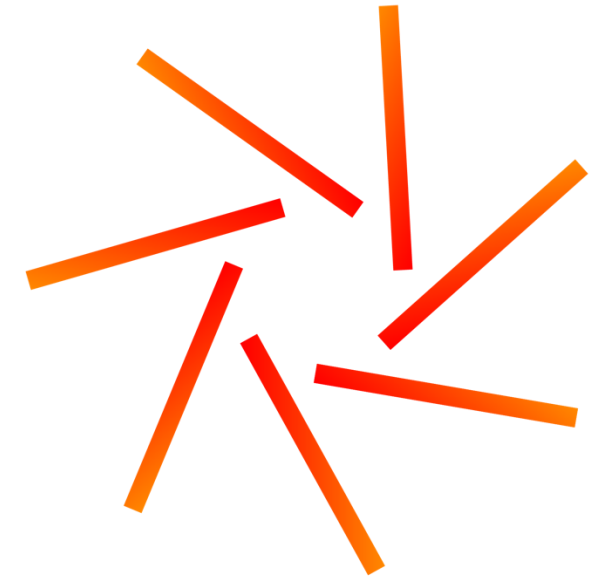
Technology Advisory

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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Our technology service offerings



Cybersecurity Operations Management

Sopra Steria Next offers expert support in efficiently managing day-to-day cybersecurity operations to ensure smooth functioning and optimal performance.

Leveraging extensive experience and industry best practices, we provide a range of services aimed at enhancing operational efficiency, reducing costs, and improving service delivery.



Service features

- Assessment and optimisation of operational processes
- Strategic allocation of resources to ensure optimal utilisation and cost-effectiveness
- Implementation of performance measurement systems and key performance indicators (KPIs)
- Identification, assessment, and mitigation of operational risks
- Management of relationships with suppliers and vendors

Service benefits

- Streamlined processes, reduced waste, and improved productivity
- Efficient resource allocation and process optimisation resulting in cost savings
- Improved Service quality, reliability, and responsiveness of services for users
- Proactive risk management and mitigation, minimising likelihood / impact of disruptions
- Flexible strategies enable quick response to changing needs and environments

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Our experience



Cloud Strategy & Migration

Fuelling digital transformation with expertise

A European energy and utilities provider wanted to undergo and digital transformation to harness the power of a cloud first approach. The aim was to improve operational efficiencies, as well as make a greater customer experience by joining together their disparate ecosystem.

With over 25,000 servers, 10 million connected devices and 150 applications, the provider didn't know where to start.

Our consulting experts worked alongside the client to create an evidence-based roadmap, demonstrating they could embrace a cloud-first approach across the business without risk.

Following completion of the roadmap, our first phase of transformation focused on working with the client to select the right cloud platforms for their business and technical landscape. We created a thorough criteria list, allowing us to assess providers against business, customer and technology requirements.

We selected Amazon AWS and Google Cloud Platform.

Sopra Steria Next then introduced cloud best practices by implementing our 'Digital Factory'. A facilitating force for transformation, the Digital Factory fostered innovation and creative cloud solutions for business departments comprising over 200 teams.

It is an initiative that drives governance, clear processes and upskills the team to prepare them for self-sufficiency.

Alongside the Digital Factory, Sopra Steria Next took responsibility for migration to both cloud platforms in phase two.

Working in an Agile methodology, Sopra Steria migrated over 25,000 servers, including 10 million connected devices, and over 150 applications in a seamless transition across only 80 days.

Key to the success of the migration was the multimodal governance model, covering on-premise, cloud and cybersecurity – allowing for a detailed, responsive governance approach during migration.

Following completion of the migration, the client had the right ecosystem and digital team to power their self-sufficient digital transformation to deliver exceptional customer and business excellence.

App modernisation

Efficient, modern apps—written by AI

We helped our client replace slow, complex spreadsheet tools with modern, accessible apps written by AI.

Our client, a Ministerial Department, needed to forecast the outcomes of a complex spending programme with a 10-year budget of £240bn.

Its existing approach used a set of complex spreadsheets running Visual Basic for Applications that required a team of specialists to tend them and that took three days to process the data.

This made forecasting a slow, complex, delicate process. It was impossible to model many budget scenarios to find the ideal.

The client needed a solution that was faster, easier to support, more secure, that could be rolled out across the enterprise and would enable them to develop a budget that gave the taxpayer value for money.

Re-writing the code by hand would have been a long, complex process, we took a low-code approach.

We designed a Microsoft Power Platform solution, connecting to the client's AWS data analytics platform using Apache Airflow, Docker (containing Python code), and Kubernetes to run compute-intensive algorithms at the heart of the process.

We used gen AI tools to analyse the existing VBA code, convert it to work on the new platform, and advise on ways to develop and optimise new code. This accelerated our software development augmenting human capability with technology. It also helped us rapidly identify errors in the original code.

Our architects also worked with the client to ensure that our novel use of technologies and platforms met their approval – our team won praise for its 'faultless, positive, and proactive' engagement in understanding and resolving the many technical challenges.

The system we developed was more reliable, for instance by using cloud databases rather than disparate Excel spreadsheets. This also meant it was able to connect more easily to other systems and data, improving workflow.

We improved cybersecurity, moving the system to a secure platform and removing the complexity and fragility of the Excel spreadsheets.

The system was also easier to use and set up – and our apps were accessible by design, again improving ease of adoption for our client.

The result was a system that could process budget simulations in hours (rather than three days). Not only did this enable our client to work more efficiently, it also meant the client was able to more effectively model budget scenarios and ensure that the taxpayer received value for money on a massive spending programme.

Contact us

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

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- 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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