

Exit Management

Service Definition Document

Sopra Steria



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1 About Sopra Steria

1.1 Overview

About Sopra Steria

Sopra Steria, a major Tech player in Europe with 50,000 employees in nearly 30 countries, is recognised for its consulting, digital services and solutions. It helps its clients drive their digital transformation and obtain tangible and sustainable benefits. The Group provides end-to-end solutions to make large companies and organisations more competitive by combining in-depth knowledge of a wide range of business sectors and innovative technologies with a collaborative approach. Sopra Steria places people at the heart of everything it does and is committed to putting digital to work for its clients in order to build a positive future for all. In 2024, the Group generated revenues of €5.8 billion.

The world is how we shape it

Sopra Steria (SOP) is listed on Euronext Paris (Compartment A) – ISIN: FR0000050809 For more information, visit us at www.soprasteria.com

50,000

employees

€5.8bn

2024 revenue

Top 5

European digital
services companies

In nearly

30

countries



1.2 Our Cloud Capability

Sopra Steria Cloud Practice brings together leading digital, cloud and engineering expertise to accelerate transformation for our clients.

- Delivering comprehensive digital and cloud transformation, including strategic consulting, change management, large-scale migration, application modernisation, next-generation development and secure, optimised operations
- Integrating deep capability across applications, data, infrastructure, cloud platforms and security, supported by industrialised assets to enable solutions across Private, Public, Hybrid and Sovereign Cloud environments
- Using an end-to-end cloud delivery model that integrates business, engineering, security and operations, ensuring continuous innovation, strong governance, and measurable business value throughout the full cloud lifecycle.

1.3 Our Credentials

Capacity

More than 15,000 cloud experts in 30 countries
(Vision, Ops, Design, Scale)

Market recognitions

- Large account (best category>\$250m) in the "Public Sector Industry Cloud Landscape" (Forrester)
- Leader "Cloud public in Europe" & "Next Gen Private & Hybrid Cloud" (ISG)
- Leader "Cloud Infra Brokerage" (NelsonHall)
- Best in Class "Azure" & "SAP" & "Service Now" (PAC Radar)
- Leader "Cloud Native Application" & "Application Transformation Services" (Quadrant)
- Major Contender "Cloud Services" & "Cloud Native Applications" & "Services on AWS Azure & CGP" (Everest)

Key partners



Main market recognitions

2nd in IT Services in France and 10th in EMEA*

Cybersecurity	Digital	AI	IT for Green	Cloud			
• Leader "Cyber resiliency services" (NelsonHall) • Leader "cybersecurity" in France & Germany (ISG) • Top 5 "cybersecurity" in France (Markess)	• Leader "Application Transformation Services" (Quadrant) • Leader "Digital Banking" (NelsonHall) • Leader "Digital Banking Services" (ISG) • Major Contender "Digital twin Services" (Everest) • Innovator "Digital Manufacturing" (NelsonHall)	• Leader AI Services & Gen AI (PAC Innovation Radar) • Leader AI Services (Quadrant) • Leader "Intelligence Process Automation" (Quadrant) • Major player "European Professional Services for Data-Drive" (IDC) • Major contenders "AI services" & "Intelligent Process Automation services" (Everest)	• Leader "ESG for Banking Services" (NelsonHall) • Best in class "consulting and digital services for sustainable development" (PAC Innovation Radar) • Major Contender "NetZero Consulting Services" (Everest)	• Large account (best category>\$250m) in the "Public Sector Industry Cloud Landscape" (Forrester) • Leader "Cloud Infra Brokerage" (NelsonHall) • Best in Class "Azure" & "SAP" & "Service Now" (PAC Radar) • Leader "Cloud Native Application" & "Application Transformation Services" (Quadrant) • Leader "Cloud public in Europe" & "Next Gen Private & Hybrid Cloud" (ISG) • Major Contender "Cloud Services" & "Cloud Native Applications" & "Services on AWS Azure & CGP" (Everest)			
							

* Source PAC 2024

2 Service Overview

2.1 Service Description

Exit Management ensures the professional approach to a seamless transfer of service delivery responsibilities, encompassing TUPE if necessary, and can provide post-exit support between suppliers or back to the customer's organisation. The exit project may cover a full service or specific designated services and may form part of a transition or transformation programme within a full or a phased exit approach.

2.2 Features

- Provision of an experienced Exit Manager with responsibility to deliver exit projects and termination assistance, including third party management
- Underpin exit governance by providing appropriate focus and accountability for key actions & escalations
- Ensures Exit Plans are current and reflect service/contract and interdependencies
- Provide an end to end exit timelines, incorporating any critical milestones dates
- Maintains detailed asset lists for transferring assets with ownership information
- Determines and delivers knowledge transfer (KT) activities
- Specifies applicable Intellectual Property Rights (IPR) related to the transferring service(s)
- Manages inventories for transferring software licenses for service delivery
- Facilitates clear communication & stakeholder management
- Promote early identification of risks and issued via RAID management best practice methods
- Lists existing tools used for application development, testing, monitoring, and support and utilises specialist products where needed to support the exit e.g. infrastructure mapping diagram

2.3 Benefits

- Access for customers to work with our experienced Exit Management team whilst using our best practice methods to ensure smooth transition
- Improves accountability and focus, whilst streamlining the decision-making processes
- Aligns with contracts, minimising transition disruptions, and protects assets and prevents unauthorised use
- Optimises asset management efficiency and utilization
- Ensures continuity and minimises operational disruptions
- Optimises tool/resource allocation for efficient service delivery
- Ensures compliance and mitigates legal risks
- Enhances transparency and risk management
- Provides clear visualization for better project planning and troubleshooting
- Professional approach to client delivery and 3rd party supplier management

2.4 Our Approach

At Sopra Steria, our Exit Management approach is designed to ensure a seamless transition for our clients, by prioritising efficiency and effectiveness throughout the process. We provide comprehensive termination assistance, including proficient management of third-party relationships, to facilitate a smooth departure.

Our focus on governance enhancement ensures accountability and clarity in decision-making, streamlining the entire exit procedure. We maintain current exit plans that align with contractual obligations, which minimises disruptions and ensures a coordinated transition. Additionally, our detailed asset lists and efficient management practices optimise asset utilisation, while our emphasis on quality knowledge transfer activities guarantees continuity and minimises operational disruptions. We also prioritise the specification of intellectual property rights, protecting assets and preventing unauthorised use.

Our approach includes listing existing business operational tools used for application development, testing, monitoring and support, and we optimise resource allocation for efficient service delivery. Furthermore, our management of software licenses ensures compliance and mitigates potential legal risks. Clear stakeholder and project communication, along with robust risk control measures and comprehensive reporting mechanisms enhance transparency and facilitate an effective risk management approach. Finally, our creation of infrastructure mapping diagrams provides clear visualisation for better planning and troubleshooting, ensuring a smooth and well-coordinated exit process for our clients.

2.5 Inputs

We would expect the following inputs from you as part of this service:

- Scope of service
- Formal Termination Assistance Notice (TAN)
- Formal request for contract novation of any existing third party contracts
- Exit & Transition Risk Log
- Key Contacts, Resources and Stakeholders
- Transition Plan, including exit timeline and key milestones
- Legal and Compliance Requirements
- Feedback and Lessons Learned

This is a high-level list and is not exhaustive.

2.6 Outputs & Deliverables

Some of the outputs and deliverables generated from the service are identified below:

- Exit Checklist
- Exit Information Requests (EIR) Logs
- TUPE Consulting
- Documentation and Material Handover
- Novation of existing Contracts with Third Party Suppliers
- Exit Documentation Retention
- Exit Plan (msp)
- Human Resource data transfer (for in scope employees for TUPE)
- Knowledge Transfer (KT) Plans

This is a high-level list and is not exhaustive.

2.7 Certifications & Skills

Some of our certifications and skills related to this service are identified below:

- Association for Project Management (APM)
 - Project Management Qualification (PMQ)
 - Project Professional Qualification (PPQ)
 - Chartered Project Professional (ChPP)
- Project and Programme Management (PPM)
 - Managing Successful Programmes (MSP)
 - Management of Portfolios (MoP)
- Project Management Institute (PMI)
 - Certified Associate in Project Management (CAPM)
- Prince2 Project Management
 - To Practitioner levels

This is a high-level list and is not exhaustive.

2.8 Case Study

Client:

UK based Local Councils

The challenge:

The challenge presented was the need to conclude an exit encompassing two separate councils and four shared areas: ICT Service, Contact Centre, Revenue and Benefits, and Disaster Recovery. These councils were also undergoing a split and transitioning to separate IT suppliers, while retaining certain services such as Disaster Recovery and the Contact Centre in-house.

What we delivered:

We successfully delivered the exit by meticulously executing our exit plan, collaborating closely with all involved parties including Councils. Our approach focused on addressing pain points and providing solutions suitable for all organizations and third parties involved. The exit project was divided into four phases corresponding to each of the respective services. At the conclusion of each phase, the service was transitioned to the new provider or brought in-house by the councils.

Outcome:

We managed the exit process efficiently, successfully transferring over 80 staff members through TUPE within the agreed timeframe of 12 months and within the allocated budget. Additionally, we successfully novated circa 10 service contracts from 4 separate suppliers. The transition was seamless, ensuring minimal disruption to services while meeting the unique needs of Councils. Furthermore, successful knowledge transfer sessions were provided throughout the exit to ensure seamless handover while minimising disruption. This successful collaboration and execution resulted in a smooth transition for both councils, paving the way for their future endeavours.

3 Pricing

Please refer to the Pricing Document for this Service.

4 Next Steps

4.1 Contact

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

Email: sector-support@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.

4.2 More Information

More information about our services and capabilities can be found on our website [here](#).

