

Press Release

Thomas Cook Group Digitises Employee Experience with Sopra Steria

Contract extension sees the introduction of RPA, Chatbot and Mobile App

London, 6 June 2018 – Sopra Steria has extended its contract with Thomas Cook Group plc, one of the world's leading leisure travel groups providing digital HR and payroll BPO services. The contract aims to achieve an uplift in the use of digital technologies and how they are used to engage with employees to provide a fully digitalised employee experience.

Sopra Steria has managed the HR services for Thomas Cook since 2013, catering to over 11,000 employees. The services include recruitment, on-boarding, HR admin, advice and guidance and organisation management, which lead to enhanced employee satisfaction and productivity and improved data analysis.

The contract extension will see Sopra Steria continue to help shape Thomas Cook's digital roadmap, and integrate extensive use of Robotic Process Automation (RPA) and chat bots to automate HR activities within existing Thomas Cook services. It will look to include the delivery of a mobile app to handle employee queries as an end to end solution that will make Thomas Cook's HR function easier to use and more seamless for employees.

Karen McGill, UK HR Director at Thomas Cook Group plc, said: "It's part of our culture and values to continually look for ways to improve our customer relationships, and this extends to how we work with our employees. Our employees work in different environments, such as in contact centres and offices in the UK and overseas. The HR experience should be as easy as possible for everyone regardless of where they are located."

Ian Thomas, Managing Director at Sopra Steria, said: "Sopra Steria has a good track record of delivering HR services for Thomas Cook, and it's great to have them choose us to drive their digital HR function. Our team will play a pivotal role in converging different technologies such as the AI-based chatbot and use of RPA which will see Thomas Cook realise real automation driven efficiencies and drive competitive advantages in terms of how they retain talent."

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About Sopra Steria

Sopra Steria, a European leader in digital transformation, provides one of the most comprehensive portfolios of end-to-end service offerings on the market: consulting, systems integration, software development, infrastructure management and business process services. Sopra Steria is trusted by leading private and public-sector organisations to deliver successful transformation programmes that address their most complex and critical business challenges. Combining high quality and performance services, added value and innovation, Sopra Steria enables its clients to make the best use of digital technology. With 40,000 employees in more than 20 countries, Sopra Steria had revenue of €3.8 billion in 2017.

For more information, visit us at www.soprasteria.com

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