

# DATA SHEET

## Sopra Steria Safe Dig

Providing effective and efficient Safe Dig services

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Utilities companies, telecoms companies and specialist utilities and infrastructure providers, such as Morrison Utility Services, often undertake projects, programmes and initiatives that require engineering, repair and construction work that have an impact on public assets like roads and carriageways .

Prior to any excavation works being undertaken, these organisations need to collate a set of Utility Plans or 'Safe Dig' drawings to show the location of any underground services, such as electricity cables, gas or water pipes, and telecoms cables/ducts. If a field operative does not have the relevant information on arrival at a work site, they cannot continue - with organisations incurring avoidable costs and potential penalties for every aborted job.

#### Sopra Steria's Safe Dig solution

Since taking on the Safe Dig work for a new Client and introducing a one-step solution with quality reviews, Sopra Steria is now into the third year of the contract and proud that no jobs have been aborted. With the Client's operations equating to over one million street works excavations a year, the cost saving implications are significant.

Our Safe Dig solution provides companies with an assurance of an effective and efficient service. Using our service you can specify the location and scale required for the Safe Dig documentation along with the urgency of the request. Our service enables you to prioritise your requirements to ensure you receive the documentation within required timescales. Once the request is received, our Safe Dig team remotely interrogates the utility data relating to the specified location and identifies underground assets present. This information is then compiled into a drawing pack to the required scale.

#### Our solution includes:

**High Transactional Quality:** with a vision of no repeat contact we have introduced an update log and robust training manuals that support an average quality of 99%.

**Utility Matrix:** a one-step unique solution for creating Safe Dig Packs that provides details of the utilities and utility companies in a specific

geography. This has reduced search times from three minutes to just 30 seconds;

**Single contact point via a shared mailbox:** enabling complete (18 hours) coverage with no dependencies on individual shift owners, ensuring no risk to service level agreements (SLA);

**Multi-skilled team:** The team is cross skilled to ensure that peaks and troughs can be managed and that priorities can be met even during application outages, ensuring that multiple requirements can be met efficiently;

**Hold Reduction Process:** process designed to reduce the need to pass requirements back to the client team, improving closure rate and reducing hand off by 43%.

#### Reaping the benefits of Sopra Steria Safe Dig

Our Safe Dig solution can deliver tangible cost savings with continuous improvement for Safe Dig and Utility support work:

- Reduced back office costs
- Improved efficiency in the transactional processing
- Fast high quality service driven by metrics
- Better management information
- Frees up management time to focus on core activities
- Scalable service with low risk transition
- Electronic drawing files means that client teams and contractors can access the drawings in the office or in the field via mobile devices
- Economies of scale: bringing together similar activities across different contracts increases the agility and responsiveness of the team
- A robust management information system and analytics support informed decision making.

## Best practice and governance

The use of a tailored onsite and offshore approach to assessing new requirements maximises our delivery team's knowledge. Our structured questionnaire forms the basis for capturing new requirements to optimising client engagement time.

A number of other tools and approaches help to maintain best practice delivery, including:

- Cross-skilling of 75% of offshore resources enables the rapid re-deployment onto any account to meet peaks in demand and on-boarding of services for new customers without any time lag, resulting in client satisfaction;
- Sopra Steria's vision of first time resolution is instilled across our offshore team. Training is aligned to objectives so that the team is empowered to come forward with process improvement and innovation ideas;
- Sopra Steria's data management process provides robust and evolving management reports meeting the requirement of all stakeholders.

**Did you know...Sopra Steria's formal governance approach and demonstration of best practice has ensured quality standards exceeded a key client's quality benchmark.**

## Innovation

Innovation is firmly embedded in the realisation of service and organisational improvement. Our solution uses the Spigit innovation platform internally to promote a learning and sharing culture. This is used to register and vet all process improvement and innovation ideas, with employees rewarded for an "accepted and implemented" idea.

High level innovations and performance improvements including:

- Reduced Contract Stabilisation Period: reduction from 8 weeks to 4 weeks by using an Efficient Operations tool developed by Sopra Steria to help meet the day-to-day offshore delivery requirement to capture, manage and track productivity and priorities.

## What makes us different

We are already delivering our solution to a number of clients and the results speak for themselves:

- Quality performance @ 99.99% - zero job aborts leads to near zero rework and zero penalties
- Robust management information system leading to informed decision making
- 100% achievement of turnaround time for emergency works (30 minutes to complete the transaction), reducing repeat contacts
- Reduced back office costs by bringing together similar activities across different contracts
- Flexible resource pool providing up to 18 hours of coverage and fast turnaround vs standard UK working hours
- Tools like Utility Matrix & Workflow Management resulting in improved quality, tracking and client satisfaction
- Ability to scale up services as and when required due to pliable offshore resource pool - 75% staff cross skilled.

## Call to action

To learn more about our Safe Dig solution and how it might benefit your business please contact:

info.uk@soprasteria.com or phone + 44 (0) 370 600 4466.



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## About Sopra Steria

Sopra Steria, European leader in digital transformation, provides one of the most comprehensive portfolios of end to end service offerings in the market: Consulting, Systems Integration, Software Development and Business Process Services. Sopra Steria is trusted by leading private and public 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 information technology.

**+ 37,000**  
people

**+ 20**  
countries

**+ 45**  
years' experience

