SSCL’s transformational technologies bring greater efficiencies to Ministry of Justice
The challenge
As one of the first clients of the joint venture between the Cabinet office and Sopra Steria, Ministry of Justice (MoJ) has been procuring services from SSCL since 2014.

Until then, it had relied on an outdated standalone Oracle r11 release platform for HR, Payroll and Finance, but this was approaching its end of life and support was being phased out. MoJ needed to find an innovative, efficient solution that would reap them financial benefits and streamline vital shared services from HR to payroll.

New technology
Based on Oracle r12, SSCL introduced an innovative solutions platform enabling MoJ to deliver services for their customers more effectively.

Oracle r12 is a key element of the SSCL transformation programme, first used by the Environment Agency and is ideal for MoJ. SSCL embarked on working out a transformation programme for MoJ.

At the same time MoJ needed to invest its own resources in this transformation, as it would affect service delivery to more than 80,000 of its employees.

A highly collaborative effort began to ensure a successful transition and glide path to business as usual (BAU) after go-live.

SSCL introduced its shared platform.

Each Government customer has its own operating unit, configured to any unique service requirements they need. For MoJ there was a specific workflow requirement around the Oracle Time and Labour (OTL) module.

Case study summary
SSCL manages MoJ’s transformation to an innovative solutions platform
SSCL instills governance and control strategy pre and post go-live
Collaboration is the foundation and underpins continuous improvement
Training and communication reinforced as key elements of migration success

#SSCLServiceInnovation
A joint transformation team started with a series of meetings, workshops, show and tell sessions and due diligence activities. This collaborative partnership approach identified what MoJ’s specific needs were so these could be incorporated into a platform which delivered for them.

This also gave an opportunity to identify aspects of the previous platform that had been customised, and could now be offered easily as standardised functionality.

SSCL started a tightly governed migration operation. This was followed by post go-live activity through to BAU and acceptance into service delivery.

Tight governance examples included a daily briefing session through a joint MoJ-SSCL working group to discuss any issues and resolution. This was followed later in the day with a senior level stakeholder discussion, where any of the earlier issues that needed escalating were brought to the surface.

The daily governance was essential for the first few weeks post go-live, after which our proven acceptance into service process took over and four distinct working groups were created to manage the final elements of service implementation.

The working groups were responsible for managing any remaining snags relating to the service delivery, a role they continue with today.

They specifically focused on:
- Reporting and Responsibilities
- Finance Procure to Pay
- Contact Centre
- OTL and Expenses.

The Contact Centre working group focused on improving the channel of communication, moving from calls to less labour-intensive emails or online service requests offering much more convenient ways for our customers to contact us.

Training and communication was essential for success and acceptance. SSCL provided training modules and liaised with the MoJ’s communications team as part of the daily governance briefings during the build up to and immediately after go-live.

It was the role of a senior executive to discuss what improvements could be made and offer advice if any issues were flagged up or areas identified where customers needed additional support.

These were then cascaded to the workforce by the MoJ communications team.

SSCL also adapted the standardised training module used by all organisations using our platform where necessary to ensure successful business readiness of our clients.

Specific requirements on the new financial and business structure, cost centre and HR hierarchies were flagged to ensure each client knew what changes they would need to put in place.
The results

Digital technologies and services are providing solutions to transform complex bureaucracies into more agile and innovative opportunities.

SSCL’s intelligent solutions toolkit has offered a revolutionised service for the Ministry of Justice.

Thirteen Government organisations are now on an SSCL platform saving around £100 million for SSCL clients and providing services for around 300,000 direct users of SSCL platforms.

Adopting this digital technology and streamlining functions has reaped benefits, both financially and through innovative solutions supporting the Smart Government agenda.

SSCL employs people with a unique mix of skills and expertise who are continually making improvements and looking at our processes.

Each migration brings new lessons to the table, and more solutions with greater capabilities for clients.

Key facts

• Implementation of a new Oracle Platform and transformed service provision for Government departments delivering one of the largest service transformations for Government

• Migration of over 220,000 customer records (over 80,000 for MoJ) in just two years

• Migrated over 90 million records (over 28 million for MoJ) in just two years

• SSCL high skilled and knowledgeable subject matter experts were able to work with clients to make their requirements a reality

• Already delivered savings for clients of over £100 million
“True transformation is enabled through the digitisation of infrastructure, governance and culture, including front and back office systems.”

The citizen view of Government Digital Transformation – 2017 findings published by Sopra Steria