

Cloud transformation (hybrid, on-premise), experienced security cleared experts, migration, maintenance & ongoing support services

Service Definition Document

Sopra Steria



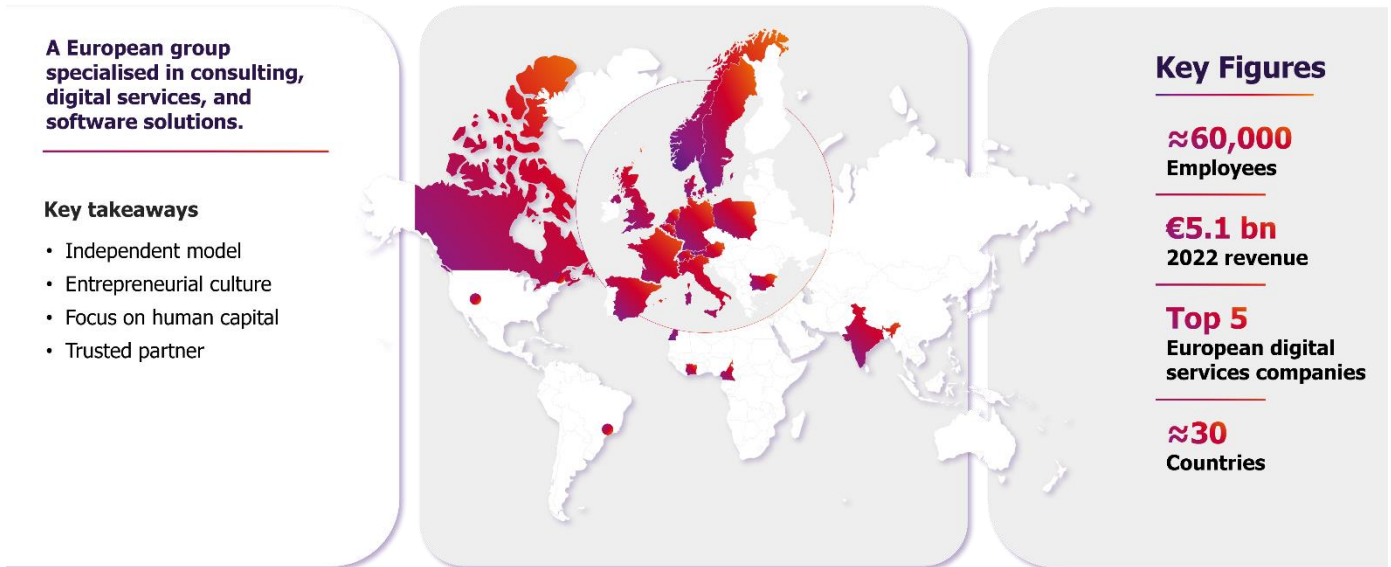
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1 About Sopra Steria

1.1 Overview

Sopra Steria is a European tech leader recognised for consulting, digital services, and software development, helping our clients drive digital transformation to obtain tangible and sustainable benefits. We provide end-to-end solutions to make organisations more competitive by combining in-depth knowledge of a wide range of business sectors and innovative technologies with a fully collaborative approach. Sopra Steria places people at the heart of everything we do and is committed to making the most of digital technology to build a positive future for our clients. Our reach is illustrated below:

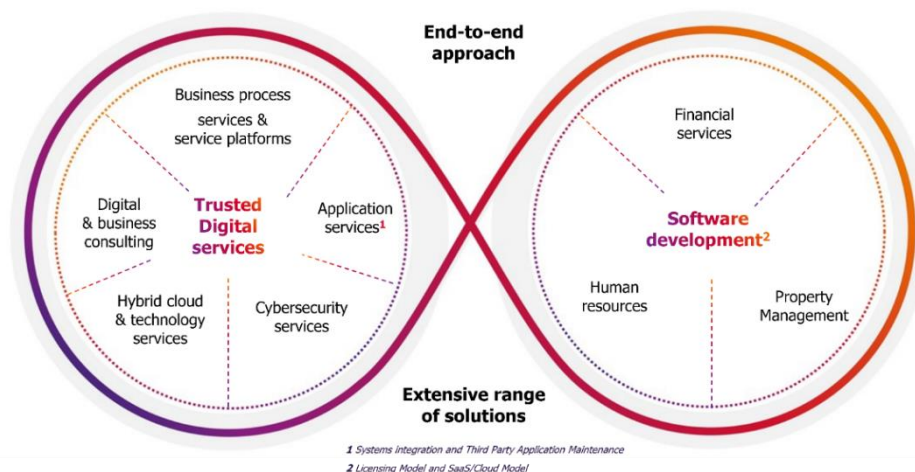


Making a difference is central to what we do and how we support our clients, and in turn, citizens. We reshape public services, making them more efficient to deliver and more accessible for the people that need them, across central and local government, devolved governments, and the wider public sector.

1.2 Our Cloud Capability

Our Cloud Centre of Excellence and cloud-enabled Practices serve clients across the public sector, delivered by a global team of cloud practitioners, with certified resources in AWS, Microsoft Azure, Google Cloud, and Oracle Cloud.

Sopra Steria offers a comprehensive end-to-end offering, comprising trusted digital services and software development:



1.3 Our Credentials



Cybersecurity

Leader "Cyber resiliency services"
(NelsonHall)



Cloud

Large account (best category >\$250m)
in the "Public Sector Industry Cloud Landscape"
(Forrester)
Leader "Cloud public in Europe" (ISG)
Leader "Cloud Native Application" & "Application
Transformation Services" (Quadrant)



IA

Leader "Intelligence Process Automation" (Quadrant)
Major player "European Professional Services for Data-
Drive" (IDC)
Major contenders "AI services" & "Intelligent Process
Automation services" (Everest)



Digital twins

Industrial metaverse
Partnership with Nvidia & SkyReal
Major Contender "Digital twin Services" (Everest)



IT for Green

Best in class "consulting and digital services for
sustainable development" (PAC Innovation Radar)
Major Contender "NetZero Consulting Services"
(Everest)



2 Service Overview

2.1 Service Description

Migrating secure applications from traditional platforms to cloud based services. Digital transformation at scale to hybrid and on-premise cloud on Azure or Amazon Web Services (AWS).

Azure and AWS gold partner with experienced security cleared staff. We prioritise security from the outset by adhering to Secure By Design principles. These services are user centric.

2.2 Features

- Discovery Phase – Create User Journeys, review Customer Infrastructure and Apps
- Prototyping – Experimental prototypes to refine requirements
- Design Phase Design/engineering following Secure by Design Principles
- Planning Phase – Mobilisation, migration and release activities
- Implementation - Cloud Development System, test, migration, accreditation, security, roll-out
- Early support – Go live, agile management of end user defects
- Transition to Operations Phase – Agile Service Acceptance, under project sprints
- Training – Offer system training to in house resources
- Project Exit – Handover Intellectual Property, close milestones
- Service Support – version control, service & license management, maintenance, audits

2.3 Benefits

- Agile transformation delivers faster and therefore reduces costs
- Agile service transition, delivered into live at pace
- Early-life support for migrated apps
- Affective Application management reduces licensing and support costs
- Risk managed using Secure by Design Principles
- Supplier agnostic, most suitable products deployed
- User-centric design creates intuitive, efficient, and satisfying experiences for users, fostering engagement
- Maintaining up to date releases, keeping IT evergreen
- Captures defects reducing business impact
- Achieve value for money and return on investment (ROI)

2.4 Our Approach

At Sopra Steria, we fuse industry-leading expertise with a client-centric approach to navigate the complexities of cloud transformation. Central to our methodology are two core principles: user-centric design and secure by design. Here's how we integrate these essential elements into our approach:

- **User-Centric Design:** We prioritise the user experience at every stage of the cloud transformation journey. Understanding that successful adoption hinges on user acceptance and satisfaction, we employ a user-centric design methodology. By conducting user research, gathering feedback, and mapping user journeys, we ensure that our cloud solutions are intuitive, efficient, and aligned with the needs and preferences of end-users. From seamless interface design to personalised workflows, we strive to enhance productivity and engagement in the digital workplace.
- **Secure by Design:** Security is not an afterthought – it's foundational to everything we do. Our approach follows the 'Secure by Design' philosophy, embedding robust security measures into every layer of our cloud solutions. From the initial design phase to ongoing operations, security considerations are integrated seamlessly, ensuring the confidentiality, integrity, and availability of data in the cloud environment. By proactively identifying and mitigating security risks, we safeguard our clients' digital assets and foster trust in their cloud infrastructure.
- **Supplier-Agnostic Solution Selection:** Our expertise extends beyond implementation – we specialise in guiding our clients through the selection of the right cloud solution. Unlike traditional vendors, we are entirely impartial and supplier-agnostic, allowing us to recommend the best-fit solution based solely on our clients' needs and objectives. Whether it's on-premise, hybrid, or public cloud, we provide unbiased recommendations tailored to maximise benefits and address specific requirements.
- **Comprehensive Cloud Solution Evaluation:** We commence by conducting a thorough assessment of our clients' business objectives, existing infrastructure, and technical requirements. Our team analyses factors such as workload characteristics, data sensitivity, regulatory considerations, and budget constraints to gain a holistic understanding of the organization's needs.
- **Customised Solution Roadmaps:** Following the selection of the ideal cloud solution, we develop detailed implementation roadmaps tailored to our clients' unique circumstances. These roadmaps outline the phased approach to deployment, migration, and optimization, providing clarity and direction throughout the transformation journey.
- **Continuous Evaluation and Optimization:** Our commitment to excellence doesn't end with deployment. We continuously monitor and evaluate the performance of our clients' cloud environments, proactively identifying opportunities for optimization and improvement. By leveraging advanced analytics and best practices, we ensure that our clients' cloud solutions remain aligned with their evolving business needs and objectives.
- **Strategic Partnership:** Throughout the entire process, we function as trusted advisors and strategic partners, providing guidance, support, and expertise at every step. Our goal is to empower our clients to make informed decisions, maximise the value of their cloud investments, and achieve sustainable growth and success in the digital era.

In essence, our approach to cloud transformation integrates user-centric design, secure by design, and supplier-agnostic solution selection to deliver tailored solutions that drive innovation, enhance security, and empower users in the cloud. With Sopra Steria as their partner, organizations can navigate the complexities of cloud adoption with confidence, ensuring they harness the full potential of cloud technologies to achieve their strategic objectives.

Please contact us, without obligation, for further information or to discuss your requirements.

2.5 Inputs

We understand that sometimes it's challenging to pinpoint areas for improvement on your own. As such, if you find it difficult to provide us with feedback, our team of experts is here for you. Committed to a customer-centric ethos, our specialists will work closely with you to identify your areas of opportunity. Whether it's enhancing your service quality, refining your processes, or maximizing your efficiency, we're dedicated to finding the most beneficial and optimal solutions to help you achieve your goals. At Sopra Steria your success is our mission, and we're here to support you every step of the way in generating the following inputs as part of this service:

We can help you define the following inputs as part of this service:

- **Infrastructure and Application Details:** Describe current infrastructure and application landscape. Highlight existing security measures and areas for improvement.
- **Business Objectives and Requirements:** Define strategic goals and business requirements. Specify regulatory or compliance needs.
- **User Journeys and Stakeholder Input:** Outline user journeys and gather stakeholder feedback. Identify critical functionalities for preservation or enhancement.
- **Security Considerations and Compliance:** Provide security policies and compliance requirements. Detail expectations for enhancing security in the cloud.
- **Budgetary and Resource Constraints:** Outline budget and resource limitations. Discuss engagement models and billing preferences.
- **Desired Outcomes and Success Criteria:** Define key outcomes and measurable success criteria. Discuss expectations for ongoing support and maintenance.
- **Collaboration and Communication Preferences:** Specify communication channels and project management tools. Identify key stakeholders and decision-makers.
- **Timeline and Milestones:** Define project timeline and key milestones. Discuss flexibility and contingency plans.
- **Risk Assessment and Mitigation:** Identify risks and mitigation strategies. Establish risk management plan.
- **Intellectual Property and Knowledge Transfer:** Clarify IP rights and ownership expectations. Discuss knowledge transfer initiatives.

This is a high-level list and is not exhaustive. Sopra Steria takes a collaborative approach to working with our customers and if you cannot provide these inputs, then we can discuss altering our approach to accommodate your situation to ensure a successful outcome.

2.6 Outputs & Deliverables

The outputs and deliverables listed below aim to support your organization in successfully planning, implementing, and managing its cloud transformation journey ensuring alignment with business objectives, security standards, and ethical considerations.

- **Cloud Transformation Strategy Document:** A comprehensive strategy document outlining the vision, goals, and approach for cloud adoption, tailored to your organization's specific needs and objectives.
- **End-to-End Solution Design:** Detailed design and architecture documentation for the cloud environment, encompassing infrastructure, platforms, and software services.
- **Requirements Analysis Report:** A report identifying key requirements, including policy considerations, user needs, constraints, opportunities, and organizational readiness factors.
- **Cloud Adoption Roadmap:** A roadmap outlining the phased approach to cloud migration, including timelines, milestones, and resource requirements.

- **Vendor Analysis Report:** Evaluation report assessing various vendors and their solutions to determine the most suitable options for the organization's cloud requirements.
- **Security Assurance Documentation:** Documentation ensuring that security considerations are integrated throughout the design and implementation process, adhering to Secure by Design principles.
- **Digital Ethics Framework:** A framework addressing societal impact, displacement, skills, fairness, equality, diversity, accessibility, privacy, transparency, safety, and environmental sustainability in the context of cloud adoption.
- **Service Management Plan:** Plan to outline the ongoing management and support of cloud services, including governance structures, service level agreements, service monitoring and reporting and escalation procedures.
- **Licensing and Advisory Recommendations:** Recommendations on licensing models, scaling strategies, and advisory services to optimise cost-effectiveness and performance in the cloud environment.
- **Build and Test Documentation:** Documentation detailing the implementation process, configuration settings, and testing procedures for deploying cloud solutions.

2.7 Certifications & Skills

Sopra Steria is proud to be members of the Management Consulting Association (MCA). An essential requirement of MCA membership is the ability to demonstrate our commitment to the Principles of the MCA's Consulting Excellence, a ground-breaking scheme that celebrates consulting's value and commits MCA members to the highest standards of Ethical Behaviour, Client Service and Value, and Professional Development.

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

- Security accreditation and compliance support
- ISO27001 certification audits and compliance support
- GDPR assessment and compliance support
- Security architecture support
- Penetration testing, vulnerability management and scanning
- Protective monitoring and threat intelligence
- Above-Secret IT security services
- Adherence to ISO44001 Collaborative Working

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

2.8 Case Study

Client: A Non-Departmental Public Body funded by the Department for Energy, Security and Net Zero (DESNZ)

The challenge: A rapid data migration before failure of existing cloud provider over financial difficulties.

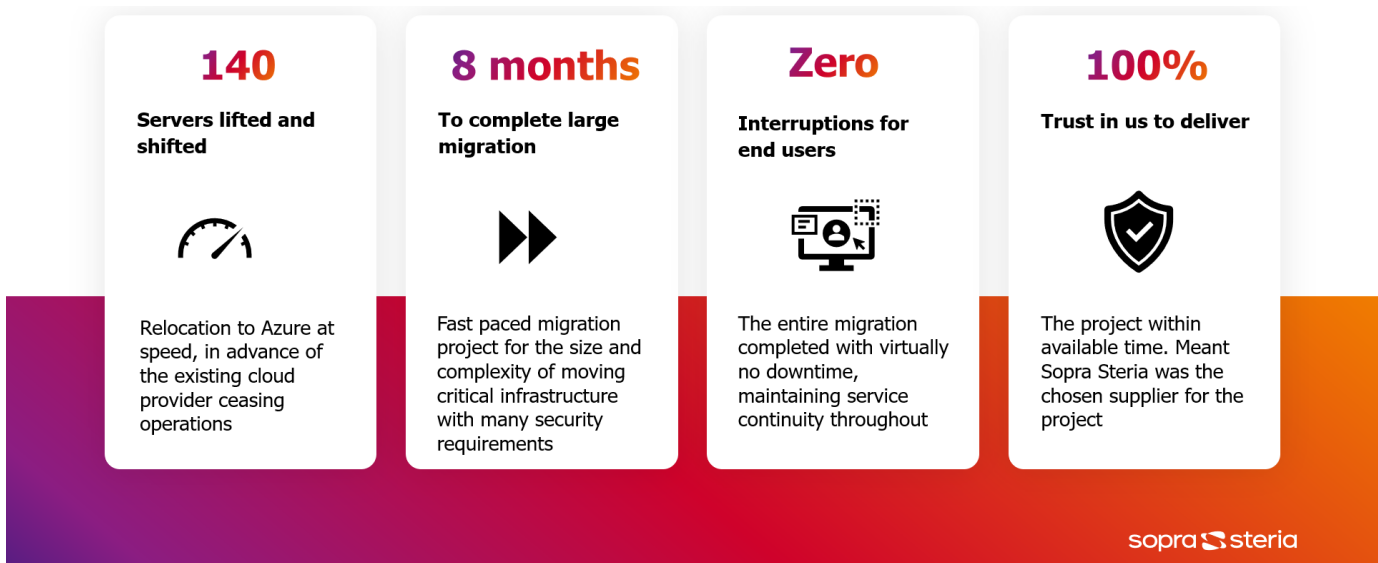
A licensed body responsible for work **across 12 sensitive sites** within the UK faced serious business risk issues due to its private cloud provider being distressed and facing difficulties.

Fast action was vital to protect the licensed body's digital assets deeming the decision to migrate to a more stable cloud provider essential as failure would result in stopping business operations, data and application loss. Typically, a project of this size and complexity would **require over a year to complete**, however as time was limited there was only an **8 month window** for this large-scale movement of digital assets.

What we delivered:

- Rapid mobilisation of experts and specialists meeting the required security clearances and vetting requirements.
- Swift analysis of existing infrastructure allowed Sopra Steria in taking an optimal migration approach across the associated infrastructure to the clients chosen provider in a swift timeframe.
- Successful migration meant reducing the client's business continuity risk by migrating operations to a stable cloud provider.
- Additional benefits alongside the migration such as: access to native applications, which means paying for usage (not just availability) keeping costs lower and relative to need.

Outcome:



"Sopra Steria successfully completed the entire migration in just 8 months, moving all infrastructure assets, reducing the business continuity risk to licensed body.

Through careful planning, an experienced team handling dynamic technical complexities, and by migrating outside of core hours the project was completed within the time window and with minimal impact to operations and zero downtime.

During the project, more efficient cloud native solutions were also identified, accelerating licensed body's business and cloud strategy to Azure and lowering the cost. An example of this was using Azure load balancers in place of previous F5 appliances, by reducing support complexities and cost of ownership."

Dated: 8th June 2023

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 this service or any of our listings on G-Cloud.

Email: soprasteria-gcloud@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](#).

