

AI Compliance, Governance & Ethics

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

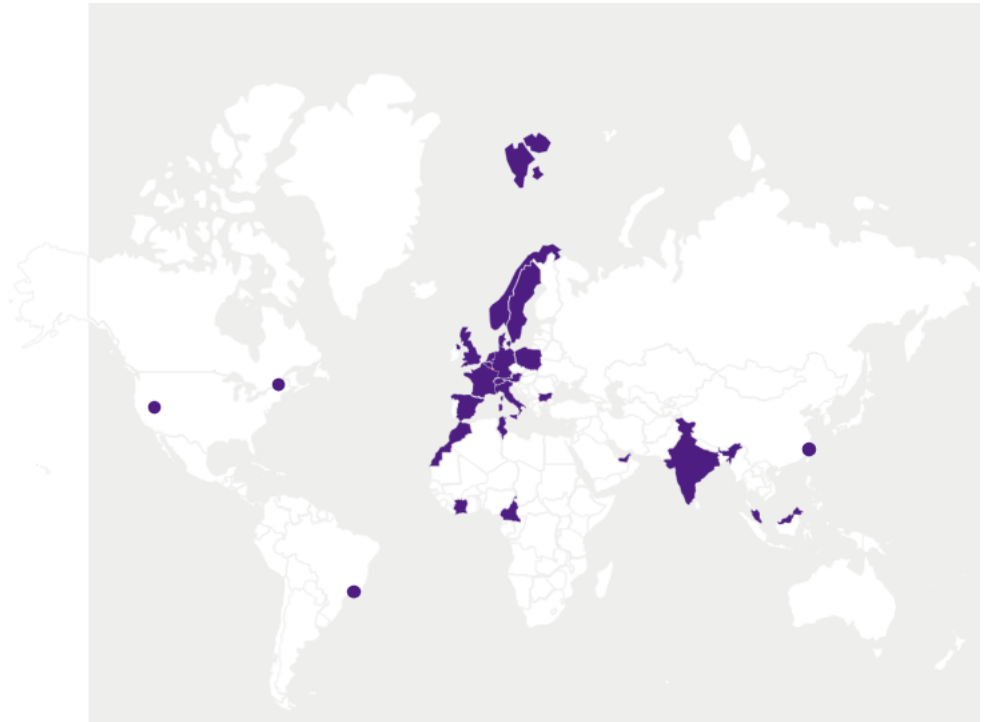
Top 5

European digital
services companies

In nearly

30

countries



1.2 Our Data & AI Capability

Sopra Steria's Data & AI Practice brings together advanced data engineering, analytics, and AI expertise to unlock value and accelerate transformation for our clients.

- Delivering comprehensive data and AI solutions, including strategy and advisory, data platform modernisation, advanced analytics, machine learning, generative AI and responsible AI implementation
- Integrating deep capability across data management, engineering, governance and AI technologies, supported by industrialised accelerators and frameworks to enable solutions across regulated, hybrid, and sovereign environments
- Using an end-to-end delivery model that combines business insight, engineering excellence, ethical AI principles, and robust governance—ensuring continuous innovation, trust, and measurable business outcomes throughout the full data and AI lifecycle.

1.3 Our Credentials

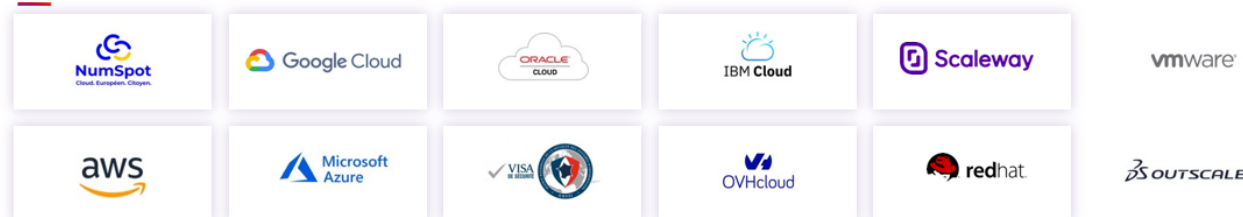
Capacity

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

PAC

Sopra Steria is formally recognised by **PAC** as one of **Europe's leading providers of AI and Generative AI services**. In the **2024 PAC Innovation Radar for AI related Services in Europe**, Sopra Steria achieved a **"BestinClass" overall rating**, the highest classification awarded and achieved by only a small number of providers assessed. PAC evaluated 28 organisations across portfolio strength, vision, strategy, and client delivery.

PAC rated Sopra Steria **BestinClass** in several specialist AI domains, including **Generative AI, back office AI, and digital customer engagement**, and identified Sopra Steria as the **top rated provider in Europe for AI related services in Human Capital Management**. PAC further highlighted Sopra Steria's commitment to **sovereign and trusted AI**, including data transparency, opensource approaches, regional hosting, and strong public sector delivery credentials across Europe.

TechMarketView

Sopra Steria is recognised by **TechMarketView** as a **Disruptor and Innovator** in the application of Artificial Intelligence to enterprise and backoffice operations. In its **AI Impact: Back Office Operations** research, TechMarketView identifies Sopra Steria among the suppliers using AI to **differentiate their value proposition and drive material change** across traditionally manual and process heavy functions.

TechMarketView research highlights Sopra Steria's use of **AI enabled automation, Generative AI, and industry specific solutions** to transform back office services, including HR, finance, and business process services. This recognition reflects Sopra Steria's ability to combine **deep industry knowledge, AI engineering capability, and partner ecosystems** to deliver tangible productivity gains and operational outcomes for clients.

By being named a **Disruptor and Innovator**, Sopra Steria is recognised by TechMarketView as a provider that is actively reshaping how organisations adopt and realise value from AI, rather than incrementally enhancing legacy service models.

NelsonHall

Sopra Steria is recognised as a **Leader** by **NelsonHall** in its **2025 NEAT assessment for "GenAI-Enabled Operational Transformation"**, including a Leader position in the **Overall** category. NelsonHall identifies Sopra Steria as a Leader for its ability to **industrialise Generative AI**, moving beyond pilots to deliver **secure, scalable, production ready GenAI solutions** that generate measurable operational outcomes. Sopra Steria is rated as a Leader across multiple categories, including:

- GenAI-Enabled Operational Transformation (Overall)
- Development of custom GenAI solutions
- GenAI support for Business Process Services
- Understanding and aligning GenAI to operational requirements

NelsonHall highlights Sopra Steria's **impact driven AI strategy**, including the establishment of AI factories for largescale deployment, integration of industry specific GenAI solutions, and the rapid delivery of operational value for public and private sector clients.

2 Service Overview

2.1 Service Description

Data & AI Compliance, Governance & Ethics strengthens trustworthy AI by integrating ethical principles, risk controls, and robust governance across the lifecycle. The service assesses your current practices and co-creates actionable improvements to align with regulatory requirements, compliance standards, and sustainability expectations while enabling safe, transparent, and accountable AI adoption.

2.2 Features

- AI ethics framework definition and ethical AI advisory
- Internal AI Governance Board setup
- AI Risk Management
- Impact assessment of AI usage
- AI Compliance, validation and auditing
- AI Model explainability and traceability
- AI Regulatory Alignment, Monitoring & Reporting
- AI Ethics maturity assessment and prioritised recommendations for improvement
- Ongoing Ethical AI Audits
- Strategic Advisory & Responsible AI Innovation

2.3 Benefits

- Strengthens trust in AI use and reduces organisational risk
- Robust governance, compliance and standards for AI
- Alignment of AI objectives with organisational strategy
- Increased quality of AI through responsible, trustworthy systems
- Reduces legal and regulatory risk
- Embeds fairness, transparency and safe scaling of AI solutions
- Clarifies accountability and decision rights
- Streamlines assurance and audit readiness
- Improves stakeholder confidence and buy-in
- Aligns to UK public sector guidance and sustainability standards

2.4 Our Approach

Organisations implementing AI must prioritise AI governance to navigate the landscape and mitigate organisational risk effectively. Our approach to AI governance follows a three-layered approach - Strategy, Technology, and Applications - overseen by an AI Governance Board.

Our approach begins with strategic advisory on AI ethics, compliance, and risk. We work with you to define principles, policies, and a governance model that embeds responsible and transparent AI into your organisation.

This includes establishing clear accountability structures, decision-making frameworks, and standards for documentation, oversight, and human involvement across the AI lifecycle.

Governance bodies are operationalised, including an internal AI Governance Board, supported by processes for security, privacy, and risk triage to ensure safe, compliant, and scalable AI deployment. Our process ensures accountability through human oversight, eliminates single points of ethical failure, overcomes technical limitations, and provides continuous monitoring to address AI inaccuracies that can be introduced over time.

We provide ongoing oversight through continuous risk assessment, governance audits, and iterative improvement. Our approach aligns with leading regulatory and standards frameworks, ensuring that AI systems remain compliant, accountable, and trustworthy over time while maintaining the confidence of users and business owners.

2.5 Inputs

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

- Applicable regulatory, legal and internal policy requirements
- Current AI use cases and risk profile, plus planned future use cases
- Security architecture, privacy controls and data governance practices
- Existing governance forums, decision-making structures and charters
- Stakeholder availability for workshops
- Procurement and supplier obligations

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:

- AI Ethics framework, including principles and policies
- Responsible AI framework
- Risk assessment reports and registers
- Programme build risk assessments
- Security and privacy requirement baselines
- AI Ethics maturity score and prioritised recommendations
- AI Governance Board terms of reference
- AI Governance framework and ethical foundations / principles
- Governance audit plan and findings
- Impact assessment for AI usage
- Model explainability and traceability standards
- Continuous improvement roadmap for governance, compliance, and ethics

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:

- ISO27001 expertise and controls
- UK GDPR compliance and DPIAs
- IAPP Certified AI Governance Professional (AIGP)
- AI regulatory alignment expertise
- AI governance design and assurance
- Cloud security architecture (AWS, Azure, GCP)
- Ethical AI frameworks and toolkits
- Risk management and internal audit skills
- Model lifecycle governance / MLOps governance
- Data governance and privacy engineering
- Public sector AI playbook alignment

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

2.8 Case Study

Client: Scottish Government

The challenge: The Scottish Government needed to establish an AI ethics strategy to build public trust in the use of data and digital technologies, ensuring societal, environmental, and economic benefits for the people of Scotland.

What we delivered: Sopra Steria worked with senior stakeholders across government to identify best practice and expertise, created a prioritised action plan with tangible outcomes, and developed a roadmap for Scotland's ambitions as an ethical digital nation.

Outcome:

- Prioritised, measurable, and costed next steps for AI ethics
- Improved support and engagement with the public
- Faster routes to improved digital skills in government

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](#).

