

Salesforce Digital Workforce

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

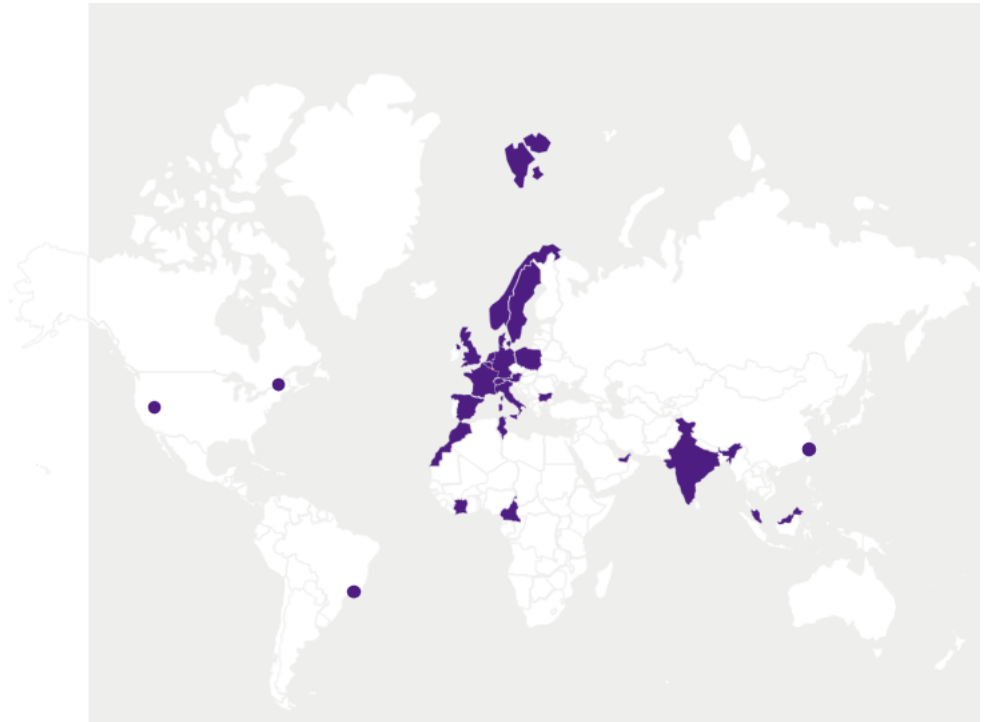
Top 5

European digital
services companies

In nearly

30

countries



1.2 Our Cloud Capability

Sopra Steria Cloud Practice brings together leading digital, cloud and engineering expertise to accelerate transformation for our clients.

- Delivering comprehensive digital and cloud transformation, including strategic consulting, change management, large-scale migration, application modernisation, next-generation development and secure, optimised operations
- Integrating deep capability across applications, data, infrastructure, cloud platforms and security, supported by industrialised assets to enable solutions across Private, Public, Hybrid and Sovereign Cloud environments
- Using an end-to-end cloud delivery model that integrates business, engineering, security and operations, ensuring continuous innovation, strong governance, and measurable business value throughout the full cloud 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

2 Service Overview

2.1 Service Description

The Salesforce Digital Workforce service enables public sector organisations to automate complex, manual processes securely and responsibly using Agentforce and advanced AI within the Salesforce platform. Designed to help teams increase capacity without increasing headcount, the service introduces intelligent digital workers that execute repeatable tasks, support decision-making, and streamline end-to-end service delivery.

Our approach begins with a structured assessment of existing operational workflows to identify high-value automation opportunities that align with departmental objectives and regulatory requirements. Using Agentforce, we deploy AI-powered agents capable of handling case triage, document processing, data enrichment, routing, and cross-system orchestration, integrating with Salesforce clouds and wider technology estates through secure APIs. All automation is designed in line with responsible AI governance, ensuring transparency, auditability, and ethical use within public sector environments.

The service delivers scalable benefits including reduced operational cost, improved accuracy, shorter turnaround times, and enhanced user and citizen experience. Organisations can expand automation gradually, building a sustainable digital workforce that supports frontline teams and enables a shift towards higher-value work.

Our delivery model follows DevSecOps and G-Cloud standards, ensuring secure implementation, robust testing, and controlled rollout of automation capabilities tailored to public sector needs.

2.2 Features

- AI-powered agent(s) to automate repetitive processes, reduce manual effort across service operations.
- Intelligent routing directs tasks or cases using skills, context, and history.
- Seamless handover between digital agents and humans preserves full conversation context.
- Workflow automation accelerates approvals, escalations, updates, and case lifecycle transitions.
- Natural language interaction enables intuitive user requests across channels and systems.
- Integration layer connects Salesforce, legacy applications, and external systems through secure APIs.
- Knowledge-driven responses ensure consistent guidance using approved organisational content repositories.
- Analytics highlight performance trends, automation impact, bottlenecks, and improvement opportunities.
- Role-based controls enforce compliant, governed AI usage across regulated environments.
- Scalable agent templates enable rapid deployment of sector-specific automation scenarios.

2.3 Benefits

- Reduces operational costs by automating repetitive workflows across departments efficiently.
- Improves service quality through consistent, knowledge-driven responses and guided interactions.
- Accelerates resolution times using intelligent routing and AI-powered case triage.
- Enhances productivity by freeing staff for higher-value, complex activities.
- Increases organisational capacity through scalable digital agents augmenting human teams.
- Strengthens compliance with governed, transparent, auditable AI interactions and controls.
- Improves citizen experience via seamless, 24/7 self-service across multiple channels
- Reduces manual errors with automated, standardised data handling and workflows.
- Provides actionable insights from automation analytics to improve performance continuously.
- Accelerates digital transformation with reusable agent templates and industrialised delivery.

2.4 Our Approach

Sopra Steria's Salesforce delivery approach is characterised by a comprehensive and industrialised method that ensures successful, on-time, and within-budget execution of large and complex programs. Key highlights of our delivery approach:

- **Global Delivery Model:** Utilises industrialised production methods and processes, combined with shared service centres, to run programs efficiently
- **Innovation and Technology Expertise:** Recognised for our expertise in IT architecture, big data, cloud, collaborative networks, mobility, and cybersecurity
- **Total Solution Provider:** Offering end-to-end solutions to support clients throughout their digital transformation process
- **Interoperability Solutions:** Collaborating with Salesforce, Sopra Steria has worked on interoperability solutions like linking the STORM Command and Control platform with Salesforce CRM to enhance data synchronisation and reporting
- **Customer-Centric Management:** Provides a flexible delivery model that combines a strong presence in Europe with offshore and nearshore service centres, unified under a common governance based on the "One Project – One Team" principle

This approach places people at the heart of everything Sopra Steria does, aiming to build a positive future for all through digital transformation.

2.5 Inputs

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

- Corporate Sponsorship (Executive Sponsor)
- Timely access to Stakeholders and key users to operate jointly with us, and who can provide input to the to-be design and review and approved developed deliverables.
- Key skills and capabilities
- Access to information and documentation including as-is processes and success metrics
- Client Resources include Technical Resources and Subject Matter Experts (SME)
- Understanding of ways of working and overarching goals
- Current Tooling Landscape
- Current Tooling Architecture
- IT Tooling Strategy
- Enterprise Level tooling Strategy

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:

- Initiate
 - Statement of Work
 - Requirements Output Document
 - High Level Project Plan

- Business Process Diagram
- Plan, Execute
 - Configuration Workbooks
 - Business Process Diagrams
 - High Level Design
- Deliver
 - UAT Documents and Logs
 - Training
 - Scalable agent(s) to be used as a template for future growth of the digital workforce
- Provide resources with the required knowledge and experience at each phase of the project lifecycle
- Focussed management and effort to support implementing the project at a pace of change required by the business

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:

- Sopra Steria is Salesforce **Platinum Partner** with more than **304 certified individuals** with over **1074 Salesforce certifications**
- Additional details are available here: [Sopra Steria - Sopra Steria - AppExchange \(salesforce.com\)](#)

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

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](#).

