

# Managed Learning Services

**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](http://www.soprasteria.com)

50,000

employees

€5.8bn

2024 revenue

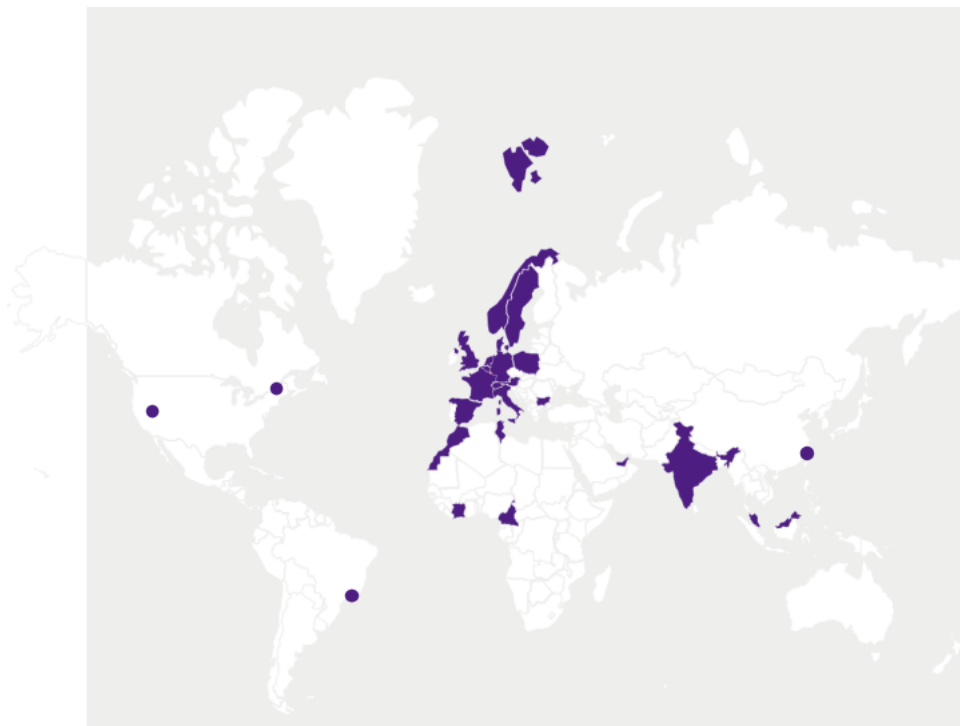
Top 5

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

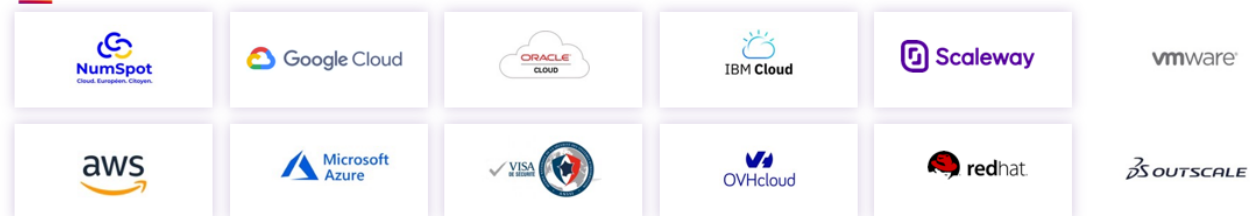
### Capacity

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

2<sup>nd</sup> in IT Services in France and 10<sup>th</sup> in EMEA\*

| Cybersecurity                                                                                                                                                                                                        | Digital                                                                                                                                                                                                                                                                                                                          | AI                                                                                                                                                                                                                                                                                                                                                                                             | IT for Green                                                                                                                                                                                                                                                                    | Cloud                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                       |                                                                                       |                                                                                       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Leader "Cyber resiliency services" (NelsonHall)</li><li>• Leader "cybersecurity" in France &amp; Germany (ISG)</li><li>• Top 5 "cybersecurity" in France (Markess)</li></ul> | <ul style="list-style-type: none"><li>• Leader "Application Transformation Services" (Quadrant)</li><li>• Leader "Digital Banking" (NelsonHall)</li><li>• Leader "Digital Banking Services" (ISG)</li><li>• Major Contender "Digital twin Services" (Everest)</li><li>• Innovator "Digital Manufacturing" (NelsonHall)</li></ul> | <ul style="list-style-type: none"><li>• Leader AI Services &amp; Gen AI (PAC Innovation Radar)</li><li>• Leader AI Services (Quadrant)</li><li>• Leader "Intelligence Process Automation" (Quadrant)</li><li>• Major player "European Professional Services for Data-Drive" (IDC)</li><li>• Major contenders "AI services" &amp; "Intelligent Process Automation services" (Everest)</li></ul> | <ul style="list-style-type: none"><li>• Leader "ESG for Banking Services" (NelsonHall)</li><li>• Best in class "consulting and digital services for sustainable development" (PAC Innovation Radar)</li><li>• Major Contender "NetZero Consulting Services" (Everest)</li></ul> | <ul style="list-style-type: none"><li>• Large account (best category&gt;&gt;\$250m) in the "Public Sector Industry Cloud Landscape" (Forrester)</li><li>• Leader "Cloud Infra Brokerage" (NelsonHall)</li><li>• Best in Class "Azure" &amp; "SAP" &amp; "Service Now" (PAC Radar)</li><li>• Leader "Cloud Native Application" &amp; "Application Transformation Services" (Quadrant)</li><li>• Leader "Cloud public in Europe" &amp; " Next Gen Private &amp; Hybrid Cloud" (ISG)</li><li>• Major Contender "Cloud Services" &amp; "Cloud Native Applications" &amp; "Services on AWS Azure &amp; CGP" (Everest)</li></ul> |                                                                                       |                                                                                       |                                                                                       |
|                                                                                                                                   |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |

\* Source PAC 2024

## 2 Service Overview

### 2.1 Service Description



As the landscape of training continues to evolve, a Managed Learning Service (MLS) offers a strategic solution for organisations looking to optimise their learning initiatives.

Sopra Steria have over 30 years of experience providing comprehensive learning and development solutions, covering the entire spectrum of training needs and services for those customers implementing a new cloud-based software system.

Our services include implementing Learning Management Systems (LMS), providing expert training advice and consultancy, conducting training needs analysis, and delivering customised blended learning solutions.

Our Industry experience shows there are various learning challenges that can affect organisations from scalability to limited strategic workforce alignment. By leveraging our practice-based methods, including face-to-face, digital delivery and AI tools to upskill employees faster, we save organisations time and cost.

### 2.2 Features

Your organisation will benefit from a simple and clear learning route for your workforce. Our holistic approach to training means customers can select all or part of our Managed Learning Service; choosing individual elements that support a successful learning experience.

Our end-to-end service offering provides ten key features shown in the below image Figure 1: Managed Learning Service Offerings:

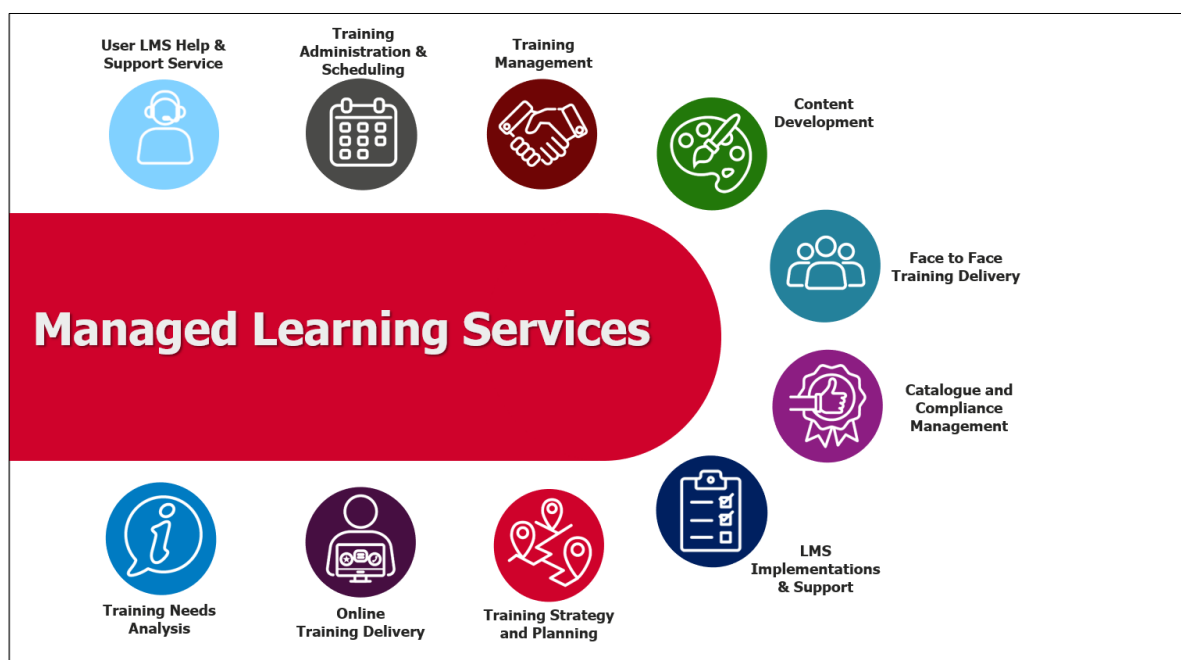


Figure 1: Managed Learning Service Offerings

## Key Service Offerings:

- **Training Management:** Managing all training activity against agreed project/service plan and budget
- **Learning Management Systems:** Sourcing, implementing, and supporting
- **Training Strategy and Planning:** Establishing best fit training solution for new cloud-based software systems
- **Training Needs Analysis:** Assessing knowledge, skills, and ability gaps to identify training requirements
- **Content Development and Uplift:** Producing innovative engaging blended learning packages for end users
- **Face to Face Delivery:** Via classroom, train the trainer, and deskside support
- **Online Delivery:** Via virtual classroom, eLearning, video, software simulations and online reference guides
- **Training Administration and Scheduling:** Coordinating, scheduling, supporting learners with their training
- **LMS User Support Service:** Addressing queries, LMS technical issues and challenges promptly
- **Catalogue and Compliance Management:** Managing, tracking compliance training via a central catalogue.

## 2.3 Benefits

Our Managed Learning Service provides the following customer benefits:

- ✓ **Service First Mission:** User friendly approach that puts the customer at the heart of service
- ✓ **Holistic Approach:** Multiple service offerings providing 'one stop shop' capability, aligned with organisational change and user adoption focus
- ✓ **Cost-Efficiency:** YOY 30% savings on training spend through centralised processes, automated workflows and access to our supplier network and discounts
- ✓ **Leverage Expertise:** With access to security cleared, qualified training resources, and AI powered tooling
- ✓ **Tailored Training Solution:** Value driven solutions to meet your organisation unique training culture
- ✓ **Improved Scalability:** Scaling resource and delivery methods to meet increased/expanding training demand
- ✓ **Risk Sharing:** Sharing the risks associated with training solutions and LMS implementations
- ✓ **Quality Assurance:** Supporting rigorous quality control processes including competency assessments
- ✓ **Minimise Administrative Overhead:** Allowing more focus on meeting your organisations strategic objectives.
- ✓ **Optimised training processes :** Time to competency halved through streamlined approach.

## 2.4 Our Approach

Customers will benefit from Sopra Steria's well-developed implementation approach which accommodates projects of all sizes, ensuring a standardised approach across all aspects. Our team have expertise in tailoring this approach to align to your specific needs.

The table below outlines our approach to implementation, delivery, and operational tasks:

| Tasks                                                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Learning Needs Assessment and Strategy Alignment</b> | <ul style="list-style-type: none"> <li>Understand customers business strategy, learning objectives, and specific needs</li> <li>Align MLS offerings with customer organisational goals and learning and development (L&amp;D) priorities</li> <li>Propose value add recommendations.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Definition and Measurement</b>                       | <ul style="list-style-type: none"> <li>Collaborate with stakeholders to define and agree clear performance measures</li> <li>Establish specific metrics such as cost savings, efficiency training quality or reduction in support calls</li> <li>Monitor performance and share progress through regular reviews.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Implementation</b>                                   | <ul style="list-style-type: none"> <li>Project Kick Off: define roles, responsibilities, and agree high level timelines</li> <li>Review processes for optimisation, introducing cloud-based learning technologies (LMS) for process automation and smarter training management</li> <li>Conduct training needs analysis / scoping out the training requirements for cloud-based software system</li> <li>Produce a training strategy approach and delivery plan to address knowledge and performance gaps</li> <li>Create detailed implementation plan based on agreed training solution</li> <li>Define and agree configuration requirements for cloud-based learning technologies (LMS)</li> <li>Schedule regular stakeholder reviews and checkpoint meetings to track progress, raise issues, risks etc against agreed plan.</li> </ul> |
| <b>Content Development</b>                              | <ul style="list-style-type: none"> <li>Develop new blended learning packages or update existing training content for LMS accessibility</li> <li>Ensure content aligns with learning objectives and engages learners.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Post Implementation/BAU Service                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Learner Support and Guidance:</b>                    | <ul style="list-style-type: none"> <li>Provide ongoing support to learners throughout their training journey</li> <li>Address queries, LMS technical issues, and learning challenges promptly</li> <li>Foster a positive learning experience for all participants.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Reporting and monitoring:</b>                        | <ul style="list-style-type: none"> <li>Implement robust reporting mechanisms to track learner progress</li> <li>Monitor learners' evaluation completion rates, engagement levels, and performance</li> <li>Use data insights to make informed decisions, feedback changes to improve the solution and optimise MLS delivery.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Continuous Improvement:</b>                          | <ul style="list-style-type: none"> <li>Regular reviews to update and enhance training content and offerings</li> <li>Hypercare support to drive user adoption.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

Table 1 - Approach to implementation, delivery, and operational tasks

## 2.5 Inputs

We would request the following inputs from members of your organisation as part of this service:

| Role                          | Input Requirement                                                                                                                                                                                                                              |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Key/Senior Stakeholder</b> | <ul style="list-style-type: none"><li>• Leadership and direction</li><li>• Agree and sign high level scope</li><li>• Attend monthly service meetings.</li></ul>                                                                                |
| <b>Training Stakeholder</b>   | <ul style="list-style-type: none"><li>• Attend weekly implementation checkpoint meetings</li><li>• Manage escalations, risks, and issues</li><li>• Review progress against plan and deliverables</li><li>• Agree catalogue upgrades.</li></ul> |
| <b>Business Process SME</b>   | <ul style="list-style-type: none"><li>• Run through of 'as is' processes</li><li>• Provide guidance with new ways of working recommendations.</li></ul>                                                                                        |
| <b>Training Administrator</b> | <ul style="list-style-type: none"><li>• Run through 'as is,' training admin processes including reporting and training records managements.</li></ul>                                                                                          |
| <b>Human Resources SME</b>    | <ul style="list-style-type: none"><li>• Advise General Data Protection Regulation (GDPR) policy and agree data extract schedule.</li></ul>                                                                                                     |
| <b>Technical SME</b>          | <ul style="list-style-type: none"><li>• Ensure IT, security and cyber policy adherence and any IT constraints.</li></ul>                                                                                                                       |

**Table 2 – Role Inputs**

This is a high-level list and is not exhaustive. Some of these roles may be provided by the same individual. If you are unable provide all of these inputs, then we can discuss altering our approach to accommodate your situation.

## 2.6 Outputs and Deliverables

Some of the key outputs and deliverables generated from the service are identified below in the table below:

| Outputs and Deliverables |                                               | Description                                                                                                                                              |
|--------------------------|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Output</b>            | High Level Scope Agreement                    | Outlining agreed high-level requirements and MLS work packages required.                                                                                 |
| <b>Output</b>            | Training Needs Analysis (TNA)                 | Gap analysis, training matrix. High level course descriptions.                                                                                           |
| <b>Output</b>            | Training Strategy, Approach and Delivery Plan | Document including key learning outcomes, training delivery method and project plan, plan on a page, and training success criteria performance measures. |
| <b>Deliverable</b>       | Training Materials and Packages               | Training packages e.g. online, eLearning, virtual classroom, video, and learning reference materials.                                                    |
| <b>Deliverable</b>       | End User Training                             | Delivered as per agreed training approach and plan, if applicable.                                                                                       |
| <b>Deliverable</b>       | Training Completion Reporting                 | Summarising training effectiveness against agreed outcomes through feedback and evaluations completions.                                                 |

|                    |                                                              |                                                                          |
|--------------------|--------------------------------------------------------------|--------------------------------------------------------------------------|
| <b>Deliverable</b> | Implementation of new cloud-based Learning Management System | Successful go live launch of new cloud-based Learning Management System. |
| <b>Deliverable</b> | Training Catalogue Improvements                              | Upgrade/convert existing catalogue and packages.                         |
| <b>Deliverable</b> | LMS User Help and Support Services                           | First and second line support.                                           |

**Table 3 – Outputs and Deliverables**

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

## 2.7 Certifications and Skills

Key certifications and skills related to this service are identified below:

- **Security Cleared Personnel:** BPSS, SC and DV
- **ITIL V4 Practitioner:** Information Technology Infrastructure Library
- **CDOL:** Certificate in designing online learning
- **IDD:** Instructional Design Diploma (ITOL Certified)
- **CIPD Diploma:** Chartered Institute of Personnel and Development (Associated Member)
- **DIT:** Defence Instructional Techniques.

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

## 2.8 Case Study

**Customer: October 2019 – To Date** Transforming the Learning Culture (UK Nuclear Government Customer).

**The Ask:** To transform the learning culture of a UK Nuclear customer through implementing a new cloud-based Learning Management System, training users on its use and providing a new digitalised training approach for new starter security inductions for compliancy.

**The challenge:** Due to Covid-19 restrictions, face-to-face training, including security inductions could no longer be delivered. An alternative approach was needed so that the customer could continue to train its staff on the mandatory and compliance training and progress their on-boarding and security Induction process for new starters.

**What we delivered:** We successfully implemented a cloud-based Learning Management system across the UK Nuclear customer businesses, training 4500+ staff, secondees and contractors on its use.

In addition, our team assessed and enhanced all available face to face training materials, digitising, and converting into SCORM eLearning content accessible via the LMS. This included creating security and IT online induction compliance programmes, policy verifications (trackable, electronic signatures) and CEO welcome videos.

This solution was seamlessly integrated with the customers vetting teams. As a result, certificates of compliance were promptly issued, providing evidence of completion, faster new starter compliance and 24/7 learner access via devices.

### Outcome:

Following our successful LMS implementation and digitalisation of security induction and compliance training, the customer appointed Sopra Steria as its Managed Learning Service provider. This service includes managing their training catalogue, new starter security induction process, compliance training, and providing content development services.

Additionally, as part of the Managed Learning Service we provide monthly service reviews to the stakeholder groups and report on completions, eLearning package development, catalogue updates and enhancements as well as innovations to service as part of continuous service improvement.

### Highlights:

- **Users Trained on the LMS:** 4,500+ staff, secondees and contractors
- **Catalogue Management:** 450+ eLearning courses
- **Virtual Classroom Bookings:** 1,000+ per year
- **Training Completions:** 14,500+ per year
- **Time to Competency Halved:** Pre employment online security induction
- **Improved Visibility of Training:** Comprehensive reporting dashboards and compliance tracking
- **Enhanced Learning Catalogue:** Online courses with avatars, animation and knowledge checks within online content created
- **High Level of Engagement:** Customer centric approach with first- and second-line user support.

## 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: [sector-support@soprasteria.com](mailto: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](#).

