

BluejaySecureCollaboration **- Secure collaborative** **working environments** **assured up to SECRET**

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

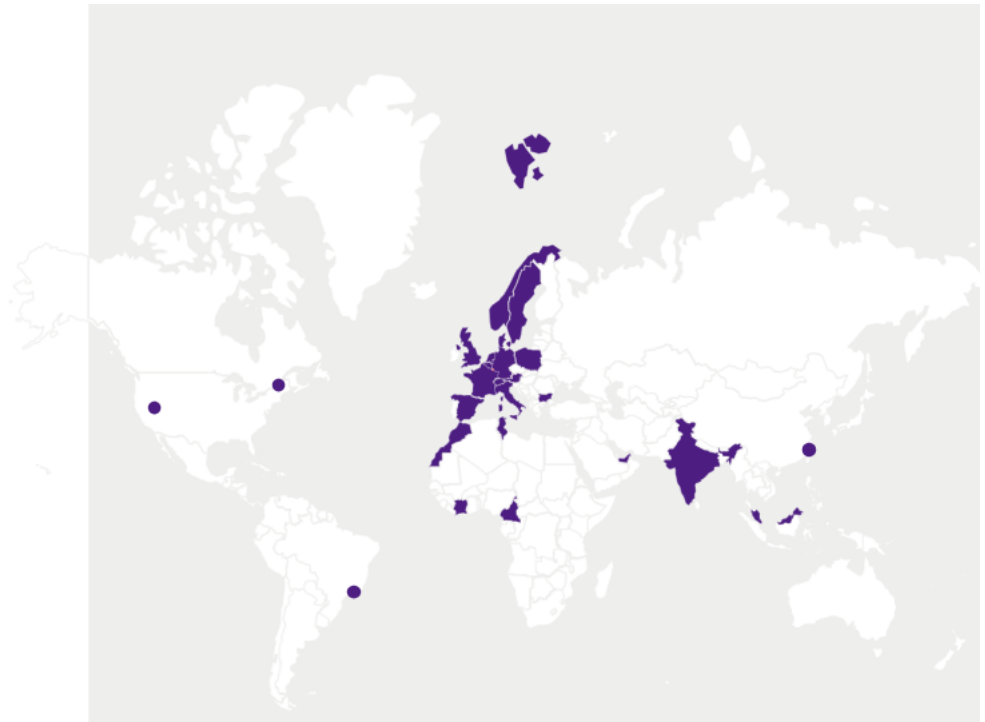
Top 5

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

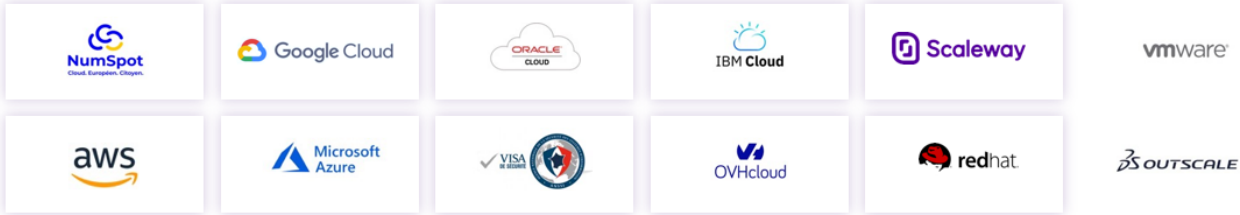
Capacity

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 BluejaySecureCollaboration ('Bluejay') platform is a cloud-based, UK sovereign, secure working environment for users to share information at UK SECRET (or relevant international equivalence). Hosted in HM Government assured UK data centres, the core principles of Bluejay provides secure communication between disparately located teams within a Programme of Record or Community. Providing an efficient means of sharing data seamlessly and enhancing collaboration. Whether located within the UK or internationally, there are a range of connectivity options providing secure, seamless access for domestic mobile users, domestic fixed location users and international fixed location users.

A Bluejay Collaborative Working Environment (CWE) provides users with a fully managed Windows virtual desktop that includes the necessary tools needed to enable users to communicate, collaborate and share information. As standard, a CWE provides users with access to Microsoft Office applications (web and desktop) including SharePoint and OneDrive. Furthermore, a comprehensive unified communications suite is also included as standard enabling online meetings, video, voice, instant messaging and presence.

A core element of Bluejay is the ability to securely import/export (IMPEX) data in/out of a CWE. Our IMPEX service uses a National Cyber Security Centre (NCSC) assured cross domain solution to provide complete assurance. Bluejay provides an option for users to share data across the platform with or without a CWE.

Bluejay has been designed, built, and is being operated with the principles of Secure By Design at its heart, and is assured by the UK Ministry of Defence.



Figure 1 – BlueJay Secure Collaboration

2.2 Features

- Provision of an assured CWE able to process information up to and including UK SECRET (or the international equivalent)
- Options around how your CWE is physically/logically hosted/separated
- Secure document management and classification underpinned by Microsoft SharePoint
- Multiple communication channels including email, instant messaging, voice, video, and online meetings
- Standard Microsoft Office applications including a personal OneDrive
- Ability to host and provide other applications that you require

- Securely import and export data in to and out of a CWE
- Securely share data across the platform without a CWE
- Multiple user access options available including mobile (remote working) and fixed desktop, utilising assured high grade Cryptography
- Scalable architecture to accommodate growth and change
- ITIL4 based 24x7 Service Management as standard
- 24x7 Security Monitoring (SOC)
- Secure By Design Assured by Ministry of Defence.

2.3 Benefits

- Provides access to modern collaboration and communication tools for any Programme of Record or Community that needs to work at SECRET, all fully assured, managed and supported (Evergreen)
- Increase levels of productivity and reduce delivery time of sensitive projects by leveraging modern digital tools
- Streamline working practices and increase security posture, moving away from slow and costly manual methods of high classification data exchange to a fast and more secure digital alternative
- Facilitates modern and flexible work arrangements providing users with the option to work remotely where relevant policies permit
- Enhance your sustainability credentials through a reduction of carbon emissions at an organisational level and through the supply chain as a result of reduced travel and streamlined logistical processes.

2.4 Our Approach

BluejaySecureCollaboration ('Bluejay') is a scalable, evergreen service to enable secure communication, document sharing, and seamless collaboration at SECRET across domestic and international boundaries.

Built on a Secure by Design architecture, incorporating high-grade encryption, secure cloud hosting, and modular scalability. The platform supports containerised workloads, federated identity, and integration with enterprise applications. It is hosted in secure UK datacentres and supported from FSC facilities, adhering to Defence and NCSC security principles.

Leveraging a standard multi-enclave architecture with high, medium, and low threat environments physically or logically separated to meet the appropriate risk appetite. Users connect over a Bearer of Opportunity (e.g. the internet) ensuring data remains protected with secure access via encrypted endpoints. Users collaborate digitally within their communities achieving significant time and cost savings without compromising on security by reducing the need for unnecessary travel thus speeding up development, delivery and decision making.

As a consumable service, Sopra Steria will provide the required hardware, software, user training, service management and security monitoring to enable digital collaboration and communication.

We will work closely with you and the required authority to deploy the platform for your needs, covering key areas such as:

- Authority approval for international deployments
- Security site assessment (e.g. FSC)
- Creating relevant environments and or user communities
- Procuring, delivering and installing end user devices (EUDs), relevant device peripherals and necessary authentication protocols
- Onboarding and hosting any relevant / bespoke applications or workloads to be agreed as an additional service
- Performing commissioning and confirmatory tests on your CWE
- Conducting training and user onboarding.

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

2.5 Inputs

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

- Location, quantity and types of users
- Access to and time with key stakeholders to understand in detail a full set of requirements and business challenges
- Any requirement documents that already exist.

This is a high-level list and is not exhaustive. Sopra Steria take 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 and Deliverables

We work with you to identify and document your requirements to ensure only the required services are stood up to meet your needs leading to a reduction in deployment times and enhanced value.

The successful output will be the provision of modern, user-friendly and assured CWE services to your Programme of Record or Community along with your chosen methods of user access and any additional services requested (e.g. user training).

Sopra Steria will fully manage and provide the underlying hardware, software, service management and monitoring within the Bluejay platform.

2.7 Certifications and Skills

Sopra Steria are 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
- Compliance with ISO44001 – Collaborative Business Relationships.

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

2.8 Case Study

Client: An Executive Agency of the Ministry of Defence.

The challenge: Create a multi-use case, multi-tenant, on-premise cloud capability that can be deployed at multiple security classifications. It should support:

- Connectivity from existing multi classification networks
- Common user experience regardless of network
- Collaboration with other entities as appropriate to support high value outcomes
- Ability to promote digital artefacts (code, data) from lower classifications to high
- Enable support to operations at short notice
- Enable design, computational, simulation, collaboration use cases
- Provide high levels of agility and self-service
- Enable the connectivity of specialist hardware required in support of the mission objectives (DNA sequencers for example)
- Align to security best practices tested through accreditation and regular IT health checks and penetrations testing.

What we delivered: A fully assured, multi-classification series of Private Clouds leveraging proven architectural blueprints and high levels of automation. This provides a consistent user experience that supports self-service, show back/charge back, operational and security insights and an agile scalable capability with a predictable cost profile including:

- An agile aligned team that executed against a customer driven backlog of service and functionality improvements
- A software defined infrastructure (Network, Compute, Storage, Security) using modern technologies
- High levels of network security and connectivity leveraging encryption, protection and gateway services
- An efficient and effective service support capability including:
 - A Service Desk function
 - Availability, capacity and performance monitoring
 - Continuous security monitoring testing and reporting
 - High levels of management information and operational data reporting and insights
 - A Data Impex and Escalator capability at all security tiers.

Outcome:

- Rapid and agile capability delivery for the Customer due to accelerated start-up using deployable infrastructure and tools
- Higher levels of compliance, security and collaboration, and a reduction of capital investment due to a reduction of point solutions and aggregation of capability
- Reduction of Grey/Shadow IT as individual team needs are proven to be delivered more efficiently and effectively via the shared platforms rather than investing in point stand-alone solutions
- Rapid time to value through automation and application blueprints/templates, enabling user to focus on their core role, rather than monitor and maintain their own IT
- Improved scalability and cost efficiency through virtualisation and service management.

3 Pricing

Please refer to the Pricing Document for this Service.

4 Next Steps

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

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

More Information

More information about our services and capabilities can be found on our website [here](#).

