

# **Citizen Facing Services – Mobile Application Design, Development and Management**

**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;\$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

Sopra Steria specialises in crafting, building, and overseeing bespoke mobile applications. Our team provides comprehensive support spanning design, testing, deployment, user experience and seamless integration with broader technical architecture. For instance, our Citizen Application Services app enables citizens to securely upload documents, verify identity, and track progress with utmost security.

### 2.2 Features

- End-to-end design and delivery of web and mobile applications
- Business Consultancy; UR/UX/UI; Design; Development; Test; and Cloud integration
- Compatibility across devices and systems, including iOS and Android
- Experience in delivering highly secure products aligned with security
- Flexible integration with your wider operational and technological landscape
- Leverage native API's providing push notifications and location notifications
- Analytics data on app usage enabling service enhancement
- Designed to meet Government Digital Standards
- Delivery Planning, Deployment Management, Continuous Development post- go live
- Agile methodology enabling stakeholder/user feedback throughout development

### 2.3 Benefits

- Complete delivery process from ideation to back-office integration
- Data-driven approach enables continuous improvement and provides broader insights into services
- Cross-functional team of technology practitioners and subject matter experts
- Support for wide range of tools, technologies and methods
- Increased user engagement leading to efficiencies and enhanced influence
- Proven track record in highly secure areas of government

### 2.4 Our Approach

Experienced consultants help clients plan the migration to ensure minimal risk and impact to service. Sopra Steria can guide the migration journey, from planning through to implementation and handover, both to the cloud for the 1st time or between existing cloud hosting providers, infrastructures and services. We have extensive capabilities and experience in cloud migration, our expertise in migration tools and processes eases transition from legacy to cloud-based applications, ensuring minimal downtime and improved efficiency. Sequencing complex transitions including moving applications whilst still maintaining integrity and integration with legacy systems (dual running).

We will help buyers migrate by: Critically assess the migration pathway and develop detailed plans; Plan and deploy, connecting to legacy systems using APIs; Re-design legacy systems using cloud-based Microservice applications and APIs; API management, from design to implementation; API registry and API gateways development and build; Manage applications in containers; Providing necessary infrastructure and platforms for successful migration. Please contact us directly, without obligation, for further information or simply to discuss your requirements.

## 2.5 Inputs

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

- Detailed requirements of what needs to be deployed and how it is to be used
- Access to Customer Architecture and Development resources to agree a design of what needs to be implemented and the required access
- Agreement on Maintenance Windows for necessary Administration Tasks

This is a high-level list and is not exhaustive. If you cannot provide all of these inputs, we can discuss altering our approach to accommodate your situation.

## 2.6 Outputs & Deliverables

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

- Design documentation for the solution that reflects the input requirements from the customer
- Implementation specifications and any materials related to implementation such as code, deployment package and configuration scripts
- Details of maintenance schedules to include release windows, patching cycles and fix on fail cycles

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:

- Cloud Architecture
- Cloud Solution Engineering
- Application Architecture
- Application Development
- DevSecOps

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](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](#).

