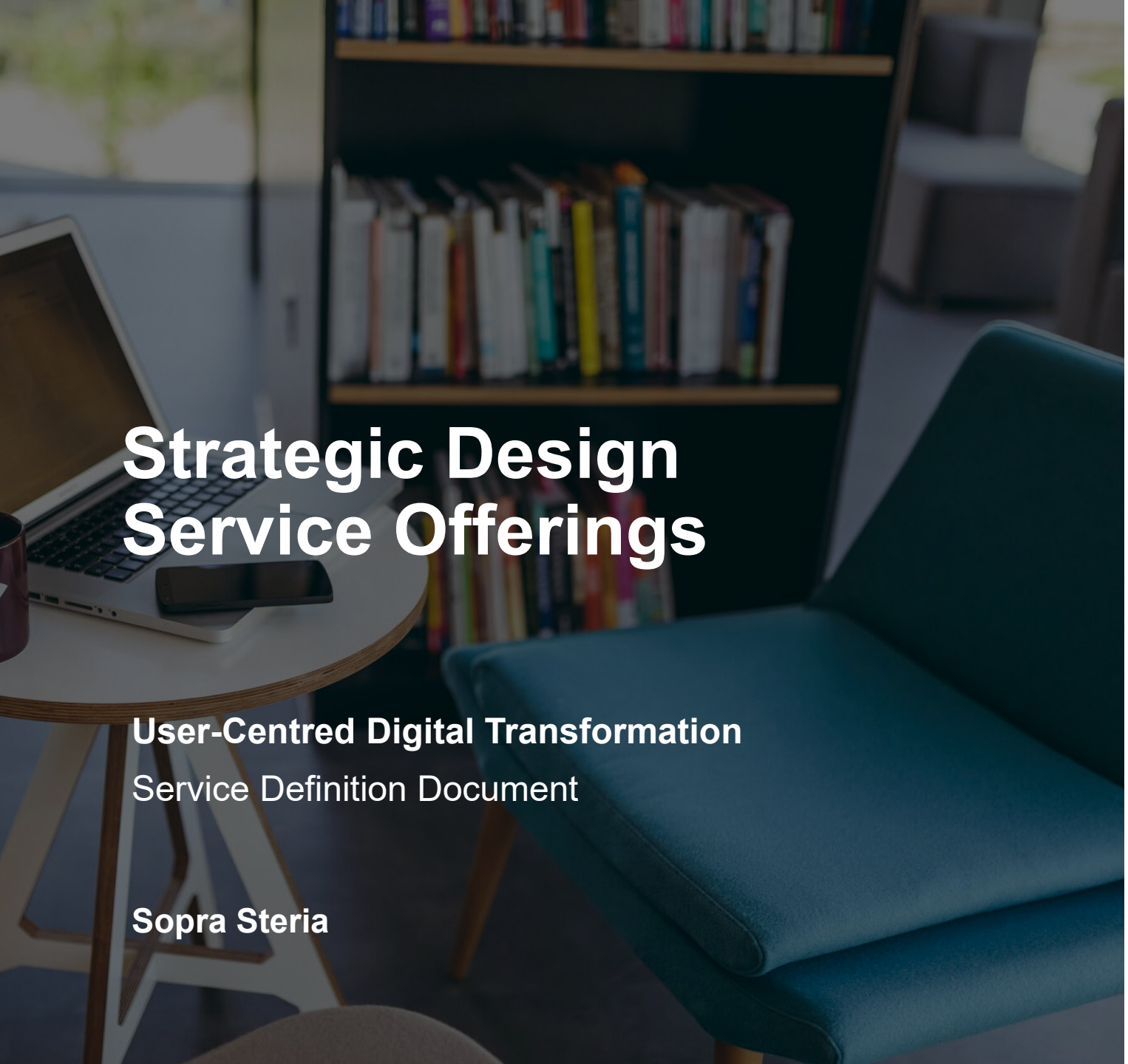


Strategic Design Service Offerings

User-Centred Digital Transformation

Service Definition Document

Sopra Steria

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

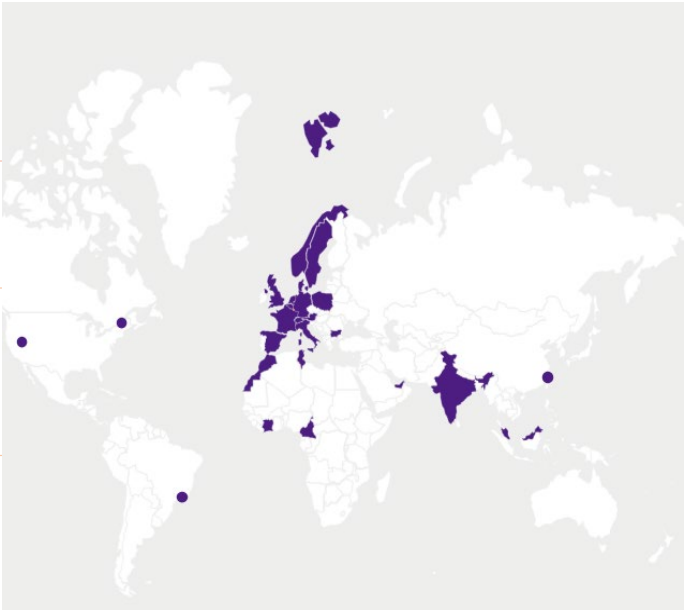
For more information, visit us at www.soprasteria.com

50,000
employees

€5.8bn
2024 revenue

Top 5
European digital services companies

In nearly
30
countries



About Sopra Steria Next

Some of our Clients

Home Office

NHS Blood and Transplant

NRS Nuclear Restoration Services

Royal College of Nursing

nest National Employment Savings Trust

Sopra Steria Next is the consulting arm of Sopra Steria, a European leader in technology and transformation with over 55,000 employees in 30 countries.

We believe that success comes when you put people first. We help organisations to meet their goals by focussing obsessively on the needs of their customers: to perform better by empowering employees; and to win trust by being responsible corporate citizens.

We're driven by what's next. Technology offers opportunities to address our most important challenges. We enable large, complex organisations to innovate with next generation technology and data-driven insight.

For our clients, we blend business and technology expertise to deliver end-to-end transformation. Our consulting insight accelerates the pace of implementation. That's because our advice draws on the user centered design capability of CXPartners and is grounded in Sopra Steria's experience of what it takes to run cutting edge services at scale.

In government, financial services, security, and commerce: we re-imagine the organisations that shape everyday life in the UK.

"It was so evident the genuine care you had for this piece of work. You all offer a strong set of skills alongside passion, creativity, relatability and just being super on top of everything! It's been a pleasure working with you all."

Emily Moimoi, Commissioning Support Officer, GambleAware

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About Strategic Design

Our Strategic Design practice helps organisations rethink services, products and systems so they work better for the people who rely on them — whether they are citizens, customers, civil servants, colleagues or employees.

We design experiences that create meaningful outcomes for individuals, organisations and society, while helping leaders build cultures that are more human centered, adaptive and ready for the next generation of technology.

And through our specialist consultancy, CXPartners, we bring world class expertise and two decades of deep public sector experience to accelerate meaningful, sustainable change.



We are open to innovative engagement models and – subject to project context – would welcome the opportunity to work with you to identify output or performance based risk/reward mechanisms for aspects of our services.

Please refer to the Pricing Document for this Service.

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User-Centred Digital Transformation

Ensuring users are at the centre of your Cloud implementation programme

Digital transformations often fails when they focus too much on systems rather than people.

We help organisations transform services by centring user needs, delivery realities, and organisational context. Our service supports sustainable change that improves user experience, builds internal capability, and delivers measurable outcomes aligned to service standards.



Service features

- End-to-end approach to improving user and stakeholder experience
- Development of transformation strategies aligned to organisational values and goals
- Multidisciplinary delivery teams including user-research, service design, content, and delivery
- Strategy and prioritisation workshops to shape roadmaps and sequencing
- Iterative research, design, prototyping, and testing sprints
- Organisational change and adoption programmes
- Customer-centred, UX and digital maturity modelling
- User-centred capability assessment and capability building
- Benchmarking of customer and service design capability
- Definition of sustainable ways of working and success measures.

Service benefits

- Transformation grounded in real user and stakeholder needs
- Better alignment between services, teams, and organisational goals
- Improved efficiency through reduced friction and duplication
- Services that work across end-to-end journeys and touchpoints
- Clear, measurable outcomes rather than activity-led change
- Increased organisational confidence in delivering user-centred services
- Sustainable improvements that endure beyond individual programmes
- Earlier identification of risks, assumptions, and constraints
- Stronger internal capability to continue transformation independently.

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Scottish Government

Delivering digital transformation

For the last three years Sopra Steria has partnered with the Scottish Government Digital Transformation Service, supporting 20 different departments and executive agencies to introduce new and enhanced citizen-centred services.

In response to a growing demand for its services and expertise, the Scottish Government Digital Transformation Service (DTS) named Sopra Steria as its strategic partner in late 2019, to provide additional capacity and capabilities to support digital transformation programmes across public sector bodies in Scotland.

Since then, Sopra Steria has provided expert guidance, as an extension of the DTS team, to around 60 digital transformation projects for a diverse range of organisations, such as NHS Scotland, The Scottish Exchequer and Transport Scotland.

> *"With its specialist expertise and broad public sector experience, Sopra Steria has helped us expand the service we provide and support more digital transformation programmes, which has ultimately enhanced the experience of those accessing public services in Scotland.*
>
> **Liz Craig, Service Owner, Scottish Government Digital Transformation Service**

With Sopra Steria embedded as its digital partner, DTS has been able to increase the critical support it provides across the public sector, helping government organisations to identify more efficient ways of working, utilise innovation and evidence-based decision making, and deliver user-centred services in line with the Digital Scotland Service Standard – a set of 14 criteria that all organisations delivering public services should work towards.

'Discovery' is the first phase of a digital transformation programme and part of a development lifecycle that ensures an agile and user-centred approach. This includes subsequent phases, defined as 'alpha', 'beta' and 'live'. Sopra Steria, alongside DTS, has supported numerous organisations with a variety of these stages, but predominantly at the beginning of their transformation journeys.

This has included work with Marine Scotland to explore how it could provide a new grant application experience as it transitioned out of the European Union; supporting Education Scotland to discover how digital learning will affect the future of education; and helping the Scottish Government to improve access to public services by providing safe and easy ways for citizens to prove their identity.

The partnership between Sopra Steria and DTS also enabled a quick response to urgent and often unplanned cross-public sector needs, for example, COVID-19 and welcoming Ukrainian refugees to Scotland.

All work has adopted the Scottish Approach to Service Design (SAtSD), a framework that encourages the people of Scotland to be active participants in the definition, design and delivery of their public services.

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