

Security Cleared Transformation (Hybrid, On-premise) Migration, Maintenance and Support 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

50,000

employees

€5.8bn

2024 revenue

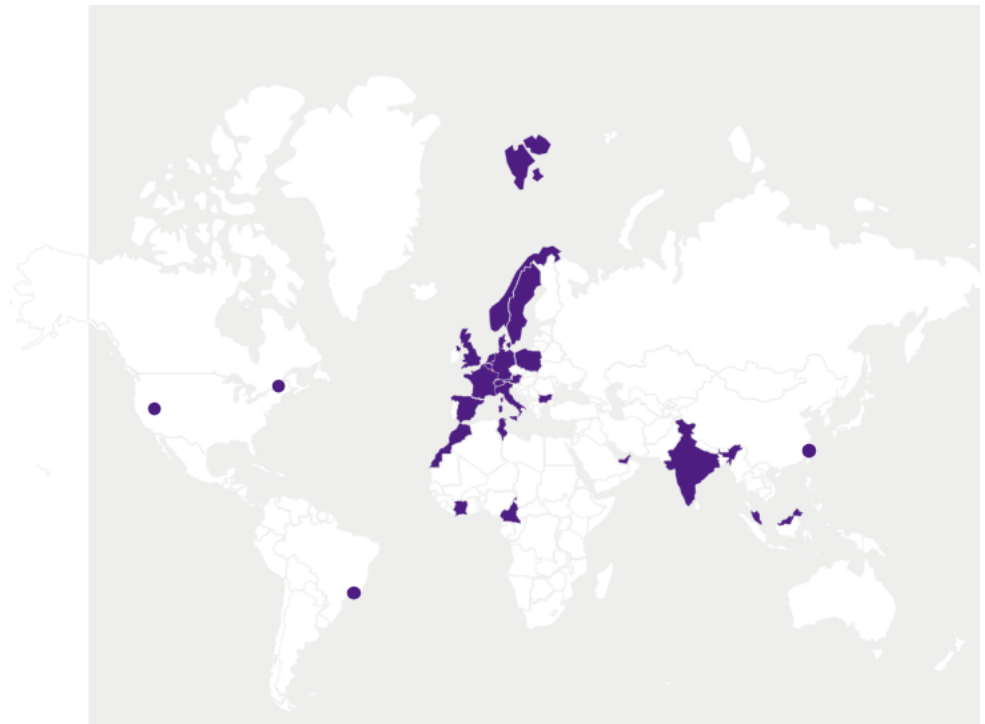
Top 5

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

Migrating secure applications from traditional platforms to cloud based services. Digital transformation at scale to hybrid and on-premise cloud on Azure or Amazon Web Services (AWS).

Azure and AWS gold partner with experienced security cleared staff. We prioritise security from the outset by adhering to Secure By Design principles. These services are user centric.

2.2 Features

- Discovery Phase – Create User Journeys, review Customer Infrastructure and Apps
- Prototyping – Experimental prototypes to refine requirements
- Design Phase Design/engineering following Secure by Design Principles
- Planning Phase – Mobilisation, migration and release activities
- Implementation - Cloud Development System, test, migration, accreditation, security, roll-out
- Early support – Go live, agile management of end user defects
- Transition to Operations Phase – Agile Service Acceptance, under project sprints
- Training – Offer system training to in house resources
- Project Exit – Handover Intellectual Property, close milestones
- Service Support – version control, service and license management, maintenance, audits.

2.3 Benefits

- Agile transformation delivers faster and therefore reduces costs
- Agile service transition, delivered into live at pace
- Early-life support for migrated apps
- Affective Application management reduces licensing and support costs
- Risk managed using Secure by Design Principles
- Supplier agnostic, most suitable products deployed
- User-centric design creates intuitive, efficient, and satisfying experiences for users, fostering engagement
- Maintaining up to date releases, keeping IT evergreen
- Ongoing advice maintaining customer awareness as technology
- Achieve value for money and return on investment (ROI).

2.4 Our Approach

At Sopra Steria, we fuse industry-leading expertise with a client-centric approach to navigate the complexities of cloud transformation. Central to our methodology are two core principles: user-centric design and secure by design. Here's how we integrate these essential elements into our approach:

- **User-Centric Design:** We prioritise the user experience at every stage of the cloud transformation journey. Understanding that successful adoption hinges on user acceptance and satisfaction, we employ a user-centric design methodology. By conducting user research, gathering feedback, and mapping user journeys, we ensure that our cloud solutions are intuitive, efficient, and aligned with the needs and preferences of end-users. From seamless interface design to personalised workflows, we strive to enhance productivity and engagement in the digital workplace.
- **Secure by Design:** Security is not an afterthought – it's foundational to everything we do. Our approach follows the 'Secure by Design' philosophy, embedding robust security measures into every layer of our cloud solutions. From the initial design phase to ongoing operations, security considerations are integrated seamlessly, ensuring the confidentiality, integrity, and availability of data in the cloud environment. By proactively identifying and mitigating security risks, we safeguard our clients' digital assets and foster trust in their cloud infrastructure.
- **Supplier-Agnostic Solution Selection:** Our expertise extends beyond implementation – we specialise in guiding our clients through the selection of the right cloud solution. Unlike traditional vendors, we are entirely impartial and supplier-agnostic, allowing us to recommend the best-fit solution based solely on our clients' needs and objectives. Whether it's on-premise, hybrid, or public cloud, we provide unbiased recommendations tailored to maximise benefits and address specific requirements.
- **Comprehensive Cloud Solution Evaluation:** We commence by conducting a thorough assessment of our clients' business objectives, existing infrastructure, and technical requirements. Our team analyses factors such as workload characteristics, data sensitivity, regulatory considerations, and budget constraints to gain a holistic understanding of the organisation's needs.
- **Customised Solution Roadmaps:** Following the selection of the ideal cloud solution, we develop detailed implementation roadmaps tailored to our clients' unique circumstances. These roadmaps outline the phased approach to deployment, migration, and optimisation, providing clarity and direction throughout the transformation journey.
- **Continuous Evaluation and Optimisation:** Our commitment to excellence doesn't end with deployment. We continuously monitor and evaluate the performance of our clients' cloud environments, proactively identifying optimisation and improvement opportunities. By leveraging advanced analytics and best practice, we ensure our clients' cloud solutions remain aligned with their evolving business needs and objectives.
- **Strategic Partnership:** Throughout the entire process, we function as trusted advisors and strategic partners, providing guidance, support, and expertise at every step. Our goal is to empower our clients to make informed decisions, maximise the value of their cloud investments, and achieve sustainable growth and success in the digital era.

In essence, our approach to cloud transformation integrates user-centric design, secure by design, and supplier-agnostic solution selection to deliver tailored solutions. Our tailored solution drive innovation, enhance security, and empower users in the cloud. With Sopra Steria as your partner, your organisation can navigate the complexities of cloud adoption with confidence, ensuring you harness the full potential of cloud technologies to achieve your strategic objectives.

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

2.5 Inputs

We understand that sometimes it's challenging to pinpoint areas for improvement on your own. As such, if you find it difficult to provide us with feedback, our team of experts is here for you. Committed to a customer-centric ethos, our specialists will work closely with you to identify your areas of opportunity. Whether it's enhancing your service quality, refining your processes, or maximising your efficiency, we're dedicated to finding the most beneficial and optimal solutions to help you achieve your goals. At Sopra Steria your success is our mission, and we're here to support you every step of the way in generating the following inputs as part of this service.

We can help you define the following inputs as part of this service:

- **Infrastructure and Application Details:** Describe current infrastructure and application landscape. Highlight existing security measures and areas for improvement.
- **Business Objectives and Requirements:** Define strategic goals and business requirements. Specify regulatory or compliance needs.
- **User Journeys and Stakeholder Input:** Outline user journeys and gather stakeholder feedback. Identify critical functionalities for preservation or enhancement.
- **Security Considerations and Compliance:** Provide security policies and compliance requirements. Detail expectations for enhancing security in the cloud.
- **Budgetary and Resource Constraints:** Outline budget and resource limitations. Discuss engagement models and billing preferences.
- **Desired Outcomes and Success Criteria:** Define key outcomes and measurable success criteria. Discuss expectations for ongoing support and maintenance.
- **Collaboration and Communication Preferences:** Specify communication channels and project management tools. Identify key stakeholders and decision-makers.
- **Timeline and Milestones:** Define project timeline and key milestones. Discuss flexibility and contingency plans.
- **Risk Assessment and Mitigation:** Identify risks and mitigation strategies. Establish risk management plan.
- **Intellectual Property and Knowledge Transfer:** Clarify IP rights and ownership expectations. Discuss knowledge transfer initiatives.

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

The outputs and deliverables listed below aim to support your organisation in successfully planning, implementing, and managing its cloud transformation journey ensuring alignment with business objectives, security standards, and ethical considerations:

- **Cloud Transformation Strategy Document:** A comprehensive strategy document outlining the vision, goals, and approach for cloud adoption, tailored to your organisation's specific needs and objectives.

- **End-to-End Solution Design:** Detailed design and architecture documentation for the cloud environment, encompassing infrastructure, platforms, and software services.
- **Requirements Analysis Report:** A report identifying key requirements, including policy considerations, user needs, constraints, opportunities, and organisational readiness factors.
- **Cloud Adoption Roadmap:** A roadmap outlining the phased approach to cloud migration, including timelines, milestones, and resource requirements.
- **Vendor Analysis Report:** Evaluation report assessing various vendors and their solutions to determine the most suitable options for the organisation's cloud requirements.
- **Security Assurance Documentation:** Documentation ensuring that security considerations are integrated throughout the design and implementation process, adhering to Secure by Design principles.
- **Digital Ethics Framework:** A framework addressing societal impact, displacement, skills, fairness, equality, diversity, accessibility, privacy, transparency, safety, and environmental sustainability in the context of cloud adoption.
- **Service Management Plan:** Plan to outline the ongoing management and support of cloud services, including governance structures, service level agreements, service monitoring and reporting and escalation procedures.
- **Licensing and Advisory Recommendations:** Recommendations on licensing models, scaling strategies, and advisory services to optimise cost-effectiveness and performance in the cloud environment.
- **Build and Test Documentation:** Documentation detailing the implementation process, configuration settings, and testing procedures for deploying cloud solutions.

2.7 Certifications and Skills

Sopra Steria is 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
- Adherence to ISO44001 Collaborative Working.

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

2.8 Case Study

Client: A Non-Departmental Public Body funded by the Department for Energy, Security and Net Zero (DESNZ).

The challenge: A rapid data migration before failure of existing cloud provider over financial difficulties.

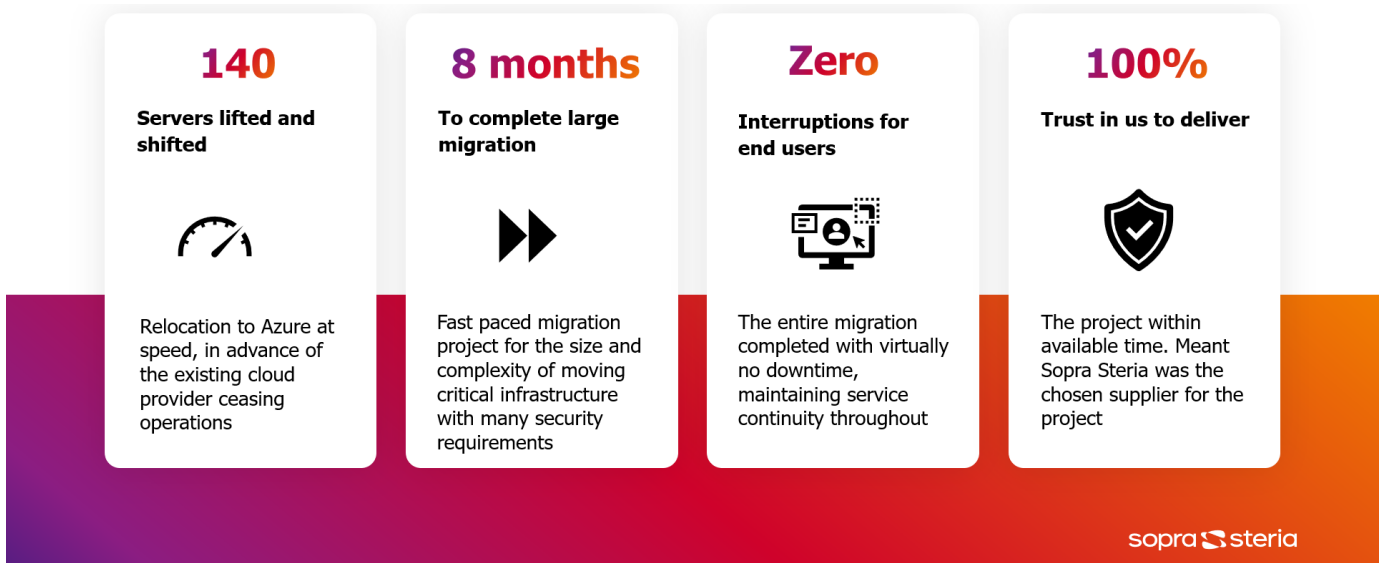
A licensed body responsible for work **across 12 sensitive sites** within the UK faced serious business risk issues due to its private cloud provider being distressed and facing difficulties.

Fast action was vital to protect the licensed body's digital assets, deeming the decision to migrate to a more stable cloud provider essential as failure, would result in stopping business operations, data and application loss. Typically, a project of this size and complexity would **require over a year to complete**, however as time was limited there was only an **8 month window** for this large-scale movement of digital assets.

What we delivered:

- Rapid mobilisation of experts and specialists meeting the required security clearances and vetting requirements
- Swift analysis of existing infrastructure allowed Sopra Steria to take an optimal migration approach across the associated infrastructure to the clients chosen provider in a swift timeframe
- Successful migration meant reducing the client's business continuity risk by migrating operations to a stable cloud provider
- Additional benefits alongside the migration such as access to native applications, which means paying for usage (not just availability) keeping costs lower and relative to need.

Outcome:



"Sopra Steria successfully completed the entire migration in just 8 months, moving all infrastructure assets, reducing the business continuity risk to licensed body.

Through careful planning, an experienced team handling dynamic technical complexities, and by migrating outside of core hours the project was completed within the time window and with minimal impact to operations and zero downtime.

During the project, more efficient cloud native solutions were also identified, accelerating licensed body's business and cloud strategy to Azure and lowering the cost. An example of this was using Azure load balancers in place of previous F5 appliances, by reducing support complexities and cost of ownership."

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

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](#).

