

Data & AI Consulting

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 Data & AI Capability

Sopra Steria's Data & AI Practice brings together advanced data engineering, analytics, and AI expertise to unlock value and accelerate transformation for our clients.

- Delivering comprehensive data and AI solutions, including strategy and advisory, data platform modernisation, advanced analytics, machine learning, generative AI and responsible AI implementation
- Integrating deep capability across data management, engineering, governance and AI technologies, supported by industrialised accelerators and frameworks to enable solutions across regulated, hybrid, and sovereign environments
- Using an end-to-end delivery model that combines business insight, engineering excellence, ethical AI principles, and robust governance—ensuring continuous innovation, trust, and measurable business outcomes throughout the full data and AI 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

PAC

Sopra Steria is formally recognised by **PAC** as one of **Europe’s leading providers of AI and Generative AI services**. In the **2024 PAC Innovation Radar for AI related Services in Europe**, Sopra Steria achieved a **"BestinClass" overall rating**, the highest classification awarded and achieved by only a small number of providers assessed. PAC evaluated 28 organisations across portfolio strength, vision, strategy, and client delivery.

PAC rated Sopra Steria **BestinClass** in several specialist AI domains, including **Generative AI, back office AI, and digital customer engagement**, and identified Sopra Steria as the **top rated provider in Europe for AI related services in Human Capital Management**. PAC further highlighted Sopra Steria’s commitment to **sovereign and trusted AI**, including data transparency, opensource approaches, regional hosting, and strong public sector delivery credentials across Europe.

TechMarketView

Sopra Steria is recognised by **TechMarketView** as a **Disruptor and Innovator** in the application of Artificial Intelligence to enterprise and backoffice operations. In its **AI Impact: Back Office Operations** research, TechMarketView identifies Sopra Steria among the suppliers using AI to **differentiate their value proposition and drive material change** across traditionally manual and process heavy functions.

TechMarketView research highlights Sopra Steria's use of **AI enabled automation, Generative AI, and industry specific solutions** to transform back office services, including HR, finance, and business process services. This recognition reflects Sopra Steria's ability to combine **deep industry knowledge, AI engineering capability, and partner ecosystems** to deliver tangible productivity gains and operational outcomes for clients.

By being named a **Disruptor and Innovator**, Sopra Steria is recognised by TechMarketView as a provider that is actively reshaping how organisations adopt and realise value from AI, rather than incrementally enhancing legacy service models.

NelsonHall

Sopra Steria is recognised as a **Leader** by **NelsonHall** in its **2025 NEAT assessment for "GenAI-Enabled Operational Transformation"**, including a Leader position in the **Overall** category. NelsonHall identifies Sopra Steria as a Leader for its ability to **industrialise Generative AI**, moving beyond pilots to deliver **secure, scalable, production ready GenAI solutions** that generate measurable operational outcomes. Sopra Steria is rated as a Leader across multiple categories, including:

- GenAI-Enabled Operational Transformation (Overall)
- Development of custom GenAI solutions
- GenAI support for Business Process Services
- Understanding and aligning GenAI to operational requirements

NelsonHall highlights Sopra Steria's **impact driven AI strategy**, including the establishment of AI factories for largescale deployment, integration of industry specific GenAI solutions, and the rapid delivery of operational value for public and private sector clients.

2 Service Overview

2.1 Service Description

Data & AI Consulting helps organisations unlock value from data and AI through strategic advisory, readiness assessments and tailored solutions. We guide clients from vision to value, aligning AI initiatives with business goals, ensuring ethical practices and enabling scalable transformation for sustainable impact across public and private sectors.

2.2 Features

- AI Hothouse Use Case & Prioritisation
- AI Readiness Assessment
- AI Strategy Delivery
- AI Vision & Roadmap support
- AI Literacy Programmes
- AI Transformation Partner
- AI Change Management Planning
- AI Change Management Delivery
- AI Decision Framework delivery
- AI Demonstrator and Proof of Value build

2.3 Benefits

- Accelerate AI adoption with minimal risk
- Align AI with business objectives
- Improve decision-making through data insights
- Reduce operational inefficiencies
- Ensure ethical and compliant AI practices
- Drive innovation and competitive advantage
- Enable sustainable AI transformation
- Enhance organisational resilience and agility
- Optimise resource utilisation and cost efficiency
- Foster AI literacy and cultural adoption

2.4 Our Approach

Our Data & AI Consulting offering is anchored in our Purpose-to-Performance methodology, guiding organisations from early exploration through proof of value and into responsible, scalable implementation. We work closely with clients to shape a clear AI vision and roadmap, ensuring each step is aligned to strategic priorities, operational realities, and measurable business outcomes. This approach enables organisations to move confidently from ideation to execution, supported by structured governance, proven delivery frameworks, and deep domain expertise.

We begin by helping organisations define an AI strategy that connects business priorities with technology capabilities. This includes delivering AI Strategy engagements, establishing AI Vision & Roadmap direction and embedding our AI Decision Framework to ensure ethical, transparent, and compliant practices at every stage of the AI lifecycle. Change management is central to our approach: through AI Change Management Planning and Delivery, we help organisations build trust, drive adoption, and minimise disruption while creating a culture that is confident, empowered and ready to use AI well.

To accelerate value realisation, we facilitate rapid use-case identification and prioritisation through our AI Hothouse sessions. These collaborative sessions surface high-impact opportunities grounded in real user need and organisational ambition. Our teams then design and build AI Demonstrators and Proofs of Value to validate concepts quickly and safely, providing evidence-based insight to inform scale-up decisions and reduce delivery risk. We strengthen organisational capability through tailored AI Literacy Programmes that upskill leaders, teams, and frontline staff. As an AI Transformation Partner, we provide ongoing strategic guidance, capability building, and alignment support to help organisations maintain momentum, track benefits, and continue maturing across our six AI pillars — Strategy, Governance, Data, Technology, Culture and Expertise.

Innovation underpins our consulting model. We support organisations to establish the conditions for ongoing experimentation, including AI Innovation Lab concepts and partner/tool selection that align with architecture, policy, and regulatory requirements. Throughout the engagement, our consultants draw on a rich set of proven accelerators — including AI maturity assessments, governance templates, roadmapping tools and adoption frameworks — to bring consistency, speed, and rigour to delivery.

We embed responsible AI governance into every engagement, operationalising frameworks that ensure ethical AI operations, regulatory compliance, and proactive risk management. This includes bias monitoring, model explainability and traceability, and audit-ready transparency across the AI lifecycle.

Our commitment is to help organisations unlock the full potential of AI purposefully, responsibly and sustainably — delivering solutions that are innovative, compliant, and aligned with long-term business objectives.

2.5 Inputs

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

- Access to relevant datasets
- Business objectives and KPIs
- Existing technology landscape details
- Stakeholder availability for workshops
- Compliance and regulatory requirements
- Current AI initiatives and pain points

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

2.6 Outputs & Deliverables

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

- AI Hothouse workshops to identify, assess and prioritise high-value AI use cases
- A prioritised use-case shortlist with value, feasibility and impact assessment
- Recommendations for rapid Proof of Value candidates
- AI Readiness Assessment covering strategy, governance, data, technology, culture and expertise
- Gap analysis, risks and target-state maturity model

- AI Strategy and AI Vision & Roadmap deliverables, including strategic intent, outcomes, investment themes and phased delivery roadmap
- AI Decision Framework, including ethical, compliant and transparent governance controls
- Templates and operational guidance for responsible AI and model lifecycle decisions
- AI Literacy Programmes for leaders, teams and operational staff
- Training materials, assessment outputs and capability uplift recommendations
- Ongoing advisory support as an AI Transformation Partner, including benefits tracking, alignment reviews and governance assurance
- AI Change Management plans covering stakeholder impacts, communications, training, and success measures
- Delivery of change and adoption activities, including engagement, coaching, adoption dashboards and readiness assessments
- Design and build of AI Demonstrators and Proofs of Value
- Prototype or sandbox demonstrator environment
- Performance evaluation, feasibility assessment and scale-up recommendations

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:

- AWS and Azure certified partner with individual certifications across architecture, development, AI and security
- Cyber Essentials Plus certified
- Cloud Architecture
- Cloud Solution Engineering
- Application Architecture
- Application Development
- AI Architecture, development, training and prompt engineering
- Data science
- DevSecOps
- Scrum, Kanban and Prince2 practitioner certification
- Business Advisory
- Business & Data analysts
- Business Change
- User experience and service design

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

2.8 Case Study

Client: Shared Services Connected Limited (SSCL)

The challenge: SSCL needed to establish a unified, people-centred AI narrative to prepare leaders and the wider organisation for Hybrid Intelligence. With varied levels of AI understanding, inconsistent messaging, and limited cultural readiness for responsible adoption, SSCL required a clear, evidence-based narrative to align its leadership team and create the foundations for effective communication, training, and change.

What we delivered: Sopra Steria conducted an intensive eight-week discovery phase, including interviews, workshops, persona creation, cultural maturity analysis, behavioural-science inputs and executive visioning. We co-created SSCL's Hybrid Intelligence vision, developed the AI Message House, built persona-based communication routes and delivered a 105-page narrative and recommendations report to support organisation-wide activation.

Outcome

- Cocreated Hybrid Intelligence vision grounded in employee insight
- Clear, unified AI narrative and leadership alignment
- Behavioural science informed communication and change principles
- Strong foundations for future AI communications, training and governance
- Final report adopted and Phase 2 mobilisation approved

Client: Public Safety Group (PSG)

The challenge: PSG faced inconsistent AI understanding across the leadership team, uncertainty around responsible and ethical use in high-risk public safety environments, and fragmented experimentation with emerging technologies. Ahead of a wider AI maturity programme, PSG needed a structured, high-impact intervention to build shared understanding, confidence and responsible adoption capability.

What we delivered: Sopra Steria Next designed and delivered a tailored one-day AI Literacy Workshop for PSG's senior leaders. The session provided clear explanations of predictive, generative and agentic AI; explored responsible AI risks and governance; mapped PSG's maturity across six capability pillars; included a live demonstration of a PSG-specific AI agent; and used pre- and post-assessments to measure confidence and literacy gains.

Outcome:

- AI literacy increased by **+64%** (from 2.8 to 4.6)
- Stronger confidence evaluating AI opportunities and risks
- Clearer understanding of governance, bias, oversight and data readiness
- Shared maturity baseline ahead of PSG's AI Maturity Assessment
- High engagement and strong emotional resonance across the leadership team

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

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](#).

