

Digital Maturity Assessment

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

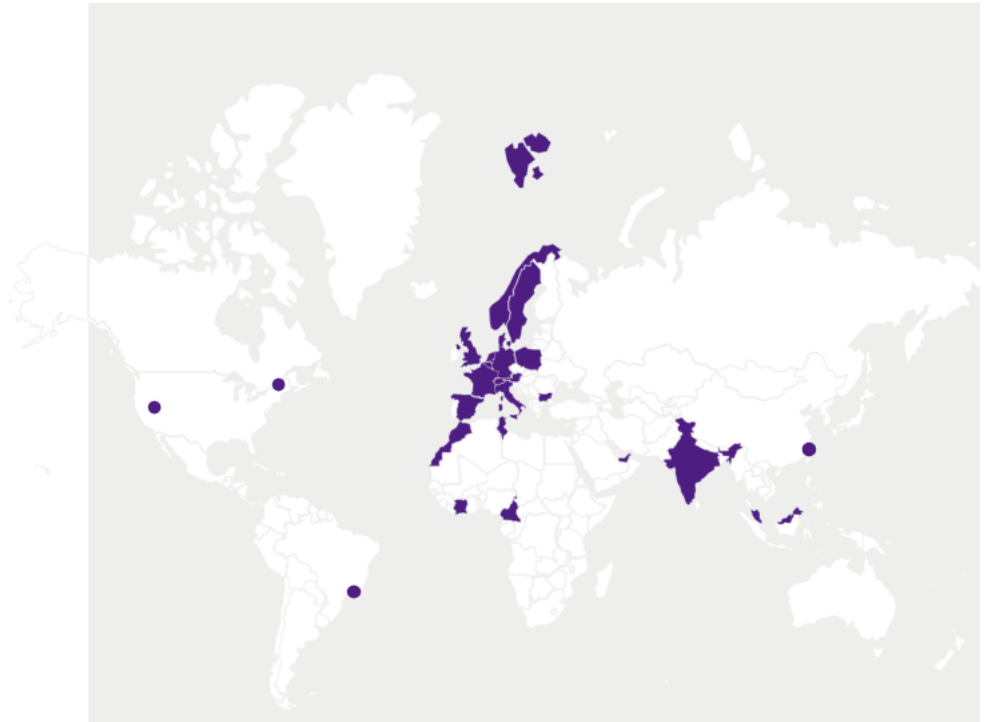
Top 5

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			
<ul style="list-style-type: none">• Leader "Cyber resiliency services" (NelsonHall)• Leader "cybersecurity" in France & Germany (ISG)• Top 5 "cybersecurity" in France (Markess)	<ul style="list-style-type: none">• Leader "Application Transformation Services" (Quadrant)• Leader "Digital Banking" (NelsonHall)• Leader "Digital Banking Services" (ISG)• Major Contender "Digital twin Services" (Everest)• Innovator "Digital Manufacturing" (NelsonHall)	<ul style="list-style-type: none">• 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)	<ul style="list-style-type: none">• 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)	<ul style="list-style-type: none">• 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

Our service offers a comprehensive Digital Maturity Assessment providing public sector clients with a 360° view of their digital transformation journey across six key areas; workforce, organisation, delivery, enterprise technology, data exploitation, and strategy.

2.2 Features

- Multi-dimensional Assessment Framework
- Customisable Maturity Levels
- Indicator-Driven Evaluation
- Actionable Questionnaires
- Benchmarking Capability
- Automated Reporting
- Periodical Reassessment

2.3 Benefits

- Provides objective views of digital strengths and weaknesses
- Enables identification and prioritisation of impactful digital transformation initiatives
- Facilitates alignment between business and IT stakeholders
- Enables repeatable measurement of improvement, clarifying ROI and progress
- Leverages peer comparisons to motivate ambition and justify change
- Identifies maturity gaps creating risks, enabling early mitigation
- Supports targeted allocation of resources to priority transformation levers
- Engages and motivates teams via a collaborative, transparent process

2.4 Our Approach

Our approach to digital maturity assessments combines robust methodology with pragmatic, business-driven analysis to accelerate transformation. We begin by aligning stakeholders around strategic objectives and mapping both current capabilities and target ambitions across key digital dimensions – workforce, organisation, delivery, enterprise technology, data exploitation, and strategy. Using a blend of structured interviews, data-driven diagnostics, and benchmarking against leading practices, we identify strengths, gaps, and actionable opportunities. Throughout the process, we prioritise transparency, collaboration, and validated learning, enabling our clients to turn insights into an actionable digital roadmap that drives measurable value and sustainable change.

2.5 Inputs

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

- Organisational strategy documents and existing digital/IT roadmaps
- Data on business processes, IT architecture, and digital tools
- Direct input from business and IT stakeholders (interviews, workshops)

This is a high-level list and is not exhaustive. If you cannot provide all of these inputs, then 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:

- Summary of current digital maturity (baseline assessment)
- Gap analysis vis-à-vis sector best practices
- Prioritised actions and strategic recommendations
- Roadmap for digital capability improvement
- Presentation decks for executive communication

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:

- Certified Design Thinking Facilitators
- Professional Scrum Master
- User Experience Certifications

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

2.8 Case Study

Client: Major Nordic energy producer

The challenge: The client faced increasing pressure to modernise and harmonise digital capabilities across an extensive, multi-national portfolio - including wind, hydro, nuclear, and thermal operations and sought to assess current digital maturity as a foundation for transformation.

Key concerns included fragmentation of digital platforms, lack of integrated data management, and mismatched digital skills across business units.

What we delivered: Sopra Steria conducted a comprehensive assessment using our digital maturity framework, including stakeholder interviews, workshops, and surveys across all business lines and geographies. This enabled us to benchmark the client's digital capabilities against industry best practices and identify critical gaps in technology, processes, governance, and talent.

We then produced an evidence-based, detailed report summarising the maturity baseline, tailored recommendations addressing both strategic and operational levers, and a prioritised digital transformation roadmap. Finally, Sopra Steria facilitated executive alignment sessions and provided a structured framework for evaluating future digital initiatives and investments.

Outcome:

- The client gained a transparent view of digital readiness across all divisions, with specific, quantified improvement levers.
- Developed a shared digital ambition and actionable target state, agreed by cross-functional leadership.
- Delivered an implementation roadmap detailing initiative across data, systems, and workforce upskilling—enabling executive decision-making on high-impact projects.
- The approach set a governance foundation for ongoing digital transformation, with clear KPIs and follow-up processes for continuous improvement.

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](#).

