

Cloud Contact Centre (CSaaS) – Design Planning, Implementation and Support of Amazon Connect

Service Definition Document
Sopra Steria



Contents

1 About Sopra Steria 2

1.1 Overview 2

1.2 Our Cloud Capability 3

1.3 Our Credentials 4

2 Service Overview 5

2.1 Service Description 5

2.2 Features 5

2.3 Benefits 5

2.4 Our Approach 5

2.5 Inputs 6

2.6 Outputs & Deliverables 6

2.7 Certifications & Skills 6

3 Pricing 7

4 Next Steps 7

4.1 Contact 7

4.2 More Information 7

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

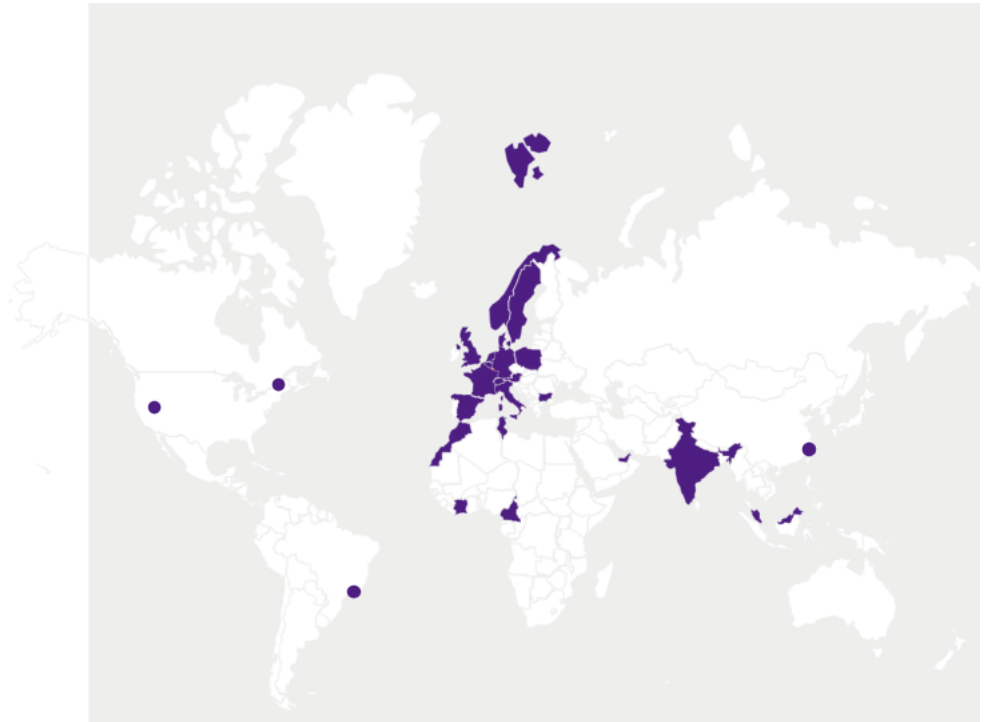
Top 5

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

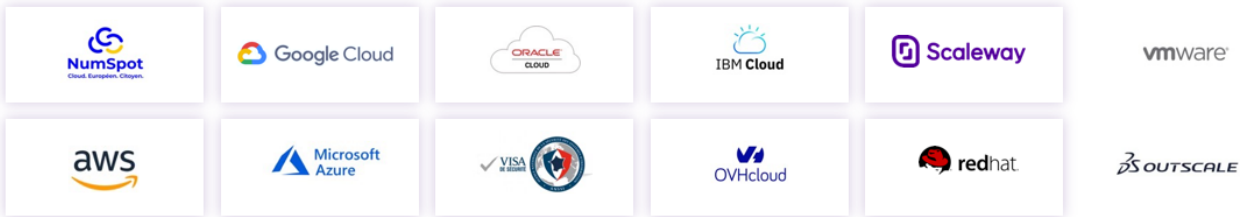
Capacity

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

Sopra Steria will help you design, plan, implement and support Amazon Connect, a self-service, cloud-based contact centre service enabling businesses deliver better customer service at lower cost. Amazon Connect's self-service graphical interface makes it easy for non-technical users to design contact flows, manage agents, and track performance metrics.

2.2 Features

- NCSC Cloud Security Principles aligned, Security Cleared staff available
- Deploy into automated Infrastructure-as-a-Service (IaaS) architecture
- Deploy into automated Platform-as-a-Service (PaaS) architecture
- Dynamic and personal contact flows
- Skills based routing, real-time and historic metrics
- Natural language chatbots using Amazon Lex
- AI Powered Speech Analytics
- Complete omnichannel contact centre, phone, recording, UC telecommunication, encryption
- Digital customer journeys, AI, Speech Analytics, Robotic Processes
- Available in the London Region, 4 EU regions, and internationally

2.3 Benefits

- High voice capability for interaction with end customers
- Rich analytics: real-time customer insight on issues and performance
- Comprehensive, cross service API audit logging and security (CloudTrail)
- Single purpose-built platform delivering lower TCO and greater use
- Standard and AI automation and channel shift provides greater ROI
- Complete communications portfolio from a single partner
- Secure wireless access enabled from home or on the move
- Integrated role-based access control across all AWS services (IAM)
- Reduce bandwidth costs, increased throughput
- Scalable and elastic, Pay as you go

2.4 Our Approach

Our Amazon Connect advisory, design, implementation, and support will work with you to design and develop the most appropriate solution for your requirements. We undertake implementations in a collaborative manner using a waterfall/agile implementation approach depending on your preferred method. We have a standard implementation framework which focuses on Systems, People and Processes that is used to ensure successful implementation of an Amazon Connect Solution. Our consultants can offer the following consultancy / planning services:

- Setting vision and strategy
- Design and architecture services – end-to-end solution design

- Identifying design inputs including policy, user needs, constraints, opportunities and organisational readiness
- Developing a roadmap
- Vendor analysis – assessing vendors to meet your requirements
- Security assurance
- Service management
- Scaling, licensing and advisory services
- Build and test

Sopra Steria offers cloud design, planning and consultancy services across the transformation lifecycle to leverage full benefits of cloud adoption, including reduced costs, increased flexibility, and scalability (meeting demand fluctuations) and improved availability (removing single points of failure). Our experienced consultants help clients identify requirements to reap maximum benefits, in the most cost-efficient way.

2.5 Inputs

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

- Data - Contact centre volumes and statistics
- Vision - Desired customer journeys
- Insight – Availability of users of the service
- 3rd Parties – Availability of 3rd parties for any integrated applications

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:

- Amazon Connect instance
- Call and chat routing configuration
- Call recording configuration
- Analytics and reporting setup
- Security and compliance configuration
- Training materials
- Testing and validation
- Go-Live support
- Post-Deployment support

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 certified partner
- Dedicated Amazon Connect product owner and consultant

- Multiple deployment experience
- Portfolio of several clients with continued support

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

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](#).

