

# Design Sprint

**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](http://www.soprasteria.com)

**50,000**

employees

**€5.8bn**

2024 revenue

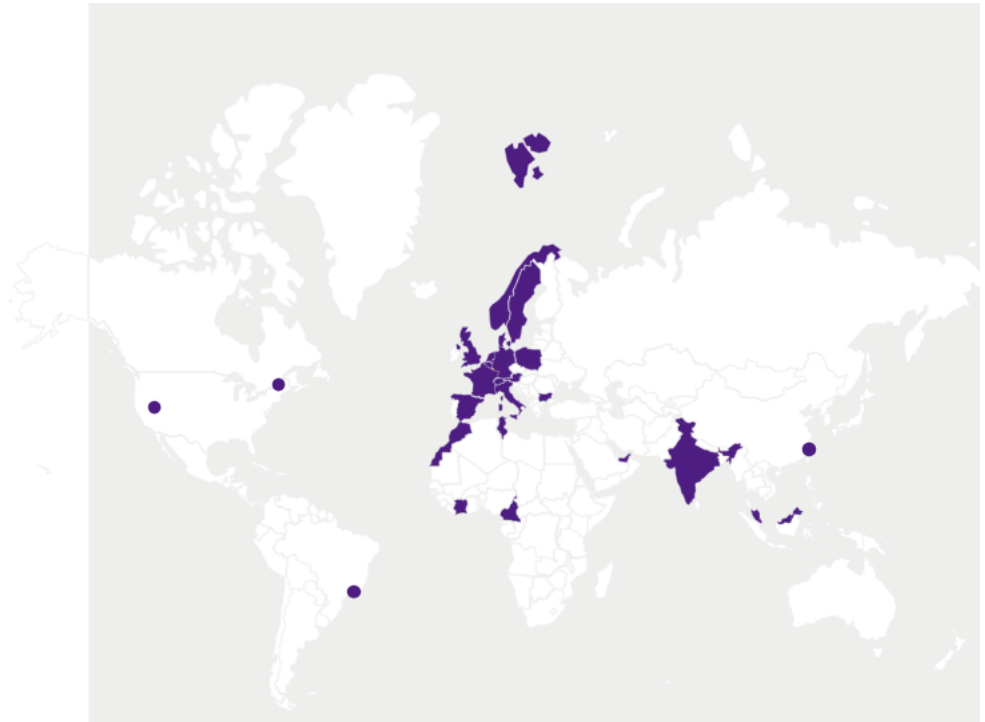
**Top 5**

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

2<sup>nd</sup> in IT Services in France and 10<sup>th</sup> in EMEA\*

| Cybersecurity                                                                                                                                                                                                        | Digital                                                                                                                                                                                                                                                                                                                          | AI                                                                                                                                                                                                                                                                                                                                                                                             | IT for Green                                                                                                                                                                                                                                                                    | Cloud                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                      |                                                                                       |                                                                                       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Leader "Cyber resiliency services" (NelsonHall)</li><li>• Leader "cybersecurity" in France &amp; Germany (ISG)</li><li>• Top 5 "cybersecurity" in France (Markess)</li></ul> | <ul style="list-style-type: none"><li>• Leader "Application Transformation Services" (Quadrant)</li><li>• Leader "Digital Banking" (NelsonHall)</li><li>• Leader "Digital Banking Services" (ISG)</li><li>• Major Contender "Digital twin Services" (Everest)</li><li>• Innovator "Digital Manufacturing" (NelsonHall)</li></ul> | <ul style="list-style-type: none"><li>• Leader AI Services &amp; Gen AI (PAC Innovation Radar)</li><li>• Leader AI Services (Quadrant)</li><li>• Leader "Intelligence Process Automation" (Quadrant)</li><li>• Major player "European Professional Services for Data-Drive" (IDC)</li><li>• Major contenders "AI services" &amp; "Intelligent Process Automation services" (Everest)</li></ul> | <ul style="list-style-type: none"><li>• Leader "ESG for Banking Services" (NelsonHall)</li><li>• Best in class "consulting and digital services for sustainable development" (PAC Innovation Radar)</li><li>• Major Contender "NetZero Consulting Services" (Everest)</li></ul> | <ul style="list-style-type: none"><li>• Large account (best category&gt;\$250m) in the "Public Sector Industry Cloud Landscape" (Forrester)</li><li>• Leader "Cloud Infra Brokerage" (NelsonHall)</li><li>• Best in Class "Azure" &amp; "SAP" &amp; "Service Now" (PAC Radar)</li><li>• Leader "Cloud Native Application" &amp; "Application Transformation Services" (Quadrant)</li><li>• Leader "Cloud public in Europe" &amp; "Next Gen Private &amp; Hybrid Cloud" (ISG)</li><li>• Major Contender "Cloud Services" &amp; "Cloud Native Applications" &amp; "Services on AWS Azure &amp; CGP" (Everest)</li></ul> |                                                                                      |                                                                                       |                                                                                       |
|                                                                                                                                   |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |  |  |

\* Source PAC 2024

## 2 Service Overview

### 2.1 Service Description

Validate new product concepts before costly development begins. Our five-day structured sprint takes teams from challenge definition through ideation and prototyping to real user testing, delivering actionable feedback and aligned stakeholders. Reduce risk, accelerate time-to-market, and make investment decisions based on evidence, not assumptions.

### 2.2 Features

- Five-day structured process from problem definition to user validation
- Real user testing with actionable feedback on day five
- Realistic prototype built collaboratively ready for testing
- Facilitated ideation generating multiple solution approaches before selection
- Cross-functional team alignment through shared decision points
- Documented concepts with recommendations for further development
- Reduced risk by validating assumptions before development investment
- Compressed timeline replacing months of iteration with days
- Structured divergent and convergent thinking to surface best ideas
- Expert facilitation combining market insight and innovation expertise

### 2.3 Benefits

- Validate product concepts before committing significant development resources
- Reduce uncertainty by testing assumptions with real users
- Accelerate time-to-market by obtaining early feedback
- Align stakeholders quickly through shared experience and decisions
- Save money by eliminating investment in unwanted solutions
- Gain confidence to proceed with evidence-based product direction
- Capture genuine user needs rather than relying on assumptions
- Explore multiple solutions before committing to one approach
- Build momentum and energy around new product initiatives
- Receive actionable feedback that directly guides next step

### 2.4 Our Approach

Our five-day structured process compresses months of uncertainty into one week. Day one defines the problem and gathers insights. Day two generates solutions through individual sketching. Day three reviews and selects the best approach. Day four builds a realistic prototype collaboratively. Day five tests with real users, delivering actionable feedback.

### 2.5 Inputs

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

- Strategic challenge or product opportunity
- Cross-functional sprint team participants – we can also facilitate venture scouting to bring in outside organisations
- Target user profile and access for testing
- Decision-maker availability and authority

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:

- Problem Definition and Challenge Map
- User research
- Demonstrable / Testable Prototype
- User feedback / insights
- Outline product roadmap

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:** Scottish Government Social Security Directorate (SSD)

**The challenge:** Scottish Government Social Security Directorate (SSD) wanted to accelerate the digitisation of disability and carers' benefit applications, shifting from legacy DWP paper-based systems to a streamlined, user-centred digital service in a complex multi-stakeholder public sector environment.

**What we delivered:** We designed and facilitated collaborative, cross-disciplinary hackathon-style sprints with SSD stakeholders, focusing on user needs, rapid prototyping, and robust validation of solution concepts. By enabling parallel exploration and development workstreams through a dual-track agile approach, we maximised both the pace and quality of idea validation. Our integrated user experience testing, business analysis, and content design within each hackathon cycle ensured that conceptual solutions were efficiently converted into actionable, deliverable service designs.

**Outcome:**

- Prioritised actionable prototypes and recommendations, many of which were incorporated into the SSD's digital transformation roadmap.
- Enhanced agile maturity in SSD teams, leading to improved responsiveness to policy and requirement shifts.
- Significant stakeholder engagement, with feedback loops that informed successful rollouts of new digital benefit services.

## 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](mailto: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](#).

