

AI Hyperautomation

Service Definition Document

Sopra Steria



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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

Our AI and Hyperautomation work packages support our clients from discovery (to demystify generative AI, make it real, contextual and active) to implementation (to boost productivity and automate work tasks).

We empower our clients to focus on strategic, human-centric business decisions by removing the tactical tasks that adds pressure to operational costs.

2.2 Features

- AI Hot House: a workshop to demystify and create action
- Change the conversation: Framework to educate and accelerate AI
- Co-Pilot Partners: Drive benefit through co-pilot licencing M365
- Discovery to business case: Detailed information, analysis, business cases for AI
- AI readiness assessment: Evaluates the maturity for AI adoption, data and skillsets
- Responsible AI strategy: AI integration with client's values and practices
- Cybersecurity and resilience: cyber strategy aligned to AI adoption
- Cybersecurity health check: a bespoke assessment against AI cybersecurity risks
- The human experience: Service design to prototype and measure impact

2.3 Benefits

- User-centred approach to AI
- Services that support all stages of adoption
- De-risked investment by conducting a thorough discovery with AI experts
- Increased work force productivity
- Automation of work tasks
- Increased operational efficiency
- Shaping the future of organisations
- Creating a roadmap of change for your organisation
- Accelerating your digital transformation strategy

2.4 Our Approach

Our AI Hyperautomation offering guides clients from initial discovery to full-scale implementation, helping demystify generative AI and make it actionable within their business context. We start with collaborative workshops such as the AI HotHouse to educate stakeholders, identify opportunities, and build momentum for change. Our consultants use proven frameworks to accelerate AI understanding and readiness, ensuring every engagement is tailored to the client's objectives and technology landscape.

We partner with clients to develop business cases, assess AI maturity, and design responsible AI strategies aligned with organisational values. Our approach integrates cybersecurity and resilience assessments, ensuring that automation initiatives are secure and compliant. Throughout, we focus on the human experience, using service

design to prototype solutions and measure impact, empowering clients to automate tactical tasks and refocus on strategic, human-centric decisions.

2.5 Inputs

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

- Access to relevant business and operational datasets
- Clear business objectives and key performance indicators
- Details of existing technology landscape and automation tools
- Stakeholder availability for workshops and interviews
- Compliance, regulatory, and cybersecurity requirements
- Information on current AI and automation initiatives
- Organisational structure and roles related to automation
- Data quality and management practices
- Existing change management and training programmes
- User feedback on current processes 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 hyperautomation readiness assessment report
- Strategic roadmap with prioritised automation use cases
- Business case analysis for AI-driven automation
- Responsible AI strategy and governance framework
- Cybersecurity health check and resilience recommendations
- Service design prototypes and impact measurement reports
- Implementation plan and resource model
- Stakeholder workshop materials and summary findings
- KPI dashboard for automation performance monitoring
- Recommendations for continuous improvement and scaling

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.

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](#).

