

Citizen & Government Facing Services – Cloud Platform, Support, Hosting & Modular Services

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			
• 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's services encompass end-to-end Public Cloud adoption, maintenance and innovation: strategy, skills, transformation, discovery, design, development, migration, construction, management, optimisation, integration, support and cost optimisation. Our partnership landscape includes: Amazon Web Services (AWS), Google Cloud, IBM Cloud, Microsoft Azure, Oracle Cloud, Pega, OVHcloud, Red Hat, Salesforce, SAP and VMware.

2.2 Features

- 3,000+ Cloud Team with expertise across applications & infrastructure
- End-to-End service from consulting architecture, security to migration
- Wide-ranging expertise in Hybrid, Private, Public and Multi-Cloud
- Partnerships and certification programmes across leading Cloud Vendors
- Modifiable core platform base in our Common Services Platform
- We provide security monitoring and performance monitoring services
- Bespoke module development/microservices to support broader Cloud transition
- Migration of existing applications to Cloud using appropriate strategies
- Integration of Cloud environment with existing and legacy IT
- ISO9001 & ISO27001 accredited for consistent delivery standards

2.3 Benefits

- Technology and Vendor Agnostic Advice bespoke to your requirements
- Multi-skilled teams to support from design to post-delivery support
- Proven delivery experience in highly secure government sectors
- Design and support of entirely bespoke transition to Cloud
- Proactive governance support across multiple stakeholders
- Proactive approach to security and data integrity
- SSL's core platform provides a modifiable base accelerating transition
- Ability to support phased transition through microservices and integration
- Increased resilience, scalability, and capacity to respond to demand
- Enhanced information consistency supports data insight and service improvement

2.4 Our Approach

Experienced consultants help clients plan the migration to ensure minimal risk and impact to service. Sopra Steria can guide the migration journey, from planning through to implementation and handover, both to the cloud for the 1st time or between existing cloud hosting providers, infrastructures and services. We have extensive capabilities and experience in cloud migration. Our expertise in migration tools and processes eases transition from legacy to cloud-based applications, ensuring minimal downtime and improved efficiency, including sequencing of complex transitions including moving applications whilst still maintaining integrity and integration with legacy systems (dual running).

We will help buyers migrate by: critically assess the migration pathway and develop detailed plans; plan and deploy, connecting to legacy systems using APIs; re-design legacy systems using cloud-based Microservice applications and APIs; API management, from design to implementation; API registry and API gateways development and build; manage applications in containers; providing necessary infrastructure and platforms for successful migration.

2.5 Inputs

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

- Detailed requirements of what needs to be deployed and how it is to be used
- Access to Customer Architecture and Development resources to agree a design of what needs to be implemented and the required access
- Agreement on Maintenance Windows for necessary Administration Tasks

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

- Design documentation for the solution that reflects the input requirements from the customer
- Implementation specifications and any materials related to implementation such as code, deployment package and configuration scripts
- Details of maintenance schedules to include release windows, patching cycles and fix on fail cycles

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:

- Cloud Architecture
- Cloud Solution Engineering
- DevSecOps

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](#).

