

Office Productivity Accelerator

Service Definition Document

Sopra Steria



Contents

1 About Sopra Steria2

1.1 Overview2

1.2 Our Data & AI Capability3

1.3 Our Credentials4

2 Service Overview6

2.1 Service Description6

2.2 Features6

2.3 Benefits6

2.4 Our Approach6

2.5 Inputs9

2.6 Outputs & Deliverables9

2.7 Certifications & Skills9

3 Pricing10

4 Next Steps10

4.1 Contact10

4.2 More Information10

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 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

Generative AI with Microsoft Copilot integrated into Microsoft 365 enhances user productivity by combining enterprise data and corporate knowledge to generate accurate content across Outlook, Word, Excel, PowerPoint and SharePoint. Copilot automates repetitive, mundane tasks, streamlines workflows, and frees time for complex work requiring human expertise and deeper problem-solving.

2.2 Features

- Summarise emails, meetings, chats, documents and captures actions automatically.
- Draft high-quality content from multiple enterprise sources for rapid creation.
- Answer organisation-wide questions using contextual Copilot Chat intelligence.
- Transform information into tables, pitches, scripts, reports or insights.
- Execute multi-step workflows in Word, PowerPoint, Excel via Agent Mode.
- Build business cases and identify high-ROI Copilot use cases.
- Integrate corporate knowledge sources to improve accessibility and discovery.
- Generate customer-facing content, reports, and presentations automatically.
- Identify and automate business processes suitable for hyper-automation.
- Support user adoption, piloting, engagement, monitoring, and innovation.

2.3 Benefits

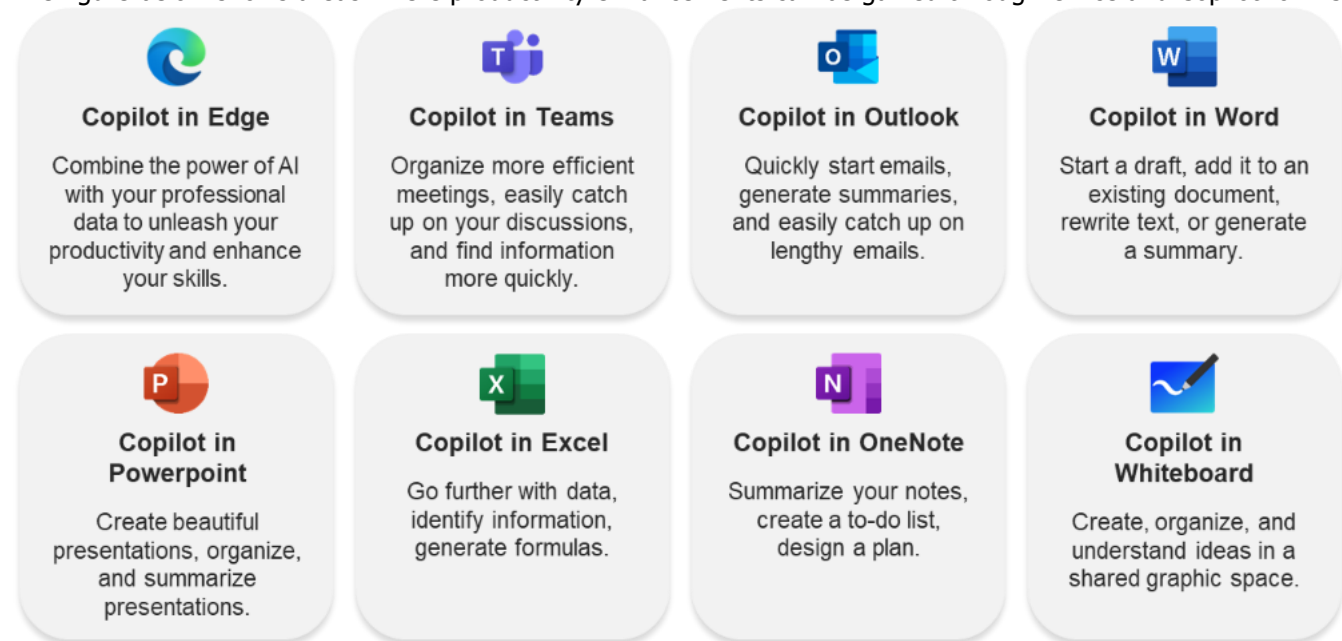
- Focus on human interaction and improved employee experience.
- Optimise employee productivity using Microsoft 365 and Teams Copilot.
- Streamline tasks and boost productivity in Office and meetings.
- Automate repetitive and mundane activities to free valuable time.
- Gain more time with your AI research assistant.
- Humans focus on core work, AI accelerates the mundane.
- Integrate corporate data to personalise and enrich all content.
- Secure processes to be compliant with GDPR and information security.
- Ensure responsible, ethical, trusted use of AI organisation-wide.
- Summarise, generate content, and automate workflows for higher ROI.

2.4 Our Approach

Copilot for Microsoft 365 (M365) is an AI assistant that combines the power of large language models (LLMs) with your organisation's data to help employees boost productivity. Copilot for M365 transforms employee daily life with generative AI and allows users to interact with an increasingly abundant and diverse knowledge set. Using this knowledge allows your teams to gain in productivity, quality and creativity, particularly at the more junior level. It enables them to enrich their daily lives and focus on what really matters to you and to them. It's essential to think about the use of M365 in the context of building collaboration between humans and AI and the transfer of mundane

activity over to this new assistant to allow the human to use the time saved on higher value activities. This in turn improves employee job experience and satisfaction.

The figure below shows areas where productivity enhancements can be gained through Office and Copilot for M365.



Our approach to Office Productivity acceleration through Copilot for M365 includes designing use cases based on real needs, promoting responsible use of AI, and combining business and technological knowledge. This approach to deploying Copilot includes framing the approach to generative AI, preparing the organisation for generative AI, deploying generative AI, embracing generative AI in everyday life, and expanding the use of generative AI. This involves acculturating and empowering decision-makers, understanding the organisation's ambition and expectations, designing a personalized adoption strategy, ensuring a smooth transition through gradual deployment, and continuously customizing and optimizing the use of Copilot for M365.

Deployment involves framing the approach, preparing the organization, and ensuring a smooth transition through gradual deployment. Our approach centres around the three organisational pillars required in a successful implementation, namely the human, business, and technology.

Human

Empower your teams

to understand this technology and adopt new uses in a responsible and mastered framework.



Business

Translate the benefits of Copilot for M365 into your organization

Integrate the specific elements of your business to build an efficient deployment plan.

Technology

Identify technical requirements and adapt your Microsoft environment

to deploy Copilot for M365 and maximize its potential.

We undertake a five-stage approach across these organisational pillars within our delivery of the office productivity accelerator, namely frame, prepare, deploy, adopt, and extend.

	Frame	Prepare	Deploy	Adopt	Extend
Business 	Measure your maturity, explore high-value use cases and estimate the expected ROI Design strategy based on data maturity and assets	Mobilize key stakeholders and set up project governance Experiment on a limited perimeter and measure along the way	Pilot the roll-out project Support the organization in its ability to drive the deployment Question and measure regularly	Set up governance in run mode: Copilot center of excellence, user support, ROI measurement	Identify and qualify the scope of use to be extended in Copilot , knowledge, efforts to be made, ROI estimation
Human 	Acculturate sponsors to Artificial Intelligence and introduce Copilot to your decision-makers Identify the value per personae of using Copilot	Analyze the impacts on jobs and skills Draw up a change management plan	Encourage interest: Communicate about the project and implementation Prepare champions and community animation	Train users in the use of Copilot (prompting, security, etc.) Maintain engagement and mobilization to secure adoption	Accompany the adoption of new uses and capitalize on best practices
Technology 	Introduce Copilot for M365 from a technical point of view, acculturate to other Copilots of M365 services Guide the AI strategy	Prepare data: identify, secure, sanitize Formulate recommendations for implementation	Implement: protect devices, assign licenses Monitor and initiate governance	Ensure compliance of knowledge bases over time Monitor and ensure scalability	Customize Copilot for M365: connectors, plugins, MS Graph, Dataverse... Develop your own Copilot

We design the use case based on real needs. With the wide range of capabilities offered by Copilot for M365, we work with your operational and managerial teams to identify, and test use cases in response to their real needs. By launching a pilot on targeted populations, ROI measurement guides us towards scale-up.

It is crucial when deploying Copilot for M365 to define and implement a change management plan. The gains brought by generative AI can only be obtained through its use in the daily lives of employees and adoption must be managed.

What we learn from our own experimentation is the potential for value and gains that are highly dependent on integration into everyday use. The following diagram demonstrates some of the benefits in everyday activities that could be achieved:



Challenges include ensuring relevant and responsible use of AI, while increasing productivity and improving employee experience. Through the delivery we consider the ethical, sustainability and compliance aspects of the solution. Our ethics consulting teams can assess the requirements and solutions to ensure the use of AI is undertaken in a fair and transparent manner removing bias across the solution user base. The accessibility of the solution is paramount, and our experience shows Copilot provides the opportunity to improve the experience of users through the use of AI to provide the digital assistant that can help meet specific needs of users. Current UK AI legislation is being developed and we anticipate it will evolve through the lifecycle of this G-Cloud offering. We will work with our customers as required to ensure that the solution is compatible with UK legislation at the time of delivery or compliant with the EU AI Act, perhaps for extra-territorial purposes, Cross-Industry Standard Process for Machine Learning with Quality Assurance (CRISP-ML(Q)).

Where further automation and tighter integration with corporate data sources is required, Sopra Steria also have extensive experience in developing more bespoke solutions using Copilot Studio and networks of Agents.

2.5 Inputs

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

- Vision - Desired outcomes and priority business areas and processes
- Insight - Availability of users of the service to undertake user research and service design
- Service Volumes - Business process volumes, statistics and metrics
- Data - Corporate knowledge base for standard process, products and services
- Application landscape - Services and APIs for any integrated applications

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:

- Business case and roadmap
- Maturity assessment
- ROI measurement
- Prioritised use cases and user stories
- Change management plan
- Training and best practice guidance
- Delivery of Copilot into selected business process
- Benefits identification and realisation

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](#).

