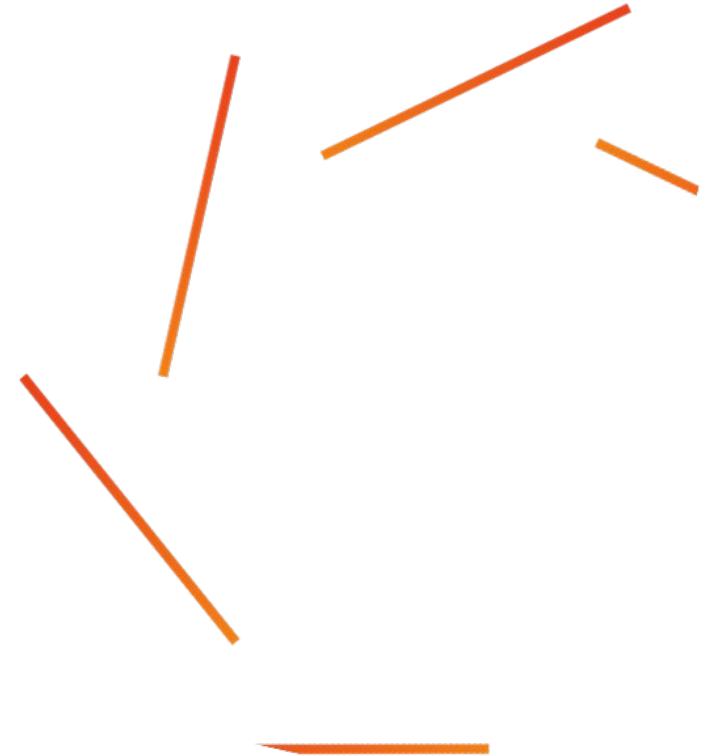


Strategic Design Service Offerings

Co-designing Public Services
Service Definition Document

Sopra Steria



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

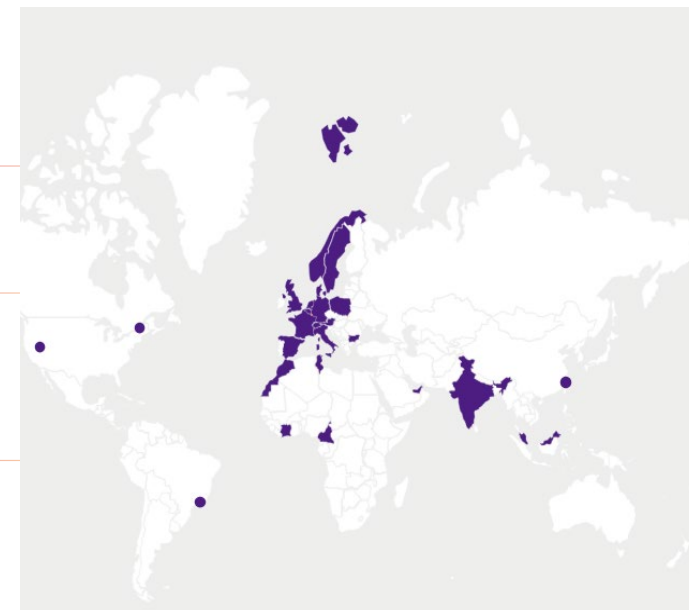
Top 5

European digital
services companies

In nearly

30

countries



About Sopra Steria Next

Some of our Clients



Sopra Steria Next is the consulting arm of Sopra Steria, a European leader in technology and transformation with over 55,000 employees in 30 countries.

We believe that success comes when you put people first. We help organisations to meet their goals by focussing obsessively on the needs of their customers: to perform better by empowering employees; and to win trust by being responsible corporate citizens.

We're driven by what's next. Technology offers opportunities to address our most important challenges. We enable large, complex organisations to innovate with next generation technology and data-driven insight.

For our clients, we blend business and technology expertise to deliver end-to-end transformation. Our consulting insight accelerates the pace of implementation. That's because our advice draws on the user centered design capability of [CXPartners](#) and is grounded in Sopra Steria's experience of what it takes to run cutting edge services at scale.

In government, financial services, security, and commerce: we re-imagine the organisations that shape everyday life in the UK.

"It was so evident the genuine care you had for this piece of work. You all offer a strong set of skills alongside passion, creativity, relatability and just being super on top of everything! It's been a pleasure working with you all."

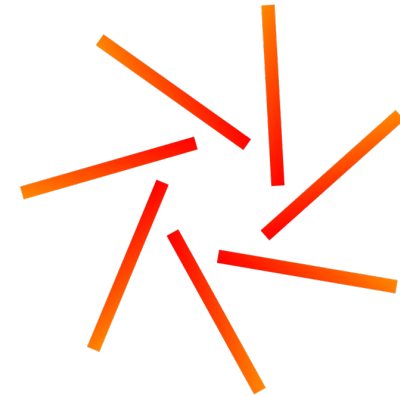
Emily Moimoi,
Commissioning
Support Officer,
GambleAware

About Strategic Design

Our Strategic Design practice helps organisations rethink services, products and systems so they work better for the people who rely on them — whether they are citizens, customers, civil servants, colleagues or employees.

We design experiences that create meaningful outcomes for individuals, organisations and society, while helping leaders build cultures that are more human centered, adaptive and ready for the next generation of technology.

And through our specialist consultancy, [CXPartners](#), we bring world class expertise and two decades of deep public sector experience to accelerate meaningful, sustainable change.



We are open to innovative engagement models and – subject to project context – would welcome the opportunity to work with you to identify output or performance based risk/reward mechanisms for aspects of our services.

Please refer to the Pricing Document for this Service.

Co-designing Public Services

Collaborative service design helps maximise the benefit of Cloud systems implementation

Policy and service decisions often fail when they are not grounded in lived experience.

We work with service users and delivery teams to co-design ethical, inclusive policy and services. This helps surface hidden barriers, test assumptions early, and shapes services that are practical, trusted, and aligned to service standards.



Service features

- Collaborative definition of an approach bespoke to your strategic needs
- Working with you to identify your stakeholder and user communities
- Proven approach with vulnerable users including safeguarding, specialist research approaches
- Facilitating workshops and engagement with community members
- Collaborative mapping of existing services to understand lived experience
- Collective identification of opportunities to improve the service
- Working with community leaders and third-sector to build co-design communities
- Co-designing policy development and implementation through ethical engagement
- Support to complete Government & Digital Scotland Service Standards assessments
- Alignment to GDS/CDDO/DSSS/NHS/MOD service standards.

Service benefits

- Clear, evidence-based direction for service or policy change
- Deep understanding of user needs, barriers, and lived experience
- Strong baseline of the current service to work from
- Early visibility of policy, operational, and delivery constraints
- Identification of the top opportunities to improve your service
- Direct user access including safe, ethical engagement with vulnerable users
- Stronger services shaped with, not just for, users
- Support for Government or Digital Scotland Service Assessments
- Alignment to Government Service Standard/Scottish Approach to Service Design (SAtSD)
- Evidence to make a case for policy and regulatory reform.

Scottish Government

Delivering digital transformation

For the last three years Sopra Steria has partnered with the Scottish Government Digital Transformation Service, supporting 20 different departments and executive agencies to introduce new and enhanced citizen-centred services.

In response to a growing demand for its services and expertise, the Scottish Government Digital Transformation Service (DTS) named Sopra Steria as its strategic partner in late 2019, to provide additional capacity and capabilities to support digital transformation programmes across public sector bodies in Scotland.

Since then, Sopra Steria has provided expert guidance, as an extension of the DTS team, to around 60 digital transformation projects for a diverse range of organisations, such as NHS Scotland, The Scottish Exchequer and Transport Scotland.

“

With its specialist expertise and broad public sector experience, Sopra Steria has helped us expand the service we provide and support more digital transformation programmes, which has ultimately enhanced the experience of those accessing public services in Scotland.

Liz Craig, Service Owner, Scottish Government Digital Transformation Service

With Sopra Steria embedded as its digital partner, DTS has been able to increase the critical support it provides across the public sector, helping government organisations to identify more efficient ways of working, utilise innovation and evidence-based decision making, and deliver user-centred services in line with the Digital Scotland Service Standard – a set of 14 criteria that all organisations delivering public services should work towards.

‘Discovery’ is the first phase of a digital transformation programme and part of a development lifecycle that ensures an agile and user-centred approach. This includes subsequent phases, defined as ‘alpha’, ‘beta’ and ‘live’. Sopra Steria, alongside DTS, has supported numerous organisations with a variety of these stages, but predominantly at the beginning of their transformation journeys.

This has included work with Marine Scotland to explore how it could provide a new grant application experience as it transitioned out of the European Union; supporting Education Scotland to discover how digital learning will affect the future of education; and helping the Scottish Government to improve access to public services by providing safe and easy ways for citizens to prove their identity.

The partnership between Sopra Steria and DTS also enabled a quick response to urgent and often unplanned cross-public sector needs, for example, COVID-19 and welcoming Ukrainian refugees to Scotland.

All work has adopted the Scottish Approach to Service Design (SAtdS), a framework that encourages the people of Scotland to be active participants in the definition, design and delivery of their public services.