

Cloud Architecture and Engineering

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

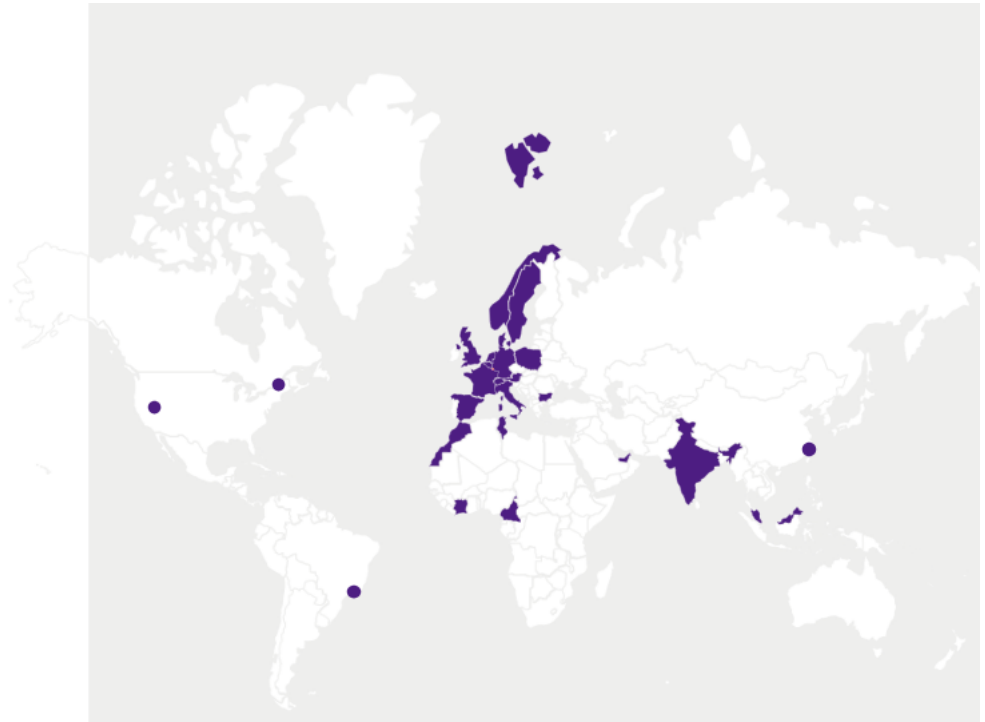
Top 5

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

Our cloud architecture and engineering service provides architecture, design and deployment services for organisations either on their first steps into cloud-based solutions, expanding on existing cloud technology investments or migrating between clouds. At Sopra Steria, we take a people-centred approach to digital transformation and ground our decisions in the realities of your people and your organisation. Our discovery service sets a firm foundation for your project, unpacking the full scope of your challenge, building empathy, and providing evidence to guide decision-making.

2.2 Features

- Our experienced Cloud professionals have a proven track record of delivery of innovative solutions within a variety of Cloud Hosting Providers following relevant Well Architected Frameworks
- Successful delivery of secure solutions across a variety of industry sectors implementing best practice compliant with relevant security standards
- We hold a number of cloud provider certifications at a corporate level that prove the quality of our cloud service provision
- Our experienced cloud architects and engineers have gained Cloud Provider Certifications
- Optional on-going Operational Management of delivered solutions available through our Managed Service capability
- We can (where appropriate) provide a global resource base of dedicated UK and offshore cloud professionals
- Our DevOps approach for deployment of solution including Infrastructure as Code provides robust repeatable environments
- Our delivery approach is flexible integrating with a variety of Development Methodologies to best suit the Solution needs
- Flexible solutions to best meet your needs including dedicated or multi-tenant deployments on public, hybrid or multi-cloud options
- Optional on-going Cloud Economics and Cost Optimisation available

2.3 Benefits

- Our proven approach to delivering cloud solutions minimises risks and challenges associated with transformation to Cloud computing
- Following a DevOps approach improves quality and repeatability of deployments resulting in robust environments build using proven configurations
- Improved quality and reduced testing cycles and defects with lower maintenance effort
- In conjunction with our Managed Service, we offer full lifecycle support for Cloud Solutions from a single provider
- Access to global pool of experienced cloud professionals providing a scalable service to organisational needs, budgets, time frames and scope
- Flexible development approaches are employed to tailor solutions to project and budget requirements
- We are confident that the benefits achieved will meet and exceed expectations
- Optional Cost Optimisation and Analysis service provides on-going Cloud management and forecasting of Cloud running costs removing unexpected costs

- Vendor Agnostic approach allowing the leveraging of best of breed cloud services across leading Cloud Providers

2.4 Our Approach

Our Cloud Architecture and Engineering service provides Architecture, Design and Deployment services for organisations either on their first steps into Cloud Based solutions, expanding on existing cloud technology investments, or migrating between Clouds. Provided by our Technology Practices, our experienced Cloud Professionals follow industry and cloud provider best practice with a proven track record of developing cloud solutions for many industry sectors including UK Government. We provide development of vendor agnostic solutions, detail the architecture required to deliver efficiency and implement the correct technical architecture to successfully develop and manage required cloud solutions meeting your functional and non-functional requirements. Being vendor and supplier agnostic, we are able to recommend appropriate cloud solutions to meet your specific requirements irrespective of target service model (IaaS, PaaS or SaaS), (Multi Cloud, Hybrid cloud, etc.).

Sopra Steria considers the primary objectives of transition to be safeguarding business continuity, maintaining service levels to users and ensuring minimal disruption. We utilise a tried and tested methodology that has been refined over 45 years adopting PRINCE2 and ITIL best practice to ensure all work is planned, implemented, tested, reviewed, and managed as effectively as possible. We are able to draw on our specialist in-house expertise in programme and project management, organisational change, HR, security, procurement, technology, and finance.

Given that not all solutions and not all customers are the same, we are able to provide implementation, transition and planning solutions across the service and cloud transformation lifecycle, as required, including:

- Setting the vision and strategy
- Identifying the inputs to the design including policy, user needs, constraints, opportunities, and organisational readiness
- Developing a roadmap which identifies the sequencing and interdependencies between the different elements and responsibilities across the transformation activity
- Engaging your team to deliver the change
- Working with your team to transfer knowledge to support capability enabling the operational sustainability of the changes implement
- Managing the actual execution of the plan to deliver the outcomes and benefits

We tailor our approach, using the appropriate mix of agile and waterfall or gate-based processes to integrate with your governance cycles.

Putting the customer first, we take a client-centred design approach, ensuring that your needs are always at the heart of any change programme. This helps to improve the transformation experience by planning and delivering your cloud journey around your needs, identifying the services required to ensure they achieve their purpose through and across the channels of your choice.

Provisioning of the core Cloud Services will be performed using DevOps tooling and Infrastructure as Code (IaC) based on our existing templates refined through many successful deployments. IaC is used to ensure consistency of deployments, reducing risk of human error, and providing a programmatic description of the Cloud environments which is used through maintenance and any future de-commissioning. Additionally, Configuration Management solutions are employed to enforce the configuration of the environment, aiding Security and Maintainability.

Sopra Steria holds a range of Partner Certifications with the major Cloud Providers and additionally has a range of employees with personal qualifications in a wide range of Cloud disciplines. Our dedicated Technology Practices have a full range of qualified architects, cloud engineers and consultants following industry standard techniques and best practice. Cloud Solutions are developed and implemented in a collaborative manner based on our proven iQ Business/Quality management system utilizing Agile, Waterfall or Iterative and Incremental practices incorporating your preferred governance model.

IT Security Assurance is provided through our Security Architects and Consultants, Technical Security Assurance Team- and Quality Assurance Testing. We also engage with (where required) external independent Accreditors and Check approved penetration testing providers. We follow NCSC Cloud Security Principles & have developed solutions accredited up to UK Gov Official (including Sensitive Handling) classification.

Cloud Tenancies can be owned and supported by the client or Sopra Steria. For those owned by Sopra Steria we will provide Billing reports and cost optimisation recommendations. This service can also be provided where the tenancy is owned by client if the appropriate permissions are provided to the Cloud Economics Team.

We can build Cloud Solutions either to be managed by yourselves using your Systems Management and Monitoring Tooling, Support Teams and processes. Alternatively, we can (at additional cost) provide a Managed Service.

Operational Needs

We will architect a solution to meet your non-functional requirements including availability, recovery time and recovery point objectives. These requirements will drive the solution and the appropriate Cloud Technologies and services which will meet these needs. Depending on the requirements, a variety of solutions are available including point in time recovery, snapshots, fine grained backups, etc. Support services will include the ability to restore the delivered solution to a known working state in the event of a failure.

Potential Cloud recovery and backup solutions include:

- Regular back-up schedules and retention periods
- Snapshots to meet required recovery points
- Inbuilt back-up and recovery features within chosen cloud technology for PaaS and SaaS
- Recovery Processes

Sopra Steria will align with your Disaster Recovery Plan to offer the necessary assistance outlined within it. We can also provide guidance on how we have set up Disaster Recovery mechanisms within the various Cloud Hosting Providers for our clients.

During the design phase, agreed business continuity and DR plans are developed and tested for projects that are supported by Sopra Steria, including deliverables, sites, client accounts, functions and services. This encompasses both IT and business processes.

The Cloud hosting providers manage standard, localised component failures within their infrastructure by eliminating all single points of failure (including physical server failure or disk failure and site resilience options). High availability and fault tolerance differs between cloud providers and within specific cloud services. These options will be discussed during the design phase and Sopra Steria will design a solution to meet the non-functional requirements, taking advantage of high availability and recovery options within the chosen Cloud Platform.

Onboarding and offboarding support

For many of our cloud offerings, we utilise a repeatable process for on-boarding to minimise the time from customer request to service start, however, in some cases it may be necessary for our experienced Cloud consultants and architects to work with you first, to determine your full requirements and produce designs, plans and statements of work to support any order you may wish to make. This discovery is charged on a time and materials basis using the SFIA rate card which is published on all of our G-Cloud listings.

There are several things the consultants and architects need to make the requirements discovery far more efficient, including:

- A nominated single point of contact
- Access to users and stakeholders
- Access to technical information and personnel
- A person or group with the authority to review and accept proposals & plans

We welcome the opportunity to discuss working within agreed SLAs, KPIs and service credit regimes. Ultimately, we commence delivery of any service on receipt of a valid order under the G-Cloud call-off order form. Termination periods can vary per service, depending on the nature of the service, but are agreed prior to any service commencing and in-line with the Crown Commercial Services G-Cloud 15 call-off contract requirements. All detail surrounding ordering, governance and exit is agreed prior to any commitment being made on the part of a customer.

Depending on the off-boarding options selected, some or all of the following off-boarding services may apply:

Activity	Description
Exit Checklist	The activities on the exit checklist will be managed by an Exit Manager. The checklist options will be confirmed during on-boarding, which will ensure that the exit process is not ambiguous.
Data Decommission Service Process	Unless requested otherwise as an additional service, the client is responsible for securely removing any data.
Data Deletion	When the client terminates their agreement with Sopra Steria, we will ensure all of the client data is deleted after any required data migration, export or retention has been completed.
Billing Finalisation	Once the client has off-boarded from the service, Sopra Steria will raise the final billing to cover any outstanding monthly, exit and consumption charges.
Transfer to another Managed Service Provider	If the service is being transferred to another service provider, any managed service tooling and access rights provided by Sopra Steria will be decommissioned from the environment.

If the customer anticipates re-use of any of the services that have been provisioned, a number of off-boarding scenarios can be requested as additional service options including:

- Mothballing persistent data
- Mothballing VMs – Snapshot, CMDB status

Costs for the above storage will be procured from the Cloud Provider and will vary based on volume of data and retention period.

2.5 Inputs

The service provided is flexible and the inputs are dependent on the scope of work engaged to perform. Examples of inputs we might expect from you as part of this service include:

- Identified Key Stakeholders and their involvement
- Business Goals, Principles and Drivers
- Scoping and Constraints (including any Budgetary Constraints)
- Prioritisation and Value of requirements
- Service Levels and Availability

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

The service provided is flexible and the outputs are dependent on the scope of work engaged to perform. Examples of outputs and deliverables generated from the service are identified below:

- Requirements Management deliverables
- Architecture and Design Documentation
- Service Management and Reporting Services
- Deployed Solutions including DevOps Assets to maintain and support

- Operational Documentation including DR Runbooks

This is a high-level list and is not exhaustive.

2.7 Certifications & Skills

At a corporate level Sopra Steria holds a number of Partner based certifications related to this service:

- AWS Managed Services Provider
- AWS Migration Consulting Competency
- AWS Financial Services Competency
- Azure Expert Managed Service Provider

3000+ personal certifications related to this service are held by Sopra Steria employees within the following skills categories

- Solution Architecture
- DevOps Engineering
- Cloud Development
- Cloud Administration
- Data Administration
- Data Analytics
- Machine Learning and AI
- Cloud Networking
- Cloud Security
- Identity and Access Management

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](#).

