# Technology Strategy

**Service Definition Document**

**Sopra Steria**



# Contents


1 About Sopra Steria ..... 2
1.1 Overview ..... 2
1.2 Our Cloud Capability ..... 3
1.3 Our Credentials ..... 4
2 Service Overview ..... 5
2.1 Service Description ..... 5
2.2 Features ..... 5
2.3 Benefits ..... 5
2.4 Our Approach ..... 5
2.5 Inputs ..... 5
2.6 Outputs & Deliverables ..... 6
2.7 Certifications & Skills ..... 6
2.8 Case Study ..... 6
3 Pricing ..... 7
4 Next Steps ..... 7
4.1 Contact ..... 7
4.2 More Information ..... 7

# 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

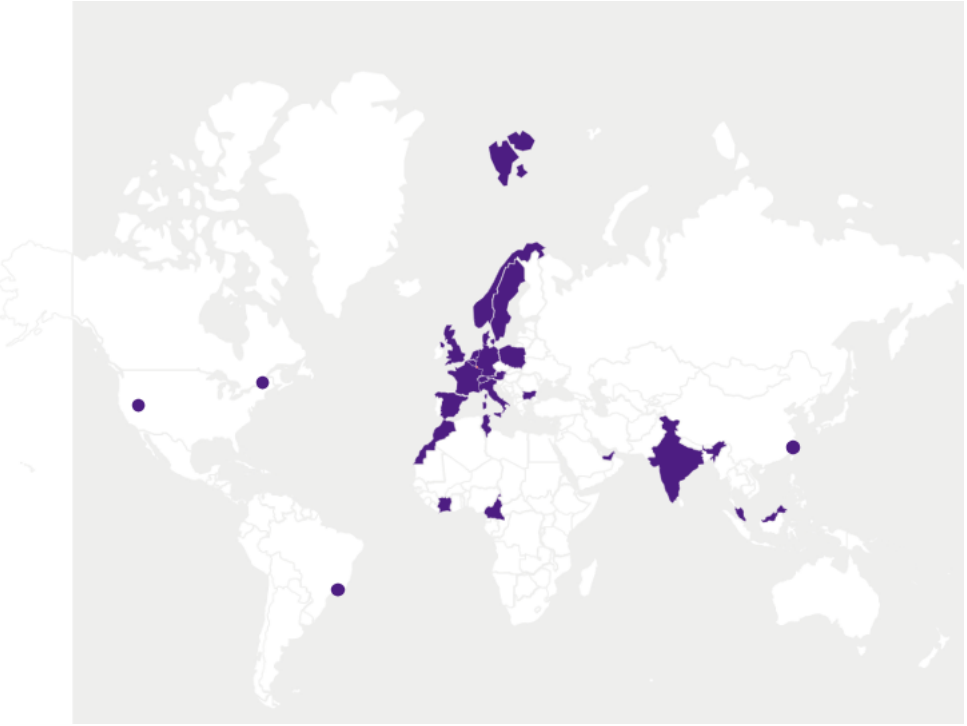
Sopra Steria (SOP) is listed on Euronext Paris (Compartment A) – ISIN: FR0000050809 For more information, visit us at www.soprasteria.com

**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

NumSpot, Google Cloud, Oracle Cloud, IBM Cloud, Scaleway, vmware, aws, Microsoft Azure, Visa, OVHcloud, redhat, OUTSCALE

## 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)<br>• **Leader "cybersecurity" in France & Germany** (ISG)<br>• **Top 5 "cybersecurity" in France** (Markess) | • **Leader "Application Transformation Services"** (Quadrant)<br>• **Leader "Digital Banking"** (NelsonHall)<br>• **Leader "Digital Banking Services"** (ISG)<br>• **Major Contender "Digital twin Services"** (Everest)<br>• **Innovator "Digital Manufacturing"** (NelsonHall) | • **Leader AI Services & Gen AI** (PAC Innovation Radar)<br>• **Leader AI Services** (Quadrant)<br>• **Leader "Intelligence Process Automation"** (Quadrant)<br>• **Major player "European Professional Services for Data-Drive"** (IDC)<br>• **Major contenders "AI services" & "Intelligent Process Automation services"** (Everest) | • **Leader "ESG for Banking Services"** (NelsonHall)<br>• **Best in class "consulting and digital services for sustainable development"** (PAC Innovation Radar)<br>• **Major Contender "NetZero Consulting Services"** (Everest) | • **Large account (best category>$250m) in the "Public Sector Industry Cloud Landscape"** (Forrester)<br>• **Leader "Cloud Infra Brokerage"** (NelsonHall)<br>• **Best in Class "Azure" & "SAP" & "Service Now"** (PAC Radar)<br>• **Leader "Cloud Native Application" & "Application Transformation Services"** (Quadrant)<br>• **Leader "Cloud public in Europe" & " Next Gen Private & Hybrid Cloud"** (ISG)<br>• **Major Contender "Cloud Services" &"Cloud Native Applications" & "Services on AWS Azure & CGP"** (Everest) |

PAC, IDC, ISG, Quadrant, Everest Group PEAK MATRIX, NelsonHall, FORRESTER, exægis

* Source PAC 2024

# 2 Service Overview

## 2.1 Service Description

Align technology investments with business strategy to deliver tangible value. Through structured phases covering stakeholder engagement, current state assessment, target architecture definition, investment modelling, and implementation planning, we create a unified vision and phased roadmap. Prioritise initiatives based on value, cost, and feasibility with identified risks and mitigation strategies.

## 2.2 Features

- Stakeholder workshops gathering business and technology expectations
- Governance model with roles, responsibilities, and communication plan
- Current state analysis assessing strengths, gaps, and technical debt
- Alignment with business strategy for growth, cost, and innovation
- Target state architecture identifying Cloud, AI, and Automation enablers
- Technology investment and cost modelling with ROI estimates
- Prioritisation based on business value, cost, and feasibility
- Phased execution plan with milestones and quick wins
- Risk identification with mitigation strategies and contingency plans
- Proven delivery which results in cost improvement for clients

## 2.3 Benefits

- Align technology investments with strategic business priorities
- Create unified vision across business and technology stakeholders
- Understand current landscape strengths, gaps, and technical debt
- Prioritise initiatives with confidence using rigorous framework
- Build credible business cases with quantified ROI estimates
- Define clear target architecture with technology enablers
- Identify quick wins to demonstrate early progress
- Mitigate implementation risks through proactive planning
- Accelerate technology decisions that deliver measurable outcomes
- Ensure efficient use of human and financial resources

## 2.4 Our Approach

We identify key stakeholders and conduct workshops to gather expectations, pain points, and strategic context. Current state analysis assesses the technology landscape, technical debt, and internal capabilities. We define target state architecture with key enablers, then model investment options with cost and ROI estimates. Finally, we develop a phased execution plan with milestones, quick wins, and risk mitigation strategies.

## 2.5 Inputs

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

- Business and technology leadership participation

- Business strategy and organisational priorities
- Current technology documentation and architecture
- Financial parameters and investment constraints
- Risk tolerance and transformation appetite

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

Some of the outputs and deliverables generated from the service are identified below:

- Current State Assessment
- Target State Architecture
- Investment and Cost Model
- Phased Execution Roadmap
- Risk Mitigation Plan

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 Partner Certifications: Azure, AWS, Google Cloud
- Agile & Project Management: PMP, Prince 2, ITIL, Scrum, SAFe
- Architecture: TOGAF

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

## 2.8 Case Study

**Client:** Scottish Government Social Security Directorate (SSD)

**The challenge:** Modernise Scotland's disability and carers benefit delivery, transitioning from paper-based, legacy DWP systems to a secure, agile digital environment, while managing diverse stakeholders, complex policy requirements, and legacy IT/data.

**What we delivered:** SSN led a strategic discovery to define a future-proof IT roadmap and transformation objectives, then designed and implemented a dual-track agile delivery model that combined rapid prototyping with scalable, robust architecture. We established strong governance through sprint-planning, PI planning, and intensive product owner engagement, ensuring technology development remained aligned with evolving policy. By supporting the transition to the Scaled Agile Framework (SAFe), we harmonised over 50 delivery teams and policy leads, while embedding user research, business analysis, and continual stakeholder engagement to ensure all digital services were user-centric and accessible.

**Outcome:**

- Launched new, scalable digital benefit applications now serving thousands across Scotland.
- Improved policy responsiveness—reducing time to deliver new services and adapt to changes.
- Enhanced cross-governmental collaboration and decision-making, setting a benchmark for digital public service delivery.
- Established a foundation for expanding digital transformation to additional public services.

# 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.

