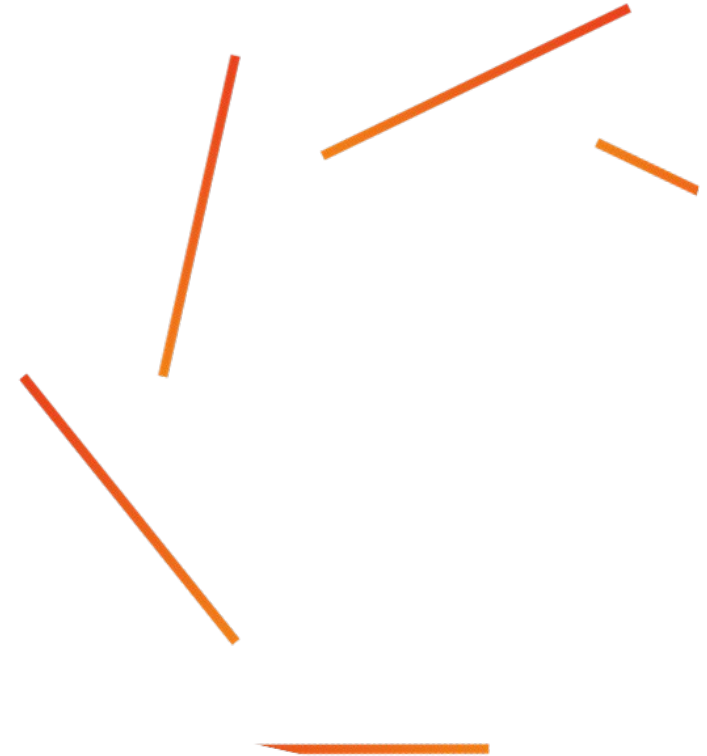


Business Transformation Service Offerings

Continuous Improvement, Business Performance and
Service Improvement

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

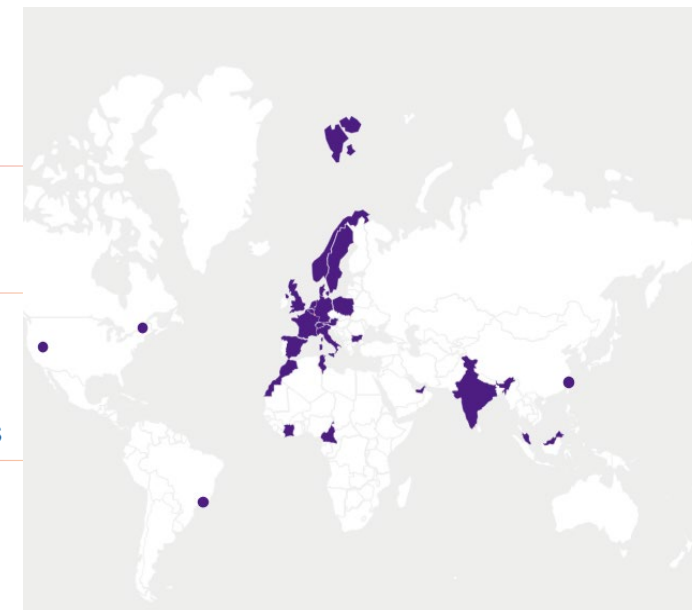
Top 5

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.

“Sopra Steria not only partnered with us to deliver the technology but also used a human-centric business change approach ensuring those utilising the service were prepared, trained and ready to realise the benefits.”

Blaine Pritchard
I-LEAP Programme Manager
Home Office Digital – PPPT

About Business Transformation Consulting

Helping to drive positive change and make public sector services better for our citizens is at the core of everything we do. Whilst technology is a key enabler to making this happen, taking a human-centric approach to transformation delivers far more successful transformation outcomes.

Our Business Transformation consultants at Sopra Steria Next do just that and our human centric approach is more than a theory, it is at the core of how we think, what we do, and how we partner with clients. We build genuine partnerships with organisations, bringing our unique business change, business case and benefits management and target operating model skills and approaches to bear.

We use innovative tools, methodologies and deep experience to help you simplify complexity and drive lasting 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.

Continuous Improvement, Business Performance and Service Improvement

Optimising Cloud system performance through continuous service improvement

Fostering a culture of continuous service improvement is vital to achieving customer satisfaction and meeting organisational goals.

We identify opportunities within your business that drive this culture forward to unlock clear, tangible benefits.

We deliver a roadmap to new ways of working, generating greater benefits than technology upgrades alone.



Service features

- Starts with a 1–2-week scoping exercise to prioritise highest impact business units
- Capturing clearly defined customer requirements, evolving into project objectives
- Robust measurement and statistical analysis of performance
- Analysis of data to determine process defects and root causes
- Targeted and controlled process improvements
- Upskilling and coaching of staff to achieve peak performance
- Strong focus on team-based problem solving and leadership
- Enabling repeated successes through cultural change
- Making decisions on the basis of verifiable data and analysis.

Service benefits

- Delivering products and services your customers need and desire
- Insights into how users interact with your services
- Constant levelling up: ongoing, iterative improvements to operations
- Improved productivity: improve throughput and enable growth through scaling
- Time and money: removing waste and reducing processing times
- Best in class: benchmarking, measuring and maximising quality of deliverables
- Sustainable benefits: cultural focus on data driven efficiency and effectiveness
- Experienced consultants: accredited in Systems Thinking, Six Sigma, Lean, Kaizen.