

Intelligent Content Processing

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 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

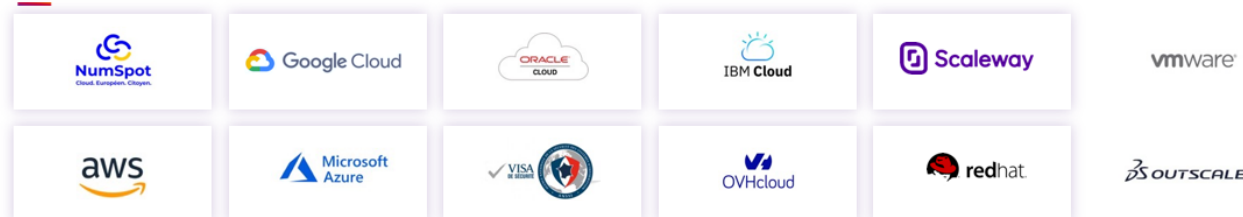
Capacity

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

The service provides the expertise to effectively capture and process content from internal and external sources. Capturing information accurately across all channels, documents, and voice, with intelligent processing underpins modern digital transformation. AI natural language processing enhances the intelligent digitisation, context-based processing, and integration of information to optimise business processes.

2.2 Features

- AI enhanced optical character recognition and handwriting character recognition
- Voice transcriptions of meetings and customer interactions for digital processing
- Automate the identification of forms and meta-data to enable automatic processing
- Identify specific content such as personal or medical data
- Automate the detection, extraction, and triage of information
- Accurately ingest and digitise documents including handwritten documents
- Automatically trigger follow on business process steps based on content
- Summarise content to accelerate human understanding and interaction
- Secured AI usage within your AWS or Azure tenancy
- Agentic AI agents of front, middle and back-office business processes

2.3 Benefits

- Use our experience to accelerate your intelligent document processing
- Optimise AI and human collaboration to ensure quality
- Minimised time and effort while increasing accuracy in document digitisation
- Automated and accurate customer engagement meeting transcripts
- Automate summary, outcomes, and actions from meetings
- Remove administrative tasks to free time for higher value activities
- Digitisation of paper documents for inclusion in digital transformation
- Reduce risk of leakage of personal or corporate sensitive information
- Redact personal information within documents under GDPR
- Automation of subject access requests and freedom of information requests

2.4 Our Approach

Each engagement will be different, but a typical journey often starts with establishing the current customer journeys and the volumes of incoming work categorised by channel, service area, and incoming data types.

The objective being to identify where additional tools can be used to streamline those channels that absorb more admin time from the client than maybe considered necessary. A key focus is incoming non-digital content and forms, how to recognise them and get their data into a consistent digital form. This links into an understanding of the business processes and the high-volume interactions – looking to understand where the business benefit is and

the priority use cases.

The effectiveness of any transformation of the channels is dependent on identifying achievable goals that are matched to the maturity of the underlying tools. With the increased use of artificial intelligence and deep learning technologies this is a rapidly changing arena and at this point we would normally recommend one or more supporting proof of concepts using the client's specific mix of data to ensure that identified benefits are achievable, making use of AI/ML where appropriate and safe.

Once a valid forward route is identified, Sopra Steria has the breadth of skills to implement the recommended solution in a variety of environment types, whether that is locally hosted, traditionally hosted within a cloud environment, or already cloud native. Appropriate Agile phasing would be designed to develop the solution, whilst ensuring they cover detailed requirements, design and testing.

Training and support are provided to users through the process to ensure the solution is successfully adopted and the business benefits are realised.

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, where required, we can introduce specific technology to provide accessibility options for 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)).

2.5 Inputs

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

- Details of incoming channels with initial volumes, statistics and metrics
- Inventory of the types of incoming forms through to unstructured content, such as email body content
- Any vision of what the client would like to achieve by improving their incoming channels
- Business representation to detail the business rules associated with the initial triage of data
- Application landscape and the backend systems into which data is to be ingested

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:

- Prioritised user journeys with detailed requirements captured within user stories
- Agile development in a number of deployable phases, starting with a minimum viable product
- Integration into back-office systems to automate the customer's intention
- Analytics and reporting setup to measure ongoing digital assistant performance
- Security and compliance configuration
- Training material
- Testing and validation
- Post-deployment support
- Go-live support

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
- Business analysts
- 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](#).

