

Salesforce – Advisory, Consultancy and Implementation Services

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

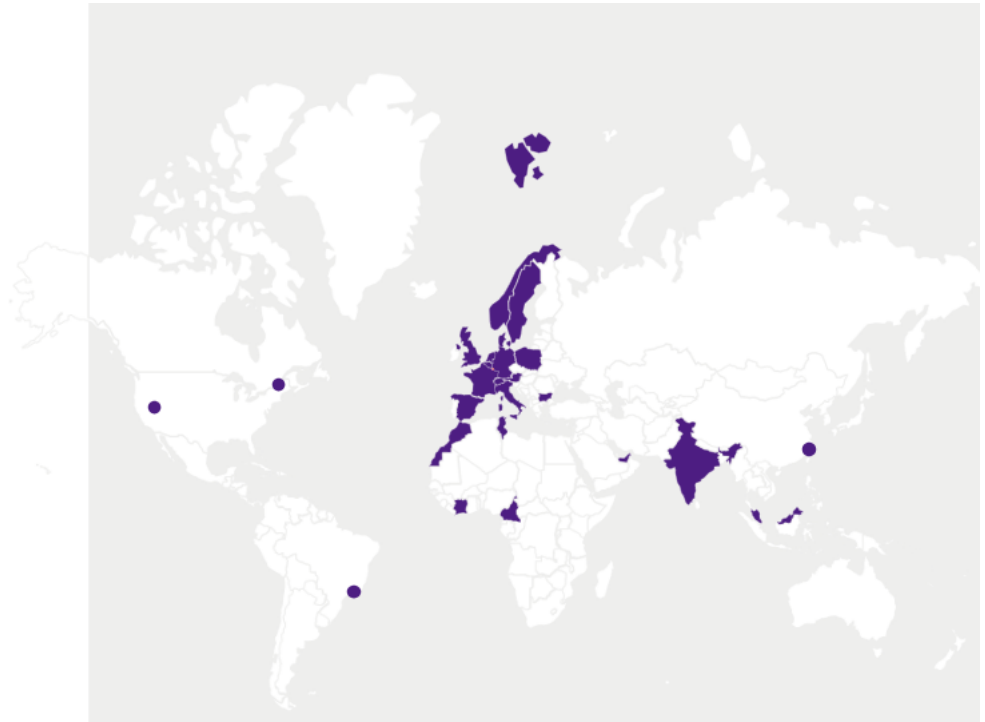
Top 5

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

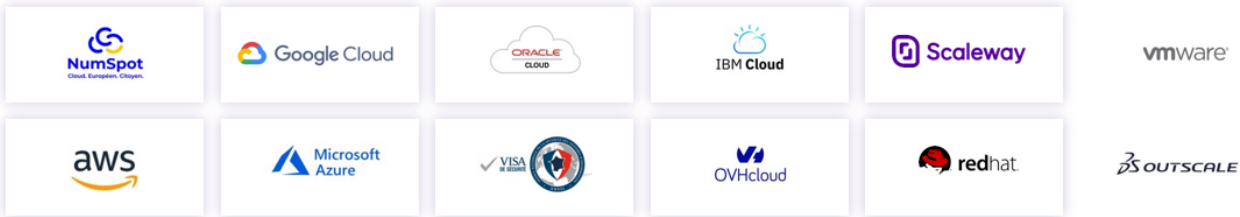
Capacity

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

Sopra Steria's Salesforce Consulting, Advisory and Implementation Services provide full lifecycle support to organisations adopting, modernising or optimising Salesforce. We deliver business analysis, solution design, configuration, development, integration, testing, deployment, adoption and continuous improvement across the full Salesforce product suite. Our consultants build sustainable, scalable solutions aligned to the Salesforce Well-Architected Framework, industry standards and security best practice.

2.2 Features

- Business analysis and discovery
- Solution and technical architecture
- Salesforce configuration, low-code and pro-code development
- Integration using APIs, middleware and enterprise patterns
- Data migration, cleansing and governance
- DevSecOps pipelines and continuous delivery
- User training and enablement
- Post-implementation hypercare and support
- Responsible AI-powered automation adoption advisory/delivery
- Adoption-focused change and continuous improvement

2.3 Benefits

- Reduced operational cost through automation and streamlined processes
- Improved scalability, availability and performance
- Better user experience and adoption
- Modern, secure architecture aligned to best practice
- Faster time-to-value with DevSecOps and Agile delivery
- Increased ROI by eliminating technical debt
- Seamless integration across organisational systems
- Strong governance and risk reduction
- Data-driven decision making
- Future-ready platform supporting ongoing innovation

2.4 Our Approach

Sopra Steria's Salesforce delivery approach is characterised by a comprehensive and industrialised method that ensures successful, on-time, and within-budget execution of large and complex programs. Key highlights of our delivery approach:

- **Global Delivery Model:** Utilises industrialised production methods and processes, combined with shared service centres, to run programs efficiently

- **Innovation and Technology Expertise:** Recognised for our expertise in IT architecture, big data, cloud, collaborative networks, mobility, and cybersecurity
- **Total Solution Provider:** Offering end-to-end solutions to support clients throughout their digital transformation process
- **Interoperability Solutions:** Collaborating with Salesforce, Sopra Steria has worked on interoperability solutions like linking the STORM Command and Control platform with Salesforce CRM to enhance data synchronisation and reporting
- **Customer-Centric Management:** Provides a flexible delivery model that combines a strong presence in Europe with offshore and nearshore service centres, unified under a common governance based on the “One Project – One Team” principle

This approach places people at the heart of everything Sopra Steria does, aiming to build a positive future for all through digital transformation.

2.5 Inputs

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

- Corporate Sponsorship (Executive Sponsor)
- Timely Access to Stakeholders and key users to operate jointly with us and who can provide input to the to-be design and review and approved developed deliverables.
- Key skills and capabilities
- Timely Access to Information and Documentation
- Client Resources (Technical Resources and Subject Matter Experts)
- Progress Approvals at Key Stages within the project Delivery
- Current Tooling Landscape
- Current Tooling Architecture
- IT Tooling Strategy
- Enterprise Level tooling Strategy

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:

- Statement of Work documenting scope, objectives, governance and dependencies.
- High-level project plan including phases, timelines, sprint cadence and resourcing.
- RAID and benefits tracking framework to monitor risks, issues and value realisation.
- Requirements Output Document
- High-level and detailed solution design
- Configuration workbooks and development artefacts
- Process maps and business workflows
- Integration specifications
- Test scripts, UAT logs, defect logs
- Deployment and release documentation
- Training materials and knowledge transfer
- Fully configured, secure Salesforce solution ready for use

- Post-implementation support and hypercare

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:

- Sopra Steria is Salesforce **Platinum Partner** with more than **304 certified individuals** with over **1074 Salesforce certifications**
- Additional details are available here: [Sopra Steria - Sopra Steria - AppExchange \(salesforce.com\)](#)

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](#).

