

Salesforce Optimisation 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

Our Salesforce Optimisation service supports public sector organisations in maximising the value of their existing Salesforce estate by improving performance, user adoption, governance, and long-term maintainability. As a Salesforce Summit Global Strategic Partner, Sopra Steria provides end-to-end expertise across the full Salesforce ecosystem, ensuring solutions are secure, scalable, and aligned with departmental and cross-government digital objectives.

The service begins with a comprehensive assessment of your current environment, covering configuration quality, data integrity, technical debt, security alignment, and integration effectiveness. We also include a focus on adoption and change management, to help support stakeholder engagement across your Salesforce estate. This produces clear findings and targeted remediation recommendations, enabling organisations to address legacy inefficiencies, minimise risk, and realise measurable operational and financial benefits.

We then deliver a tailored optimisation roadmap that supports modernisation, automation, and responsible use of AI capabilities across all Salesforce products and services, including the ISV ecosystem. Our DevSecOps and CI/CD-aligned delivery model ensures disciplined governance, efficient release management, and improved long-term sustainability. We identify and discuss the most appropriate solutions for your needs and implement projects using our proven iQ Business/Quality Management System, respecting governance and applying Agile, Waterfall, or hybrid methodologies as required.

Designed specifically for the G-Cloud framework, this service helps public sector teams enhance productivity, improve service quality, and maximise ROI through better use of their existing licences, platforms, and data, achieving transformation responsibly, efficiently, and with minimal disruption, leveraging deep expertise to deliver solutions that meet business needs while promoting sustainability and long-term value.

2.2 Features

- Technical debt resolution, in existing Salesforce orgs
- Clear audit reports with remediation recommendations
- Maximise ROI on licence spend (Salesforce and ecosystem apps)
- Data migration with advanced reporting and analytics
- Strategic Salesforce CRM delivery and cloud migration
- Tailored Salesforce implementations for unique business needs
- Integration with legacy systems and multi-cloud environments
- Einstein & AI features for automation and insights
- Certified expertise across the full Salesforce ecosystem
- DevSecOps with CI/CD for accelerated Salesforce delivery

2.3 Benefits

- Creates efficiencies and cost-effective solutions for your business
- Salesforce best practices, AI and code quality standards followed
- Scalable delivery with DevSecOps/Agile model
- Automate processes for increased efficiency and operational cost reduction
- User training service and development
- Post implementation support
- Implement maximum security with Salesforce zero trust policy

- Global Support network of experienced and certified Salesforce professionals
- GDPR, regulatory compliance and governance
- Low-code & No-code development approach for easy maintenance

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:

- Written findings report
- Prioritised backlog/action plan

- Roadmap
- Implementation estimates

Optional:

- ISV tooling recommendations, set up, training or implementation
- Automated testing tool recommendations / script creation
- DevSecOps recommendations
- Governance strategies

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](#).

