

Project, Programme and Portfolio Office as a Service (PMOaaS)

Service Definition Document

Sopra Steria



Contents

- 1 About Sopra Steria2
 - 1.1 Overview2
 - 1.2 Our Cloud Capability3
 - 1.3 Our Credentials4
- 2 Service Overview5
 - 2.1 Service Description5
 - 2.2 Features5
 - 2.3 Benefits5
 - 2.4 Our Approach6
 - 2.5 Inputs7
 - 2.6 Outputs & Deliverables7
 - 2.7 Certifications & Skills7
 - 2.8 Case Study7
- 3 Pricing8
- 4 Next Steps8
 - 4.1 Contact8
 - 4.2 More Information8

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

The scope of the PMO as a Service encompasses the full life-cycle of a Project or Programme, from setup to closure. Sopra Steria works collaboratively with customers to ensure services provided are customised to suit needs, strengthening all key areas of governance and control.

PMOaaS is divided into 25 service areas, each related to an area of knowledge. Each area is related to one of three activity types:

- Design – provision of PMO standards, tools, templates, processes, procedures
- Operate – the PMO work with and for the PPM teams
- Monitor –Independent quality assurance and reporting

2.2 Features

- Project and Programme Management (PPM) via consistent standards, tools, and methodologies
- PPM accountability, continuity, simplified oversight
- Consistent and accurate PPM information
- Facilitation of project completion to time and budget
- Continued alignment of projects with organisational goals
- Centralised knowledge hub for project delivery
- Training, mentoring and coaching
- Co-ordination of project and programmes, teams, business areas
- Resource optimisation
- Scalability and flexibility of PMO resource and skills

2.3 Benefits

- Quicker identification of project risks and issues
- Increased project scope control
- Rapid start-up of projects and programmes
- Improved financial administration and monitoring
- Accurate establishment and maintenance of plans
- Decreased PMO cost as central team shares the workload
- Consistent information to aid decision making
- Increase capacity for project and programme managers
- Rapid on-boarding of PPM teams
- Replacement of expensive contracting resource

2.4 Our Approach

Sopra Steria's approach is tailored to the needs of our customers. This can vary from a strategic view on the PMO capability of the organisation, to a much more tactical assignment for the delivery of a specific programme.

Irrespective of whether it's a broader organisational view or more specific requirement our initial approach is to perform a discovery assessment of the following:

- Performance Obligations – this considers contractual performance obligations, scope, constraints, and compliance requirements
- People – this assesses the capability and experience of people to align service areas requiring focus
- Processes – this determines the level of maturity across key P30 services. This is achieved through interviews with key stakeholders and assessment of governance and control documentation already available
- Technology – this assesses technology and systems available

Following the discovery assessment, a customised proposed is produced. This considers:

- Team requirements and areas of expertise (e.g., PMO Lead, Risk Specialist, Planning Specialist)
- Governance and control documentation gaps
- Data Management and Tooling needs
- Approach to knowledge transfer and upskilling of customers employees

Our catalogue of services is aligned with the following (sorted alphabetically):

1. Administration
2. Benefits Management
3. Capability Management
4. Capacity Management
5. Change Control
6. Communications Management
7. Configuration Management
8. Consultancy
9. Financial Management
10. Governance
11. Issue Management
12. Knowledge and Innovation
13. Knowledge Management
14. Methodologies
15. People Development
16. PMO Development
17. Portfolio Management
18. PPM Tool Support
19. Process Improvement
20. Quality Management
21. Risk Management
22. Rollup Reporting
23. Schedule Management
24. Stakeholder Management

2.5 Inputs

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

- Existing Management System in use (if available)
- Existing Governance and Gate process in place
- Regulatory, compliance and other requirements
- Key stakeholders and organisation structure (Project/Programme and Sponsorship)
- Definition of scope and requirements
- Existing assessment on risk, issues, and complexity
- Key time constraints
- Contracted milestones
- Supplier contract details

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:

- Project and Programme Initiation Documentation
- Project and Programme Plans
- RAID (Risks, Actions, Issues, Decisions) Management and Reports
- Highlight and Progress Reporting
- Governance and Gate Reviews and Reports
- Exception Reports
- Change Logs
- Lessons Learnt Documentation
- Closure Reports

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:

- Portfolio, Programme and Project Offices (P3O) Foundation and Practitioner
- House of PMO Essentials for Administrators, Analysts, Managers

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

2.8 Case Study

Client:

Public Sector Defence Client, Since 2018 till now

The challenge:

Our service is supporting a complex portfolio of technical and business change projects. The client commissioned Sopra Steria to deliver a series of projects and services across 3 different business portfolios. At any point in time there can be 60-70 live projects with interdependencies, multiple stakeholders, and linked resources. Our PMO model supporting these portfolios needed to be designed to deliver flexibly but robustly to underpin the fast-paced environment.

What we delivered:

We designed and implemented a PMO model to deliver the following services:

- Portfolio development (including project set up)
- Risk management
- Schedule management
- Financial management
- Capability management (including resource allocation)
- Administration (including elements such as onboarding and security vetting)
- Quality management

Our model is fully flexible – a shared service that all three of the client portfolios utilise. We used Sopra Steria's tried and trusted processes, systems and ways of working and enabled tailoring to suit the unique needs of the client.

Outcome:

- Support for more than 20 Project Managers across the full portfolio of projects and small changes
- Streamlined process for procurement of project supplier deliverables
- Ensure the resource model is optimised and the client has a clear view of the use of PM capacity for its projects and changed
- A range of technical and business change projects delivered on time, and to budget and quality

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](#).

