

Technology Discovery

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

Understand your technology landscape and chart a course for improvement. Through structured discovery we clarify objectives, assess current state across technical domains, capture stakeholder pain points, and identify gaps in technology, process, talent, and data. Deliver a prioritised strategic roadmap with phased initiatives, investment estimates, and risk factors.

2.2 Features

- Objectives clarification with key business and technology leaders
- Current state assessment across all technical domains
- Business capability mapping to supporting technology assets
- User and stakeholder research capturing end-to-end experiences
- Gap identification across technology, process, talent, and data
- Prioritisation by business value, urgency, and quick wins
- Target architecture principles outlining desired future capabilities
- Industry benchmark alignment for competitive positioning
- Strategic roadmap with phased initiatives and dependencies
- Investment and effort estimate with risk factors identified

2.3 Benefits

- Understand how current technology supports business strategy
- Identify gaps blocking performance and strategic progress
- Capture user pain points systematically with evidence
- Prioritise improvements based on value and feasibility
- Define target state aligned to industry benchmarks
- Create realistic roadmap with clear investment requirements
- Identify quick wins to build momentum early
- Align stakeholders on technology direction and priorities
- Reduce risk by surfacing dependencies and challenges upfront
- Make informed decisions with comprehensive landscape visibility

2.4 Our Approach

We begin by clarifying objectives and success criteria with key leaders, then assess current state across all technical domains. User and stakeholder research captures pain points and maps end-to-end experiences. Gap identification compares current state against business needs across technology, process, talent, and data. We deliver a prioritised strategic roadmap with phased initiatives, investment estimates, and dependencies.

2.5 Inputs

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

- Business and technology leadership access

- Existing documentation and architecture artefacts
- User and stakeholder participants for research
- Strategic business priorities and constraints
- Budget parameters and investment appetite

This is a high-level list and is not exhaustive. If you cannot provide all of these inputs, then we can discuss altering our approach to accommodate your situation.

2.6 Outputs & Deliverables

Some of the outputs and deliverables generated from the service are identified below:

- Current State Assessment
- User and Stakeholder Pain Point Analysis
- Gap Analysis Report
- Target Architecture Principles
- Strategic Roadmap

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:

- Cloud certifications: Azure, AWS, Google Cloud
- ITIL Certification
- Project Management: PMP, Prince2

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

2.8 Case Study

Client: Marine Scotland, Scottish Government

The challenge: The existing Marine Fisheries Fund grant management system was no longer fit for future funding strategies and required a complete technology and service redesign.

What we delivered: Over a focused 6-week Agile Discovery, Sopra Steria Next applied the Scottish Approach to Service Design (SAAtSD), engaging in-depth with both internal staff and external sector applicants to capture comprehensive user needs. The team delivered as-is and to-be journey maps, clearly identifying user pain points and requirements, and produced a robust options analysis of viable digital solutions to inform next steps.

Outcome:

- Validated requirements for a new grant funding platform.
- Developed and evaluated a shortlist of commercial off-the-shelf solutions, leading to a successful Alpha and then Beta implementation.
- The collaborative stakeholder approach reduced delivery risk and ensured the digital service met business and end-user needs.

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](#).

