

AI Lab & Factory

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

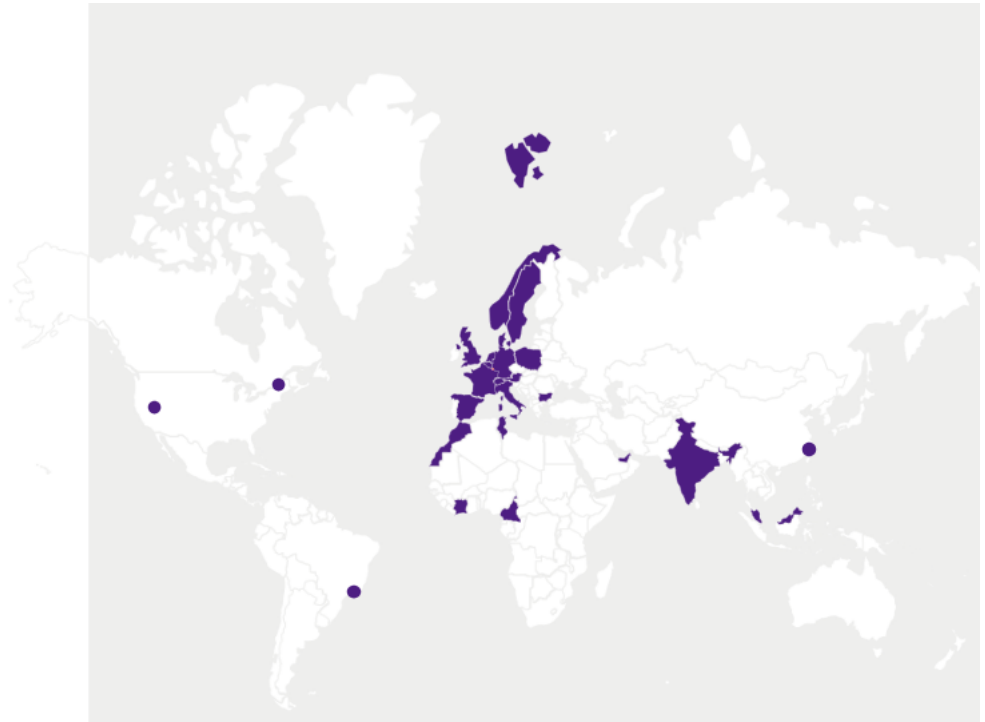
Top 5

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

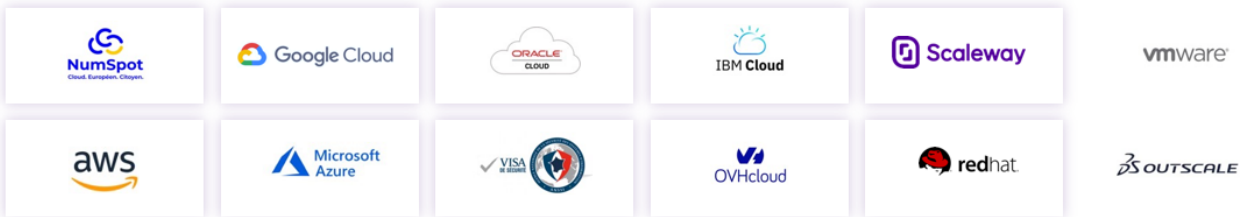
Capacity

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 AI Lab & Factory provides a capability for the identification, validation, scaling and industrialisation of AI solutions. Our sovereign AI platform operates on-premise or within UK sovereign cloud environments to ensure full data and model control in regulated environments such as defence, public safety, central government and critical infrastructure.

2.2 Features

- Sovereign AI platform with secure on-prem or UK cloud deployment
- Business-oriented delivery model driving responsible AI strategic implementation and adoption
- Access-controlled document and data corpuses enabling trusted organisational knowledge use
- Advanced search with modular RAG for precise information retrieval
- Multi-model integration and orchestration supporting commercial and open-source LLM models
- Self-service AI tools for rapid experimentation and user enablement
- Agentic automation for workflows, research, compliance and development tasks
- Developer copilot capabilities for secure, accelerated software engineering
- AI lifecycle development via secure enterprise tooling and pipeline integration
- Scalable, model-agnostic architecture enabling enterprise AI deployment and optimisation

2.3 Benefits

- Aligns vision for better outcomes, the right business-fit AI model
- Strengthen governance and compliance with identity-integrated AI controls
- Protect sensitive information with secure, authorised- data and AI access
- Embeds independent user innovation through intuitive self-service AI tools
- Accelerate business processes by embedding AI into workflows
- Find critical information faster with precise AI-driven search
- Reduce cost and environmental impact with efficient on-demand AI
- Future-proof operational performance using intelligent, reusable AI agents
- Ensure responsible AI deployment with safe, improved adoption readiness
- Enhance organisational maturity and agility through scalable, secure AI capabilities

2.4 Our Approach

We ground every engagement in a clear identity: Purposeful, Human, Practical and Ethical. This ensures the AI solutions we deliver is not only technically robust, but safe, responsible and genuinely shaped around real organisational and user needs. Every solution is anchored in the client's strategic vision and designed to deliver tangible, measurable business value. We deliver through a continuous, end-to-end lifecycle - Advise → Build →

Operationalise → Manage - turning ambition and strategy into solutions that work, scale and are actively managed over time. Across every stage, we are guided by the six pillars of AI Maturity - Strategy, Governance, Data, Technology, Culture and Expertise - which ensure organisations have the strength, capability and confidence to scale AI responsibly, guiding clients from initial discovery through Proof of Value to scalable implementation.

The AI platform offers an:

- AI Lab to identify, innovate, experiment and demonstrate Proof of Value for use cases
- AI Factory to scale, deploy, industrialise and operate AI products for continuous improvement and adoption.

2.4.1 Advise Phase

In the Advise phase we deploy cross-functional teams that blend deep business understanding with technical expertise, ensuring that every engagement is tailored to the client's unique context and objectives. Our AI Practitioners leverage proven assets and tools, including AI maturity models, governance frameworks and accelerators, to help organisations:

- Clarify their AI vision and desired outcomes,
- Understand user needs, pain points and constraints,
- Identify high-value, safe and responsible AI opportunities,
- Build organisational readiness for adoption, and
- Map data, systems, operational processes and sovereignty considerations.

This phase establishes the strategic and responsible foundations required for meaningful AI deployment.

2.4.2 Build Phase

In the Build phase, we bring the AI Lab to life by shaping and testing solutions that address real user needs. Here we:

- Define the AI solutions, model strategies and corpus structures,
- Design security boundaries and responsible-AI safeguards,
- Explore multiple LLMs, RAG pipelines and agentic patterns in sandbox environments,
- Co-design and prioritise Proof of Value scope with impactful, measurable KPIs, and
- Deploy the platform and solutions to the required environment (Azure, AWS or on-premise).

This phase enables safe experimentation and user-driven validation, allowing stakeholders to determine feasibility, viability and investment priorities before making decision to scale.

2.4.3 Operationalise Phase

Once value is proven, we move into the Operationalise phase by transitioning successful Lab outputs into the AI Factory. Here we:

- Establish DataOps, MLOps and DevSecOps pipelines
- Harden and secure environments with identity, logging, auditing, monitoring and policy enforcement
- Integrate production-grade agents, microservices and APIs into business solutions and processes
- Ensure solutions align with organisational governance, compliance and operational standards.

This ensures AI moves from experimentation to reliable, scalable and controlled production deployment.

2.4.4 Manage Phase

The Manage phase ensures solutions deployed by the AI Factory remain effective, compliant and continuously improving. This includes:

- Proactive monitoring for drift, anomalies and performance degradation
- Monthly platform updates (features, patches, LLM upgrades)
- Ongoing governance and responsible-AI oversight

- Continuous optimisation based on real user feedback and operational insight
- Value realisation tracking to ensure AI outcomes remain aligned with business goals.

Overall, the AI Lab and Factory platform with proven delivery model transforms AI from one-off initiatives into a sustained, high-value capability that grows with the organisation.

2.5 Inputs

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

- Business visions, objectives, value measures
- Existing technology landscape details
- Current AI initiatives, user needs and pain points
- Access to relevant datasets (documents, structured/unstructured data)
- Stakeholder availability for AI Maturity discovery and use case validation workshops
- Security, regulatory and sovereignty requirements.

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:

- Sovereign AI Platform
- AI Maturity Assessment report
- Strategic roadmap and prioritised use cases
- Governance and compliance framework model
- Data quality assessment and corpus design
- Sandbox configuration (LLMs, agents, RAG, tools)
- Proof-of-Value demonstrators and KPI evaluation
- Bespoke AI solution designs and architectures for scale-up
- Production-ready platform deployment (cloud/on-prem) with identity integration
- CI/CD and MLOps pipelines for automated AI deployment
- Production AI agents, services, APIs and RAG pipelines
- Monitoring dashboards and audit/control frameworks
- Runbooks, operating model documentation & support processes
- Continuous improvement and feature-enhancement 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:

- AWS and Azure certified partner with individual certifications across architecture, development, AI and security
- Cyber Essentials Plus certified

- Cloud Architecture
- Cloud Solution Engineering
- Application Development
- AI Architecture, development, training and prompt engineering
- Data science
- Scrum, Kanban and Prince2 practitioner certification
- Business & Data analysis
- User experience and service design
- Solution Architecture: Sovereign cloud (AWS/Azure), Kubernetes, GPU infrastructure
- AI/ML Engineering: LLMs, RAG, agent systems, model tuning, prompt engineering
- Security Architecture: LDAP/SOC integration, NIST Secure-by-Design alignment
- Infrastructure Engineering: On-prem GPU clusters, Kubernetes, containerisation
- DevSecOps Engineering: CI/CD, GitOps, secure pipeline automation
- Data Engineering: Corpus creation, pipelines, connectors, data quality tooling
- Business Consulting: Value modelling, KPI definition, user adoption & governance

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](#).

