

Secure Desktop as a Service (DaaS), Lifecycle managed and Highly available cross-domain solution

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 Benefits6

2.4 Our Approach6

2.5 Inputs7

2.6 Outputs and Deliverables7

2.7 Certifications and Skills8

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

At Sopra Steria, we specialise in providing cutting-edge Secure Desktop solutions and Services that operate seamlessly in both connected and disconnected states. Our methodology revolves around a User-Centric Approach, ensuring that our solutions serve as a seamless window into our clients' missions and businesses. We prioritise security from the outset, employing a 'Secure by Design' philosophy to embed security measures that are appropriate to the risk in every aspect of our solutions.

Furthermore, ethics form the cornerstone of our solution development. We are committed to creating Ethical Solutions that not only meet our clients' needs, but also adhere to ethical principles including sustainability and accessibility, ensuring that our technologies contribute positively to society.

The offering is live and in use by multiple clients.

2.2 Features

- **Multi Technology:** Sopra Steria can provide a wide range of End User Device Services, Physical, VDI, Windows, Apple or Linux hosted on Hybrid such as but not limited to; VMWare or Hyper-V, Public AWS and Azure or Private Cloud
- **User-Centric Approach:** Our solutions are crafted with the end user in mind, offering an intuitive interface and seamless user experience that enhances productivity and efficiency of users
- **Seamless Connectivity:** Whether connected or disconnected, Our Secure Desktop systems allow users to access critical information facilitating flexibility and agility in their operations by enabling users to access the right applications and data
- **Secure by Design:** Security is at the forefront of our development process. We employ a 'Secure by Design' philosophy, embedding robust security measures into every layer of our solutions to safeguard against cyber threats and protect sensitive data
- **Ethical Solutions:** We are committed to developing Ethical Solutions that not only meet our clients' needs but also uphold ethical principles. Our technologies prioritise user privacy and rights, contributing positively to society while maintaining the highest standards of integrity
- **Lifecycle Managed:** Sopra Steria offers comprehensive Lifecycle Managed services, ensuring the continuous optimisation and support of our solutions from inception to operation. We proactively monitor and adapt the solution throughout its lifespan, maximising value and ensuring long-term return on investment
- **Zero Trust architecture (ZTA):** enables ZTA to continuously verify and authenticate access to resources and data regardless of user location or network status
- **Availability:** Our solutions can adapt to challenges and maintain operational effectiveness in dynamic environments
- **Ethical Framework:** integrating ethics into solutions, fostering trust and responsible innovation in the digital realm
- **Secure Messaging:** Confidential communication within the environment
- **Applications:** Mature Apps Portfolio management across multiple platforms
- **Data Loss Prevention:** Advanced techniques to safeguard sensitive information
- **Integration:** Seamless integration with existing IT infrastructure
- **Scalability and Customisation:** Adaptable to evolving organisational needs
- **Continuous Updates:** Regular updates to remain resilient against threats
- **Comprehensive Support:** Expert assistance at every stage of deployment.

2.3 Benefits

- Enhanced Productivity: Intuitive design and seamless user experience boost efficiency
- High Availability: Reliable user access in dynamic environments
- User Centric: Solutions place the user at the centre
- Uninterrupted Workflow: Secure Desktop systems ensure access to secure applications and data
- Heightened Security: 'Secure by Design' philosophy embeds robust measures to safeguard against cyber threats and protect sensitive data including ongoing evolution
- Ethical Integrity: Commitment to ethical principles, our technologies prioritise user privacy and rights, contributing positively to society while maintaining the highest standards of integrity
- Cross-Domain Collaboration: Facilitates access to information across trust boundaries
- Data Protection: Advanced techniques safeguard sensitive information
- Seamless Integration: Integrates seamlessly with existing IT infrastructure
- Scalability: Adapts to evolving organisational needs
- Responsible Innovation: Ethical framework fosters trust and innovation in the digital realm
- Supplier agnostic: Sopra Steria will suggest the most appropriate cloud and device products for your needs
- Enable your staff to support flexible / remote working and WFH (work from home) initiatives.

2.4 Our Approach

Sopra Steria offers Secure Desktop solutions, services and consultancy services across the transformation lifecycle to leverage full benefits of cloud adoption, including reduced costs, increased flexibility and scalability (meeting demand fluctuations) and improved availability (removing single points of failure).

Our approach is centred around delivering innovative Secure Desktop solutions that enable our clients to collaborate in a secure and efficient manner. We prioritise a User-Centric Methodology, ensuring our solutions are tailored to the end user's needs. This means designing intuitive interfaces and seamless experiences that enhance productivity and efficiency, ultimately placing the user at the centre of our solutions.

We integrate the latest desktop collaboration technology to enable seamless collaboration and productivity. By leveraging cutting-edge tools and platforms, we enable interaction among teams, regardless of their location or device. Our solutions enable users to collaborate in real-time, share documents securely, and conduct virtual discussions with ease. Whether it's through advanced messaging systems, video conferencing capabilities, or collaborative document editing tools, we ensure that our clients have access to the most innovative desktop collaboration technology to foster productivity and teamwork in today's digital workplace.

Security is paramount in everything we do. Following the 'Secure by Design' philosophy, we embed robust security measures into every layer of our solutions. This proactive approach enhances business resilience, raises awareness of security risks among leaders, and empowers practitioners to continuously improve security posture, safeguarding against cyber threats and protecting sensitive data.

We recognise the importance of seamless connectivity, whether our clients are operating in connected or disconnected states. Our Secure Desktop systems allow users to access critical information facilitating flexibility and agility in their operations.

We are committed to developing Ethical Solutions that uphold the highest standards of integrity. Our technologies prioritise Sustainability and Accessibility contributing positively to society. With our comprehensive Lifecycle Managed services, we ensure the continuous evolution and support of our solutions from inception to operation. By proactively monitoring and adapting the solution throughout its lifespan, we maximise value and deploy the latest technology.

In essence, our approach is built on a foundation of user-centricity, security, ethics, and continuous improvement, enabling organisations to embrace flexibility, innovation, and productivity in today's rapidly evolving digital landscape.

2.5 Inputs

To supply this offering, the following details would be of benefit. This is a high-level list and is not exhaustive. Sopra Steria takes a collaborative approach to working with our customers and if you cannot provide these inputs, then we can discuss altering our approach to accommodate your situation to ensure a successful outcome.

- Your organisations Vision, Mission Statement and Strategy
- Use Cases and Workflow
- Any requirement documents that already exist
- Security and Compliance information.
- Integration Points
- Access to and time with key stakeholders
- Appropriate technical information and designs.

2.6 Outputs and Deliverables

Detailed below are high level outputs from this Service. By offering these outputs, Sopra Steria can demonstrate its commitment to delivering comprehensive and value added services to clients seeking Secure Desktop solutions.

- **Comprehensive Documentation:** Provide detailed documentation outlining the features, functionalities, and technical specifications of the Secure Desktop solutions. This documentation serves as a reference guide for clients during implementation and usage.
- **User Training Materials:** Develop user-friendly training materials, including manuals, videos, or interactive tutorials, to ensure that clients can effectively utilise the Secure Desktop solutions. These materials cover basic functionalities, security best practices, and troubleshooting procedures.
- **Customised Implementation Plans:** Tailor implementation plans to the specific requirements of each client, considering factors such as organisational structure, existing IT infrastructure, and compliance standards. These plans outline the steps involved in deploying the Secure Desktop solutions and provide timelines for completion.
- **Security Assessments and Audits:** Conduct thorough security assessments and audits to identify potential vulnerabilities and ensure compliance with industry standards and regulations. Provide clients with detailed reports highlighting areas for improvement and recommendations for enhancing security posture.
- **Integration Services:** Offer integration services to seamlessly integrate the Secure Desktop solutions with clients' existing IT systems, applications, and workflows. This may involve custom development, API integrations, or configuration of middleware solutions to facilitate data exchange and interoperability.
- **Continuous Monitoring and Support:** Implement a robust monitoring system to proactively identify and address issues with the Secure Desktop solutions. Offer round-the-clock support services to assist clients with troubleshooting, software updates, and performance optimisation.
- **Regular Performance Reviews:** Conduct regular performance reviews with clients to evaluate the effectiveness of the Secure Desktop solutions and identify areas for enhancement. Solicit feedback from users to gauge satisfaction levels and prioritise feature requests or improvements.
- **Knowledge Sharing and Thought Leadership:** Share insights and best practices with clients through webinars, whitepapers, or industry events to foster knowledge sharing and thought leadership in the field of Secure Desktop solutions. Engage with clients on emerging trends and technologies to ensure that they remain at the forefront of innovation.

2.7 Certifications and Skills

Sopra Steria is proud to be members of the Management Consulting Association (MCA). An essential requirement of MCA membership is the ability to demonstrate our commitment to the Principles of the MCA's Consulting Excellence, a ground-breaking scheme that celebrates consulting's value and commits MCA members to the highest standards of Ethical Behaviour, Client Service and Value, and Professional Development.

Some of our certifications and skills related to this service are identified below:

- Security accreditation and compliance support
- Architecture; TOGAF 9
- IT Infrastructure, including Microsoft, VMWare, JAMF and RedHat
- ISO27001 certification audits and compliance support
- Compliance with ISO44001 – Collaborative Business Relationships
- GDPR assessment and compliance support
- Security architecture support
- Penetration testing, vulnerability management and scanning
- Protective monitoring and threat intelligence
- Secret and Above-Secret IT security services.

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 this service or 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](#).

