

Advanced Search

Service Definition Document

Sopra Steria



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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

Turn corporate data into assets through the use of AI enabled search to retrieve, link and summarise data across multiple internal and external sources. Our advanced search techniques help provide solutions that harness AI to provide contextualised and relevant insights from data to optimise your business processes and customers.

2.2 Features

- Leverage the transformational power of generative AI Large Language Models
- Find, retrieve, query, and summarise content relevant to specific contexts
- Evidence with linked references citing multiple sources
- Query local documents, knowledge bases or Internet including using MCP
- Secure your tenancy to allow sensitive and personal data processing
- Integration into business processes and digital assistants
- Dynamic and bulk data ingestion to form knowledge bases
- Advanced search techniques such as modular Retrieval Augmented Generation
- Semantic vector indexes, keyword and reranking to locate optimal content
- Objectively enhance the quality of responses while reducing hallucination

2.3 Benefits

- Access corporate knowledge quickly and accurately to achieve higher performance
- Validate the accuracy of generated content to improve business outcomes
- Confidence in AI generated content regarding accuracy, relevancy, and quality
- Accelerated business processes through integration and automation
- Employee efficiency gains through Copilot and search agent integration
- Integrations with digital assistants to improve customer experience
- Linked sources to support in depth analysis
- Analyse complex topics e.g. policy, legal, market opportunity & HR
- Ethical, compliant, auditable, and secure

2.4 Our Approach

Information is key across all business processes and rapid access to the correct information is critical to a successful outcome. The Sopra Steria Advanced Search service is designed to help our customers retrieve the correct information rapidly from corporate knowledge bases. These knowledge bases are often fragmented across various content management systems, SharePoint, OneDrive or Teams sites and contain large volumes of data. Finding the most relevant information first time with a summary and links to the sources and related documents is key to enable users to make a rapid and informed decision.

Our service utilises the capabilities of Generative AI, a natural language generation platform that can produce high-

quality summaries from large volumes of text. We make use of advanced techniques such as modular Retrieval Augmented Generation (RAG). The RAG model that can answer questions from a wide range of domains by retrieving relevant documents and generating natural language answers. A key aspect of our service is to review and reduce the hallucination that can occur as part of this process. We use testing frameworks (such as RAGAS) to review the RAG responses and monitor quality. Vector indexes are used as a key method to store and retrieve embeddings of text documents efficiently based on their semantic similarity. Fine tuning, a technique that can customise pre-trained language models to specific domains and tasks, can also be included to help tailor generated output to the targeted business domain. Providing references back to the source documents for verification or further detailed research is required to allow the user to expand upon the topic with confidence. These techniques enable us to provide accurate, relevant, concise, and trusted summaries of complex topics that can facilitate decision making and knowledge discovery. We can employ (Model Context Protocol) MCP to help query databases and other systems like JIRA and Confluence. We can use sovereign deployment models as required where sensitivity and security of the data requires increased governance and may include on premise hosting.

Our team employs an agile methodology to develop AI solutions included within our Advanced Search service. A typical project comprises the following steps but will be tailored to a customer's specific needs. Through our experience of delivering smart search, we have found adopting an agile approach allows flexibility in establishing the correct team to deliver the requirements through a phased approach from initial business case, requirements and design discovery, proof of concept or Alpha, and finally beta to live. This approach lends itself to creating one team, blended between customer and our subject matter experts, across key roles to evolve the solution from inception to fully formed service.

During discovery we work with the business stakeholders to understand the optimal service design to meet the business objectives. An understanding of the business processes, high-volume interactions and associated knowledge base repositories is key to focus activities on the tailoring and training the search to specific needs that will provide the highest return on investment. The data and system interfaces required to deliver the smart search application are analysed to produce a high-level design. A project plan is developed to detail the subsequent phases of the delivery. The benefits, requirements, plan, and high-level design inform the business case for investment and support the governance associated with proceeding to the next delivery phases.

To prove the technology can deliver the expected outcome and benefits, we typically undertake an Alpha or proof of concept (PoC). During this phase we undertake a detailed design to inform the development and delivery of key features required. Integrations to key data sources are established and the documents are processed to form the basis for the knowledge repository. Where the search is supporting other processes, such as digital assistants, integrations will be developed. Where access controls are required around sensitive documents, we will typically integrate into the corporate active directory to leverage and extend existing user groups, profiles, and roles. Appropriate advanced search techniques are developed to enhance the AI and meet the business needs. The PoC allows the business and users to interact with the solution to gain confidence in the solution and to further refine detailed requirements.

The solution is then developed against all the requirements, including the non-functional requirements required to allow the solution to operate in the production environment at the correct scale. Typically, this beta phase would progress through a public beta where end users can interact with the service to provide feedback on its usability and effectiveness. Upon the success of the public beta, the service would be deployed fully into the live environment.

Training and support are provided to users through the process to ensure the solution is successfully adopted and the business benefits are realised.

We have expertise to develop secure solutions across AWS and Azure cloud environments leveraging popular Generative AI and LLM frameworks such as OpenAI, Azure AI, AWS Bedrock and open LLMs such as Llama.

Throughout the delivery we consider the ethical, sustainability and compliance aspects of the solution. Our ethics consulting teams can assess the requirements and solutions to ensure the use of AI is undertaken in a fair and transparent manner removing bias across the solution user base. The accessibility of the solution is paramount and, where required, we can introduce specific technology to provide accessibility options for users. Current UK AI legislation is being developed and we anticipate it will evolve through the lifecycle of this G-Cloud offering. We will work with our customers as required to ensure that the solution is compatible with UK legislation at the time of delivery or compliant with the EU AI Act, Cross-Industry Standard Process for Machine Learning with Quality Assurance (CRISP-ML(Q)).

2.5 Inputs

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

- Vision - Desired outcomes and priority business areas and processes
- Insight - Availability of users of the service to undertake user research and service design
- Data - Corporate knowledge base and document repository for searching
- Application landscape - Available services and APIs for any integrated applications or content management systems

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:

- Business case and roadmap
- Prioritised use cases and user stories
- Analytics and reporting setup to measure ongoing search performance
- Security and compliance configuration
- Application to support searching the corporate content library
- Interface to allow user to enter queries
- API for integration into business processes
- Training material
- Testing and validation
- Post-deployment support
- Go-live support

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 Architecture
- Application Development
- AI Architecture, development, training and prompt engineering
- Data science
- DevSecOps
- Scrum, Kanban and Prince2 practitioner certification

- Business Advisory
- Business & Data analysts
- Business Change
- User experience and service design

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](#).

