

Cloud Platform and Application Support

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

Sopra Steria's Cloud Platform & Application Support service provides managed services to ensure optimal performance, scalability and security of cloud-based applications and infrastructure on all leading cloud platforms including AWS, Azure, Google Cloud and Oracle Cloud in addition to Private Cloud. We offer 24/7 monitoring and alerting for early issue detection, pro-active maintenance, patching and upgrades to ensure optimal system performance, troubleshooting and debugging of issues impacting application availability or performance, optimisation of cloud resources for improved scalability, security and cost-effectiveness and regular reporting and analytics to provide visibility into system performance and resource utilisation. Our teams actively monitor, maintain, troubleshoot, and optimise cloud resources across all layers of the cloud stack, including Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS) across multiple programming languages. Our teams provide expertise in DevOps practices, such as continuous integration and deployment (CI/CD), automated testing and version control, to streamline software development lifecycle. We also support infrastructure-as-code (IaC) methodologies like Terraform to ensure consistent and reproducible infrastructure deployments. Furthermore, our team is knowledgeable in agile development methodologies, containerisation and serverless computing solutions.

2.2 Features

- Real-time monitoring and alerting for early issue detection
- Pro-active maintenance, patching and upgrades to ensure optimal system performance
- Advanced troubleshooting and debugging of issues impacting application availability or performance
- Optimisation of cloud resources for improved scalability, security, and cost-effectiveness
- Regular reporting and analytics to provide visibility into system performance and resource utilisation
- Integration with DevOps tools such as Jenkins, GitLab CI/CD and ADO
- Support for infrastructure-as-code (IaC) methodologies like Terraform
- Expertise in containerisation and serverless computing solutions
- Automated testing and deployment of applications using CI/CD pipelines
- Multi-tier support through our service desk and experienced highly skilled third line engineers and developers for rapid issue resolution

2.3 Benefits

- Real-time monitoring and alerting for early issue detection
- Pro-active maintenance, patching, and upgrades to ensure optimal system performance
- Advanced troubleshooting and debugging of issues impacting application availability or performance
- Optimisation of cloud resources for improved scalability, security, and cost-effectiveness
- Expertise in configuration management, monitoring, and patching of supported components
- Multi-level support through our service desk and our experienced and highly skilled 2nd & 3rd line engineers and developers for quick issue resolution
- Integration with ITIL functions including incident, problem, change, release, and capacity management
- Enhanced security posture through continuous monitoring, threat analysis, and incident response

- Compliance with regulatory requirements and industry standards through expert guidance and use of best practices
- Reduced downtime and increased business continuity through early issue detection and fast resolution

2.4 Our Approach

Sopra Steria Cloud Platform & Application Support adopts a comprehensive Approach to meet the diverse needs of our clients utilising cloud services from Amazon Web Services (AWS), Microsoft Azure, Google Cloud, Oracle Cloud and Private Cloud environments. Our methodology is grounded in three fundamental pillars that ensure consistent delivery of high-quality services:

- **Continuous Monitoring & Automated Maintenance:** We provide 24/7 monitoring to pre-emptively detect anomalies and performance issues, coupled with automation for regular system updates, patches, and upgrades. This ensures that our clients' cloud infrastructure is always up-to-date, secure, and optimised without requiring manual intervention from their teams.
- **Troubleshooting & Optimisation:** Our experienced engineers offer swift resolution to any issues affecting application availability or performance. Through meticulous optimisation efforts tailored for specific cloud platforms, we collaborate with our clients to enhance scalability and resilience while reducing operational costs ensuring that businesses can scale without compromising on their bottom line.
- **DevOps Support & Collaboration:** We support our clients in implementing agile methodologies, continuous integration/continuous deployment (CI/CD) pipelines, and automated testing to streamline the software development lifecycle from planning through release management. Our expertise extends to infrastructure-as-code practices and containerisation technologies such as Terraform, Docker, and Kubernetes—facilitating consistent deployments across cloud platforms while optimising resource usage.

We understand that each client's requirements may vary widely. Therefore, our approach is not one-size-fits-all; instead, we embrace a collaborative model wherein cross-functional teams within Sopra Steria Cloud Platform and Application Support work closely with clients to address complex challenges effectively. This synergy ensures that each project benefits from diverse skill sets in cloud infrastructure and application development, leading to innovation and continuous improvement across all stages of the SDLC.

By combining state-of-the-art monitoring tools, automated processes, and a deep understanding of various technologies and platforms, Sopra Steria Cloud Platform & Application Support stands at the forefront of providing clients with robust, scalable, and cost-effective support for their cloud applications, all while fostering an environment conducive to innovation and growth.

2.5 Inputs

At Sopra Steria Cloud Platform & Application Support, we begin each engagement by thoroughly understanding our clients' unique business goals and specific requirements. Our initial assessment covers a comprehensive range of factors that are critical to tailoring an effective solution for their cloud computing needs. This involves:

- **Business Objectives:** We delve into the strategic objectives, such as market expansion plans or digital transformation initiatives, which inform our approach and guide project priorities
- **Technical Requirements:** A deep dive into technical specifications helps us determine the necessary cloud infrastructure, services, and features that align with their operational needs—from compute resources to advanced analytics capabilities
- **Regulatory Compliance:** We assess compliance requirements across various regions or industries, ensuring adherence to legal standards such as GDPR in all aspects of service delivery and data management

- **Budget Constraints:** Understanding the clients' budgetary limitations allows us to propose cost-optimised solutions that do not compromise on performance
- **Security Needs:** We evaluate security requirements, including data protection measures and access control protocols, ensuring our cloud environments meet the highest levels of security standards
- **Scalability & Growth Projections:** We analyse current and future scaling needs based on business growth projections. Our solutions are designed to accommodate fluctuating demands, ensuring that clients can scale their cloud infrastructure seamlessly with minimal downtime or disruption to services
- **Vendor Relationships & Integrations:** Understanding existing vendor relationships and required integrations allows us to propose solutions that leverage these partnerships while minimising disruption during the transition to new cloud services

By integrating these inputs into a customised service plan, Sopra Steria Cloud Platform & Application Support is equipped to deliver bespoke support that addresses every facet of a client's needs while propelling them towards their overarching business objectives.

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

Sopra Steria Cloud Platform & Application Support offers a commitment to comprehensive deliverables that ensures a holistic approach that encompasses not only cloud platform and infrastructure support but also application services and incident management, all integrated with the industry standard methodologies such as ITIL and Agile. Our expanded list of outputs includes:

- **Cloud Platform Management Documentation:** Detailed guides for managing various cloud platforms, including AWS, Azure, Google Cloud, Oracle Cloud, and private clouds, providing best practices for deployments, scaling strategies, cost management, and lifecycle governance
- **Application Performance Monitoring (APM) Packages:** Customised APM solutions tailored to each client's application stack, offering real-time insights into performance, latency issues, and end-user experience, enabling pro-active troubleshooting and optimisation of business applications across different cloud environments
- **Incident Management Frameworks & Playbooks:** Implementation plans for ITIL-compliant incident management processes that align with Agile methodologies to ensure rapid response times and effective resolution strategies, minimising downtime, and service disruptions
- **Security Compliance Audits & Reports:** Regular audits conducted in accordance with industry standards (e.g., GDPR) culminating in comprehensive reports that detail compliance statuses, vulnerability assessments, and recommended security enhancements for client systems across all cloud platforms
- **Disaster Recovery Plans & Testing Procedures:** Customised DR strategies designed to protect against data loss or service outages, complete with testing protocols that validate the efficacy of recovery efforts, ensuring clients can maintain operations under adverse conditions
- **DevOps Toolchain Integration:** Strategic deployment and management of DevOps tools (e.g., Jenkins, Docker, Kubernetes) to streamline CI/CD processes, facilitate automated testing, manage containerised applications, and enhance collaboration between development, operations, and IT teams across different cloud services
- **Change Management & Risk Assessment Tools:** Implementation of structured change management practices with associated risk assessment tools to oversee modifications in infrastructure

or application configurations mitigating potential issues before they impact clients' environments

By delivering these expanded outputs, Sopra Steria Cloud Platform & Application Support equips our clients with a robust and adaptable suite of services that cover the entire spectrum from cloud platform management to application support and incident resolution, all while adhering to industry best practices for IT service delivery. This comprehensive approach ensures clients receive high-quality, responsive, and forward-thinking support that can grow and evolve alongside their business needs.

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 Architecture
- Cloud Solution Engineering
- Application Development
- DevSecOps
- Managed 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 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](#).

