

Business Analysis

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

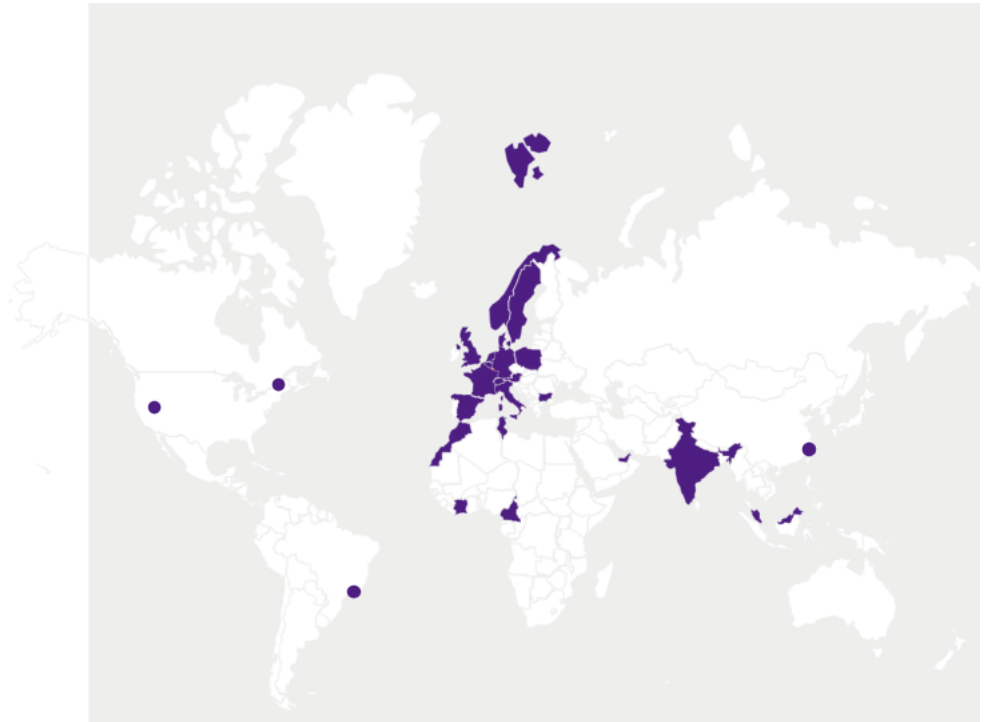
Top 5

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

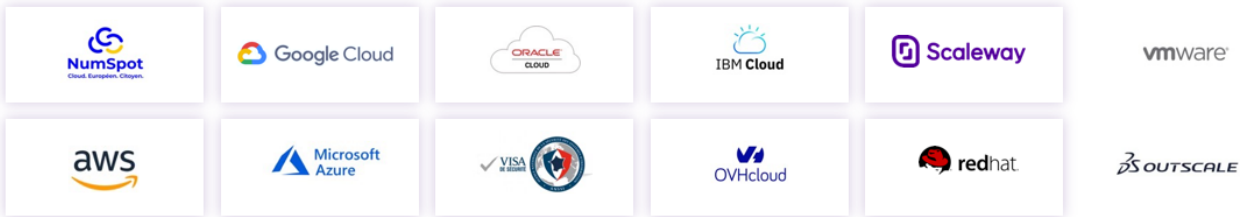
Capacity

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

At Sopra Steria, Business Analysis is a specialist service that provides the bedrock for transformational activity aligned to business objectives. By identifying and defining business needs, and determining the right solutions, it delivers real value. Its multiple service offerings drive the change lifecycle from ideation through to benefits realisation.

2.2 Features

- Requirements elicitation, analysis, modelling, definition, and validation
- Current state analysis of existing processes, systems, and technologies
- Business process modelling and improvement
- Transforming business requirements into solution specifications
- Gap analysis of the current state and future state
- Solution feasibility assessment and validation
- Business acceptance definition
- Business case development

2.3 Benefits

- Clear definition of business objectives and cost benefits
- Realisation of business objectives through transformation
- Improved quality and efficiency of processes, services, and systems
- Identification of inefficiencies and areas for improvement
- Ensuring solutions meet business needs and expectations
- Increased performance and decreased costs
- Problem identification and resolution
- Prioritisation of business change goals
- Stakeholders identified, engaged and informed throughout the change lifecycle
- Definition of transformational change scope

2.4 Our Approach

The first activity of business analysis is to determine the approach that will be employed. This approach needs to be specific to the needs of both the organisation and the project, and a range of factors need to be taken into consideration, such as:

- organisational standards
- project methodology (e.g., will a predictive/plan-driven [waterfall] method or an adaptive [agile] method be adopted)
- the nature and complexity of the project
- timelines for the project
- stakeholder availability

- organisational culture
- the desired outcomes of the business analysis engagement

Nevertheless, the general business analysis approach will include most, if not all, of these key steps:

- Define objectives and scope: in the case of cloud-based solutions, this step will consider how cloud technology can support an organisation in meeting its business objectives, align with its IT strategy, and improve its operations, scalability, and cost-efficiency
- Stakeholder analysis: identifies all stakeholders (internal and external), their responsibilities, influence, and attitude to the project, and how best to engage, collaborate and communicate with them
- Current state analysis: the starting point for any change is the current state and the need for change arises when problems or opportunities are identified that cannot be addressed without altering the current state. This step involves the analysis of existing processes, systems, applications, and technologies to identify areas for improvement
- Requirements elicitation, analysis, and definition: collaborate with stakeholders to gather their needs and expectations for the digital transformation, ensuring alignment with business objectives and IT strategy
- Solution identification and recommendation: research and evaluate digital technologies and solutions that align with the organisation's goals and requirements, including cloud service selection (e.g. SaaS, PaaS, IaaS) based on the organisation's needs, budgets, and technical requirements
- Future state definition; defines the new and updated processes, systems, applications and technologies required to effect the changes that have been identified for the project

2.5 Inputs

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

- Business case
- Business objectives
- High-level requirements for the project (if known)
- List of stakeholders
- Current state (as-is) documentation and specifications, e.g., current enterprise architecture, business process maps, system documentation
- IT Strategy document
- Relevant policy documents
- Organisation standards documentation

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

2.6 Outputs & Deliverables

Deliverables will depend on the nature of the project and may include some, or all, of the following:

- Detailed business requirements specification (e.g. a backlog of epics and user stories)
- System or functional requirements specification
- Future state definition e.g., to-be business process maps
- Non-functional requirements specification
- Solution options paper and recommendations
- Gap analysis document

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:

- BCS Practitioner in Requirements Engineering
- BCS Practitioner in Business Analysis Practice
- BCS Foundation in Business Analysis
- BCS Agile Foundation Certificate
- ISEB Diploma in Business Analysis
- Azure Fundamentals from Microsoft (AZ-900)
- AWS Business Professional
- AWS Technical Professional
- Agile Certified with Scrum

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

2.8 Case Study

Client: UK Transport Client

The challenge: Design of Client's Incident Management System for greater efficiency and cost-reduction.

What we delivered: In 2023, we co-developed Client's incident management system which streamlines multiple feeds of time sensitive data into a single, usable interface. A full-scale transformation based on an agile methodology. Our Business Analysts team conducted rounds of research with users, producing prototypes based on user needs, testing them with users and iterating based on feedback. Following gaps in civil servant availability, our Business Analysts took on a Product Owner role setting strategic direction of the product.

Outcome: 4 years continuous delivery across GDS phases going Live with 0 errors and achieving 25% reduction in operator decision making time.

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](#).

