

Salesforce Customer Service

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

Our Customer Service Transformation service helps public sector organisations modernise their service operations by unifying channels, digitising journeys, and improving customer experience through Salesforce's leading technologies. The service enables departments to deliver connected, consistent and efficient interactions across voice, digital and self-service channels, supported by intelligent automation, AI-driven insight and robust back-office integration.

We begin with a structured assessment of existing service journeys, data flows and technology constraints to identify inefficiencies, manual processes and fragmentation across channels. Using components such as Service Cloud, Public Sector Solutions, Experience Cloud, Service Voice/AWS Connect, MuleSoft, Agentforce and Data Cloud, we design end-to-end service models that streamline operations and improve responsiveness.

Automation and workflow orchestration accelerate resolution times, reduce errors and lower operational cost, while unified data and AI-powered insights give service leaders real-time visibility to continuously optimise performance. Customers benefit from faster, more personalised and proactive support, receiving clear updates and seamless experiences regardless of channel or complexity.

Our service is tailored for public sector bodies seeking to modernise legacy service centres, improve digital adoption, and build scalable, agentic service capabilities aligned with future government expectations. It is delivered through an Agile, secure and compliant approach that supports ongoing optimisation and long-term sustainability.

2.2 Features

- Unifies all customer service channels into one seamless omni-channel experience.
- Digitises end-to-end service journeys to reduce friction and improve satisfaction.
- Integrates backend systems securely for consistent, real-time service operations visibility.
- Uses intelligent automation to accelerate resolution times and reduce operational cost.
- Employs workflow orchestration to minimise manual steps across service processes.
- Leverages AI-driven insights for proactive, personalised customer engagement improvements.
- Provides scalable service architecture supporting future agentic and automation capabilities.
- Delivers unified customer data using Data Cloud for accurate context.
- Integrates Amazon Connect voice capabilities for consistent, connected contact-centre experiences.
- Supports continuous optimisation through analytics, monitoring, and iterative service enhancements.

2.3 Benefits

- Faster resolution times through intelligent automation and streamlined omni-channel service workflows.
- Improved customer satisfaction via personalised, proactive support informed by unified data.
- Reduced operational cost by eliminating manual tasks and integrating backend systems.
- Greater consistency across channels, ensuring reliable interactions regardless of customer touchpoint.
- Enhanced service performance visibility using AI-driven insights and real-time analytics dashboards.
- Improved staff efficiency by removing fragmentation and simplifying end-to-end service journeys.
- Stronger governance and compliance through unified processes and secure system integration.
- Future-ready platform enabling scalable, agentic automation across evolving service operations.
- Better digital adoption through intuitive experiences and frictionless self-service options.

- Increased trust and confidence with transparent updates and consistent customer communication.

2.4 Our Approach

Sopra Steria's Salesforce delivery approach is characterised by a comprehensive and industrialised method that ensures successful, on-time, and within-budget execution of large and complex programs. Key highlights of our delivery approach:

- **Global Delivery Model:** Utilises industrialised production methods and processes, combined with shared service centres, to run programs efficiently
- **Innovation and Technology Expertise:** Recognised for our expertise in IT architecture, big data, cloud, collaborative networks, mobility, and cybersecurity
- **Total Solution Provider:** Offering end-to-end solutions to support clients throughout their digital transformation process
- **Interoperability Solutions:** Collaborating with Salesforce, Sopra Steria has worked on interoperability solutions like linking the STORM Command and Control platform with Salesforce CRM to enhance data synchronisation and reporting
- **Customer-Centric Management:** Provides a flexible delivery model that combines a strong presence in Europe with offshore and nearshore service centres, unified under a common governance based on the "One Project – One Team" principle

This approach places people at the heart of everything Sopra Steria does, aiming to build a positive future for all through digital transformation.

2.5 Inputs

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

- Corporate Sponsorship (Executive Sponsor)
- Timely Access to Stakeholders and key users to operate jointly with us and who can provide input to the to-be design and review and approved developed deliverables.
- Key skills and capabilities
- Timely Access to Information and Documentation
- Client Resources (Technical Resources and Subject Matter Experts)
- Progress Approvals at Key Stages within the project Delivery
- Current Tooling Landscape
- Current Tooling Architecture
- IT Tooling Strategy
- Enterprise Level tooling Strategy

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:

1. Initiation & Governance Deliverables

- Initiate Statement of Work documenting scope, objectives, governance and dependencies.
- High-level project plan including phases, timelines, sprint cadence and resourcing.
- RAID and benefits tracking framework to monitor risks, issues and value realisation.

2. Discovery & Analysis Deliverables

- Requirements Output Document covering functional, non-functional, service and technical requirements.
- Current-state assessment of service journeys, channels, processes, case handling and data flows.
- Future-state service blueprint mapping target journeys, digital front door design and operating model changes.
- Customer and agent pain-point analysis based on interviews and workshop outputs.
- Integration assessment identifying system dependencies, data sources and orchestration needs.

3. Design Deliverables

- As-is and to-be business process diagrams.
- High-level solution design spanning channels, routing, automation, AI/Agentforce, IVR/telephony and data architecture.
- Configuration workbooks detailing required fields, objects, automations, routing, permissions and UI elements.
- Experience Cloud / self-service design pack (where portals are in scope).
- Omni-channel routing and contact strategy defining skills, priorities and escalation paths.

4. Build & Implementation Deliverables

- Configured Salesforce Service Cloud environment and related components aligned to approved designs.
- Automation and workflow orchestration assets (Flows, routing logic, case-handling automation, knowledge linking)
- Build of required system integrations (MuleSoft, APIs, email-to-case, data sync interfaces) as delivered
- Test scripts, UAT plan, UAT execution logs and defect resolution log
- Release management and DevSecOps pipeline documentation including branching, promotion and deployment processes if applicable

5. Training & Change Deliverables

- Training for trainers: agents, supervisors and operational staff
- Adoption plan including communications and channel-shift activity.

6. Transition & Handover Deliverables

- Service handover pack including operational documentation, support processes and access models.
- Post-implementation support and hypercare ensuring stability and adoption.
- Fully configured operational solution signed off against acceptance criteria.

7. Strategic & Roadmap Deliverables

- Roadmap for ongoing optimisation including automation expansion, AI opportunities and analytics improvement.
- Benefits realisation reports built to track improvements in resolution times and other agreed KPIs

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:

- Sopra Steria is Salesforce **Platinum Partner** with more than **304 certified individuals** with over **1074**

Salesforce certifications

- Additional details are available here: [Sopra Steria - Sopra Steria - AppExchange \(salesforce.com\)](#)

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](#).

