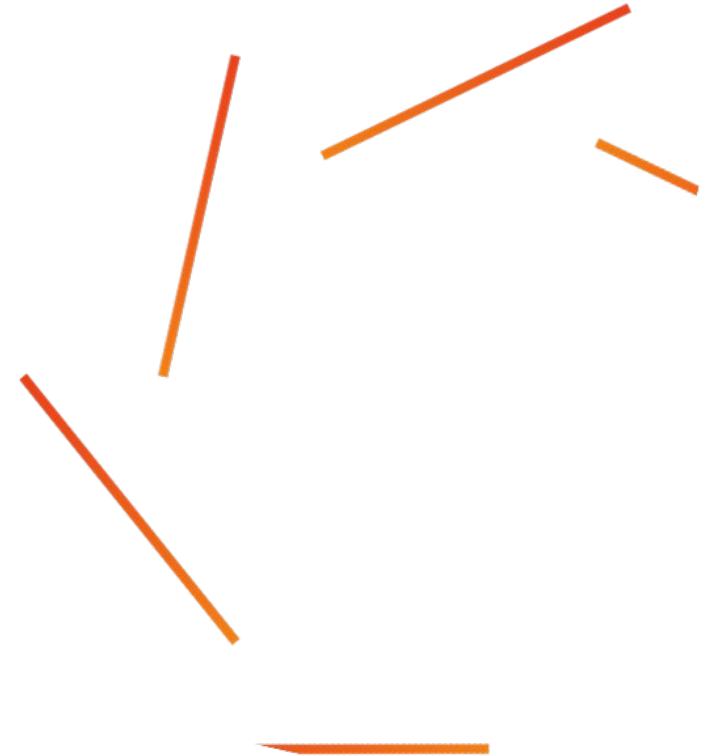


# Business Transformation Service Offerings

**Business Process Redesign**  
Service Definition Document

**Sopra Steria**



# 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](https://www.soprasteria.com)

50,000

employees

€5.8bn

2024 revenue

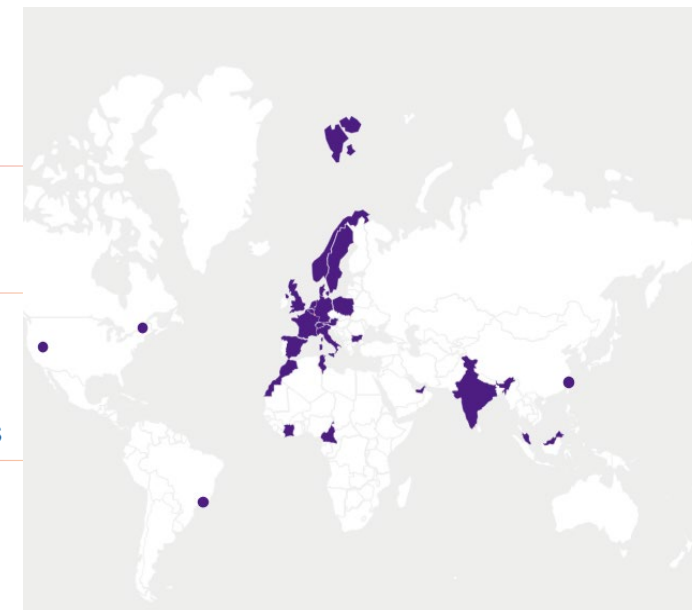
Top 5

European digital  
services companies

In nearly

30

countries



# About Sopra Steria Next

## Some of our Clients



Sopra Steria Next is the consulting arm of Sopra Steria, a European leader in technology and transformation with over 55,000 employees in 30 countries.

We believe that success comes when you put people first. We help organisations to meet their goals by focussing obsessively on the needs of their customers: to perform better by empowering employees; and to win trust by being responsible corporate citizens.

We're driven by what's next. Technology offers opportunities to address our most important challenges. We enable large, complex organisations to innovate with next generation technology and data-driven insight.

For our clients, we blend business and technology expertise to deliver end-to-end transformation. Our consulting insight accelerates the pace of implementation. That's because our advice draws on the user centered design capability of [CXPartners](#) and is grounded in Sopra Steria's experience of what it takes to run cutting edge services at scale.

In government, financial services, security, and commerce: we re-imagine the organisations that shape everyday life in the UK.

"Sopra Steria not only partnered with us to deliver the technology but also used a human-centric business change approach ensuring those utilising the service were prepared, trained and ready to realise the benefits."

**Blaine Pritchard**  
**I-LEAP Programme Manager**  
**Home Office Digital – PPPT**

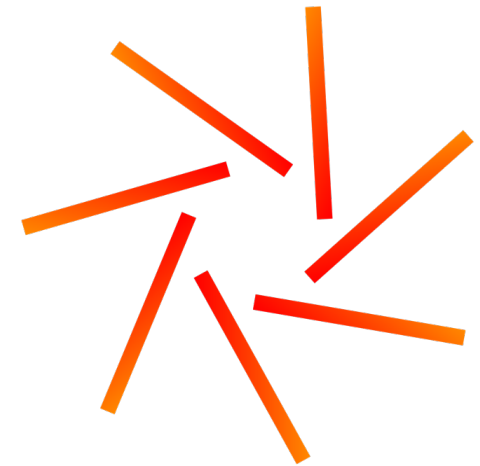
# About Business Transformation Consulting

---

Helping to drive positive change and make public sector services better for our citizens is at the core of everything we do. Whilst technology is a key enabler to making this happen, taking a human-centric approach to transformation delivers far more successful transformation outcomes.

Our Business Transformation consultants at Sopra Steria Next do just that and our human centric approach is more than a theory, it is at the core of how we think, what we do, and how we partner with clients. We build genuine partnerships with organisations, bringing our unique business change, business case and benefits management and target operating model skills and approaches to bear.

We use innovative tools, methodologies and deep experience to help you simplify complexity and drive lasting change.



We are open to innovative engagement models and – subject to project context – would welcome the opportunity to work with you to identify output or performance based risk/reward mechanisms for aspects of our services.

Please refer to the Pricing Document for this Service

# Business Process Redesign

---

## Redesigning business process to maximise the benefits of Cloud standardisation

A business needs effective process improvement, smooth people transitions, and structured transformation planning to deliver change successfully.

Without these, inefficiencies persist as employees struggle to adapt, and strategic initiatives lose momentum.

A coordinated approach streamlines operations, supports individuals through transition, and provides a clear roadmap for transformation. This ensures resilience, faster adoption, and sustainable business value.



## Service features

- End-to-end review of current processes to identify improvement opportunities
- Assessment of skills, capabilities and change impacts
- Evaluation of organisational readiness for change
- Redesign of processes using proven optimisation methods
- Creation of clear and consistent operating procedures
- Development of structured transformation and delivery plans
- Planning and coordination of people transitions into new roles/structures
- Targeted communication and stakeholder engagement planning
- Training, upskilling and knowledge-transfer support.
- Tracking of improvements, benefits and long-term sustainability.

## Service benefits

- Improved efficiency and reduced operational bottlenecks
- Greater consistency and quality across processes
- Smooth transitions with less disruption
- A better aligned workforce that's ready for future roles/capabilities
- High user confidence and readiness for new ways of working
- Clearer governance, direction and control during transformation
- Reduced risk through early identification of change impacts and challenges
- Stronger engagement and understanding across all stakeholder groups
- Faster adoption of new processes, tools and behaviours
- Sustained long-term performance improvements and measurable benefits.