

Transition Management

Service Definition Document

Sopra Steria



Contents

- 1 About Sopra Steria2
 - 1.1 Overview2
 - 1.2 Our Cloud Capability3
 - 1.3 Our Credentials4
- 2 Service Overview5
 - 2.1 Service Description5
 - 2.2 Features5
 - 2.3 Benefits5
 - 2.4 Our Approach5
 - 2.5 Inputs6
 - 2.6 Outputs & Deliverables6
 - 2.7 Certifications & Skills7
- 3 Pricing7
- 4 Next Steps7
 - 4.1 Contact7
 - 4.2 More Information7

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 transition management supports your organization with the management, planning and transition of applications, data and associated services to cloud-based infrastructures. Our service covers bespoke and commodity IaaS, PaaS and SaaS solutions and covers transition of both business processes and your workforce to new digital delivery models.

2.2 Features

- Information Technology Infrastructure Library (ITIL) service management expertise
- Help defining the shape of retained ICT function and supporting skills required
- Help establish and design in-house service integration and management functions
- Supports Target Operating Model (TOM) production (e.g. Microsoft Modern Management)
- Transition strategy and technology: Office 365/EMS, Windows 10, Intune, Azure AD
- Includes Transition Planning, Readiness Assessment, Service Management and Acceptance into Service (AIS)
- Transition planning and management, including TUPE, data migration, training & security
- Development of supporting technology and Digital Strategies (e.g. Cloud migration)
- Procurement support, drafting technical schedules, preparing ITTs and bid evaluation
- Change management support to transform culture and embed new behaviours

2.3 Benefits

- Experienced in supporting complex, multi-supplier service transitions by our knowledgeable Transition Management Team
- Ensuring continuity and efficiency throughout the process
- Ensuring efficiency and alignment with industry standards and best practice methods
- Compatible with other Sopra Steria services for total support package
- Compatible with Agile or Waterfall delivery approaches
- Partnership working and skills transfer to enhance your capability
- Pragmatic application of public sector and ITIL best practice
- Smooth transition to new service provider aligned to exit management capabilities (as applicable)
- Effective handover and efficient knowledge sharing
- Supports realising your organisational strategy, ambition, purpose vision and values
- Service available in England, Scotland, Northern Ireland or Wales

2.4 Our Approach

Sopra Steria considers the primary objectives of transition to be safeguarding business continuity, maintaining service levels to users, and ensuring minimal disruption. We utilise a tried and tested methodology that has been refined over 45 years, adopting PRINCE2, APM, Agile and ITIL best practice to ensure all work is planned, implemented, tested, reviewed and managed as effectively as possible. We are able to draw on our specialist in-house expertise in programme and project management, organisational business change, HR, security,

procurement, technology, commercial & finance workstreams.

Given that not all solutions and not all customers are the same, we are able to provide implementation, transition and planning solutions across the service and cloud transformation lifecycle, as required, including:

- Mapping of requirements and setting the vision and strategy
- Identifying the inputs to the design including policy, user needs, constraints, opportunities and organisational readiness
- Developing a roadmap which identifies the sequencing and interdependencies between the different elements and responsibilities across the transformation activity
- Engaging with your team to deliver the change, incorporating the required levels of stakeholder engagement
- Working with your team to transfer knowledge to support capability, enabling the operational sustainability of the changes implement
- Managing the actual execution of the plan to deliver the outcomes and benefits

We tailor our approach, using the appropriate mix of agile and waterfall or gate-based processes to integrate with your governance cycles.

As members of the Institute for Collaborative Working, and certified to the International Standard for Collaborative Working, ISO44001, our approach to Transition is customer first. Our team will work with you to create a mutually agreed Statement of Work (SOW), guided by ISO 44001 principles. The SOW will outline business objectives, establish and agree clear governance models, define management roles and responsibilities, and implement effective risk management strategies, all aimed at fostering seamless collaboration. The content is proportional to the assignment's complexity and is kept to the minimum necessary to be effective and efficient. This joint document ensures objectives are effectively communicated and understood at all levels, and quality assurance is integrated into execution and delivery.

2.5 Inputs

The service provided is flexible and the inputs are dependent on the scope of work engaged to perform. Examples of inputs we might expect from you as part of this service include:

- Identified Key Stakeholders and their involvement
- Business Goals, Principles and Drivers
- Access to Business and Technical stakeholders and supporting information
- Prioritisation and Value of requirements
- Service Levels and Availability

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

The service provided is flexible and the outputs are dependent on the scope of work engaged to perform. Examples of outputs and deliverables generated from the service are identified below:

- Target Operating Model (TOM)
- Requirements Traceability Matrix (RTM)
- Transition Plan (MSP_ and RAID Logs
- Architecture and Design Documentation
- Service Definition and Acceptance Criteria (AIS)
- Deployed Solutions and Operational Documentation

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:

- ISO44001 – Collaborative Business Relationship Management Systems
- ITIL v4
- Certified Project Managers (Agile, PRINCE2, APM)

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](#).

