

Salesforce for UK Policing

Digitising UK Policing

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

The Digitising UK Policing service helps policing organisations modernise citizen and frontline engagement through secure, scalable Salesforce technologies. The service supports forces in replacing fragmented legacy systems with unified, digital-first service journeys that improve operational efficiency, strengthen public trust and reduce demand on control rooms and support functions.

We begin by assessing existing policing processes, data flows, case handling and engagement channels to identify inefficiencies, inconsistent user experiences and technology limitations. Working with policing stakeholders, we design streamlined end-to-end journeys that digitise front-door contact, reduce duplication and improve the flow of information between citizens, officers and support units.

Using components such as Salesforce Public Sector Solutions, Service Cloud, Experience Cloud, Data Cloud, MuleSoft and Agentforce, we enable forces to deploy secure self-service portals, automated triage, integrated reporting and AI-assisted decision support—all within a compliant and auditable framework. These capabilities enhance response times, improve accuracy and ensure staff have the right information at the right moment, whether in control rooms, on the frontline or within back-office policing functions.

The result is a connected policing ecosystem that delivers consistent, accessible experiences for citizens while enabling forces to optimise resources, reduce administrative burden and build a sustainable foundation for future policing innovation.

2.2 Features

- Digitises policing service journeys for consistent, modern citizen engagement.
- Provides secure digital front-door portals for citizens and frontline officers.
- Integrates legacy policing systems into unified, real-time service operations.
- Enables automated triage to reduce pressure on control room teams.
- Supports end-to-end case management with streamlined workflows and orchestration.
- Deploys AI-assisted decision support across citizen, officer and back-office processes.
- Uses omni-channel communication for seamless updates across channels and devices.
- Unifies policing data into a single, auditable information view.
- Enables scalable agentic automation for repetitive policing tasks.
- Provides secure, compliant, policing-grade cloud architecture.

2.3 Benefits

- Reduces demand on control rooms through automation and digital self-service.
- Improves public trust with faster, clearer, consistent citizen communication.
- Enhances officer efficiency by removing duplication and manual re-keying.
- Speeds decision-making through unified, accurate, real-time policing data.
- Increases first-contact resolution via structured, automated triage workflows.
- Lowers operating cost by digitising high-volume manual policing processes.
- Strengthens compliance using secure, auditable cloud service architectures.
- Improves user experience for citizens, officers and police staff.
- Future-proofs policing capabilities with scalable AI and automation.
- Enables forces to modernise legacy systems without disruptive replacement.

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
- Access to information and documentation including as-is processes and success metrics
- Client Resources include Technical Resources and Subject Matter Experts (SME)
- Understanding of ways of working and overarching goals
- 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

- Statement of Work defining scope, outcomes, governance and force-specific priorities.
- High-level transformation plan including phases, sprint cadence and resource model.
- RAID and benefits-tracking framework aligned to policing performance objectives.

2. Discovery & Assessment Deliverables

- Current-state assessment of citizen journeys, victim engagement, first point of contact, control room processes and data flows.
- Assessment of interoperability across CRM, CAD (STORM), RMS/Niche and other policing systems.
- Pain-point analysis highlighting duplication, delayed response, fragmented systems and manual workloads.
- Future-state service blueprint covering digital front-door contact, triage, case flow and multi-channel engagement.

3. Design Deliverables

- End-to-end process maps for citizen, victim and officer journeys (as-is and to-be) subject to scope
- High-level solution design for CRM, CAD integration, case tracking, Experience Cloud portals and automation.
- Integration design covering data exchange between CRM, STORM, RMS/Niche and back-office systems as per scope.
- Configuration workbooks detailing objects, fields, automation, routing and permissions.
- AI/Agentforce design for triage, decision support and human-in-the-loop interactions.

4. Build & Implementation Deliverables

- Configured Salesforce Public Sector Solutions for policing operations.
- Digital front-door and citizen portal (Experience Cloud) with integrated reporting.
- Automated workflows for victim updates, triage, case assignment and THRIVE-aligned processes as per scope
- Integrated connections to CAD (STORM), RMS/Niche, records systems and contact-centre tooling subject to scope
- UAT scripts, UAT logs, defect logs and test outcome documentation.
- Release and deployment documentation aligned to DevSecOps practices.

5. Training & Change Deliverables

- Training materials for trainers to be able to knowledge share with control room staff, officers, investigators and back-office teams.
- Knowledge repository and guidance tailored to police operational processes, subject to scope.
- Change impact assessment, adoption plan and communications strategy, subject to scope.

6. Transition & Handover Deliverables

- Operational handover pack including support processes, access models and incident pathways, subject to scope.
- Hypercare and post-implementation support as agreed.
- Fully configured, police-ready operational platform signed off against acceptance criteria.

7. Strategic & Roadmap Deliverables

- Transformation roadmap covering further automation, integration expansion and AI capability scaling.
- Benefits realisation report built in Salesforce to track improvements in response times, efficiency and citizen/victim satisfaction as agreed in the Scope of Work.

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](#).

