

ServiceNow IT Asset Management (ITAM) Tiered Model

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

Sopra Steria is a market leader in IT Asset Management (ITAM) services, helping clients to modernise and optimise their IT estate with a cost effective, intelligent and highly resilient operations.

As a ServiceNow Elite Partner, we offer end-to-end ITAM capability, from licensing expertise and strategic consultancy through to solution design, platform implementation, and fully managed services. Our goal is simple: to help you unlock the full value of the ServiceNow platform.

Our ITAM services form a core part of our Digital Platform Services (DPS) portfolio, supporting our clients at every stage of their digital transformation journey. Whether managing hardware, software, cloud resources, or digital channels, we ensure every asset is accurately tracked, maintained, governed, and retired at the right time. By unifying financial, contractual, and inventory data, we help organisations maximise asset value, reduce risk, and eliminate unnecessary spend throughout the entire lifecycle.

Delivered through a flexible tiered structure, our solution allows clients to select the level of capability and user experience that best fits their needs. This includes seamless access to our ITSM, ITOM and ITAM modules, enabling organisations to consolidate IT service delivery, operations and assets onto a single, fully integrated platform.

Our ITAM specialists provide clients with continuous visibility and real-time lifecycle control across on-premises, hybrid, and cloud environments. By leveraging ServiceNow's advanced capabilities, such as Automated Discovery, Software Entitlement Management, Contract and Warranty Tracking, Cloud Spend Intelligence, and Hardware Lifecycle Workflows, organisations gain a modern asset management experience that improves CMDB accuracy, reduces compliance risk and eliminates manual effort.

Sopra Steria work side-by-side with our clients to identify inefficiencies, redundant assets, and optimisation opportunities. Supported by intelligent automation and analytics, we help organisations procure right-size licences, eliminate shelfware, prevent audit exposure, reduce cloud waste, and enforce governance across the entire asset portfolio.

In today's fast-moving digital landscape, organisations need more than simple asset tracking, they need intelligence, automation, and complete lifecycle control.

By selecting Tiers 1, 2 and/or Tier 3 services from our unique tiered model, you gain access to the full set of capabilities that define Sopra Steria's modern, value-driven IT Asset Management offering.

2.2 Features

Tier 1

(Foundational capability to support scalable, accurate IT Asset Management)

- Establish consistent IT service processes aligned to ITIL 4, creating the operational discipline needed for clean, reliable asset data.
- Use AI-assisted knowledge and automated workflows to reduce manual errors and improve the accuracy of asset-related incidents, requests, and updates.
- Maintain a clear picture of user sentiment and experience through CSAT and feedback tools, informing improvements across ITAM processes (procurement, lifecycle, disposal).

Tier 2

(Visibility, lifecycle accuracy, and foundational governance across hardware, software, and cloud)

- Automated asset discovery across on-premise, hybrid, and cloud environments to ensure a complete, accurate hardware and software inventory.
- CMDB population and maintenance to create a single, trusted source of truth for asset relationships, ownership, and lifecycle status.
- Hardware and software lifecycle tracking, enabling better planning for refresh, replacement, reallocation,

and reclamation.

- Contract, licence, and warranty capture, providing early insight into renewals, compliance risk, and cost-saving opportunities.
- Standard dashboards and reporting to highlight utilisation, compliance status, lifecycle milestones, and optimisation opportunities.

Tier 3

(Predictive insights, automation, and cost optimisation across the full asset estate)

- Advanced analytics and AIOps-driven insights to identify underutilised assets, over-licensing, cloud waste, and compliance risk before they become costly.
- Forecasting for asset demand and capacity, ensuring organisations purchase only what they need and optimise refresh cycles.
- Automated service health and dependency analysis, linking asset issues directly to business impact for faster decision-making.
- Continuous optimisation of hardware, software, and cloud resources, improving resilience, cost control, and lifecycle governance.
- Operational compliance and audit-readiness, reducing audit exposure and strengthening governance across the asset portfolio.

Optional Enhancements

Option A – Enhanced Operational Experience

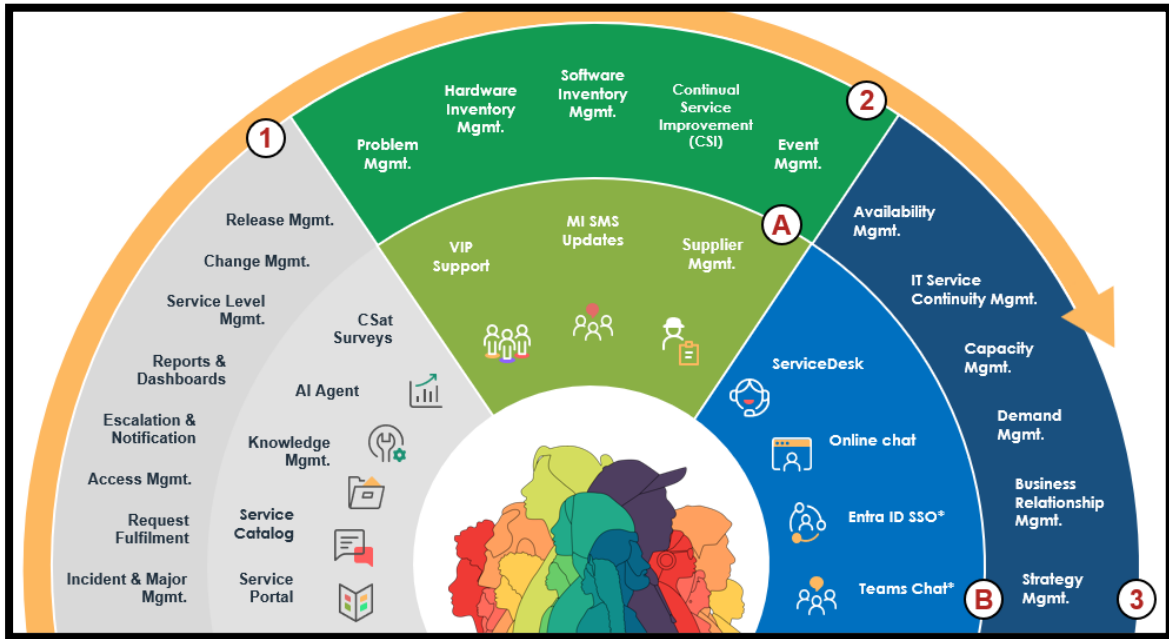
Improving visibility, communication, and control across the ITAM ecosystem

- Priority monitoring for critical asset classes and business services, ensuring hardware or software risks are detected early.
- Multi-channel ITAM notifications, keeping stakeholders updated on renewals, lifecycle events, upcoming EOL/EOS assets, or compliance actions.
- Vendor and third-party oversight, enabling performance tracking and tighter alignment of suppliers to asset lifecycle requirements.

Option B – Integrated Operations Support (“Human Touch”)

Hands-on support and collaboration to maximise ITAM maturity)

- Direct access to ITAM and ITOM specialists for rapid issue triage, optimisation advice, and best-practice guidance.
- Collaboration via tools like Microsoft Teams, enabling faster coordination on asset discovery, audits, compliance, and lifecycle activities.
- Seamless operator access with SSO, providing quick visibility into asset dashboards, lifecycle data, and optimisation insights.



2.3 Benefits

At the core of Digital Platform Services are our '[DPS Digital Workflows](#)' – an intelligent, automated ITAM capability that delivers always-on visibility, monitoring, and operational control across your entire estate. Operating 24/7, it automates up to 99% of routine operational tasks, allowing your teams to focus on strategic improvement and innovation.

Whether consumed as a fully managed service or through your own secure, domain-separated ServiceNow instance, our solution transforms how IT operations run:

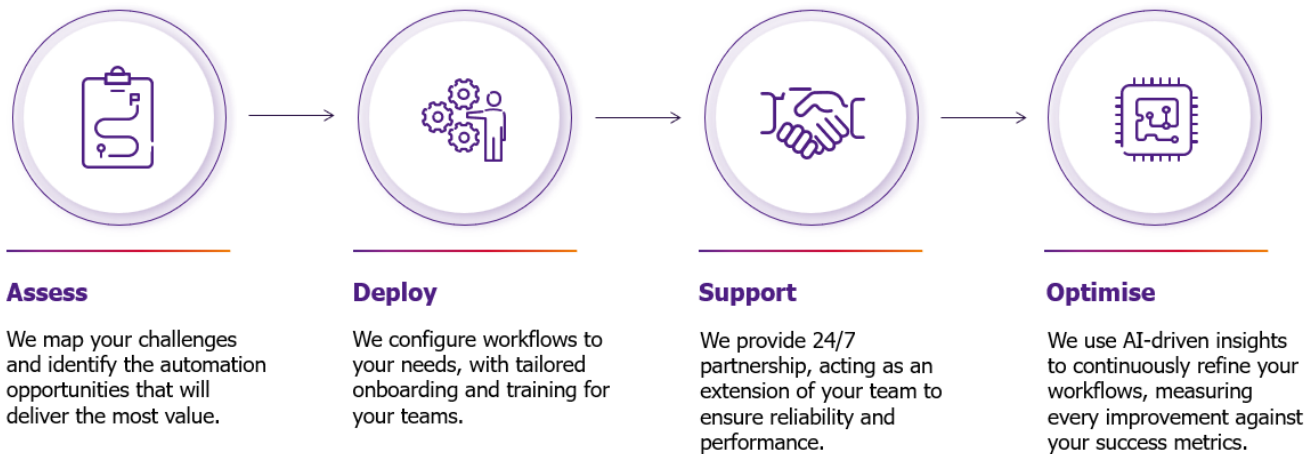
- **20–60%** faster issue identification and resolution through automated detection and correlation
- **Up to 96%** accurate event and alert routing, reducing noise and accelerating triage
- **195–400%** ROI within three years, driven by automation, AIOps, and improved service health
- **16,800+ hours** saved annually through automated remediation and streamlined operational workflows

Built on the ServiceNow ITAM suite and enhanced with AI-powered automation, these capabilities are already strengthening resilience and performance for major clients and can be deployed in 6 weeks, not 6 months, backed by Sopra Steria's Elite Partner expertise.

- Streamline operational processes through automated remediation, event correlation, and integrated monitoring
- Unify siloed tools and environments with centralised visibility across on-premises, hybrid, and multi-cloud estates
- Accelerate root-cause identification using AI-powered anomaly detection, log analytics, and pattern recognition
- Maintain compliance and resilience with real-time configuration monitoring, automated policy checks, and service health tracking
- Gain predictive insights into capacity, demand, and service performance to prevent issues before they impact users
- Access real-time dashboards and reporting, giving teams complete situational awareness at all times

2.4 Our Approach

A proven, adaptive model from start to scale



Sopra Steria uses Now Create, a delivery approach widely acknowledged as industry best practice. By utilising this framework approach with core components, we deliver outstanding services to customers that are standardised, repeatable and scalable to meet the global demand of the largest and complex of clients.

Using Now Create ensures consistent deployment success for every Sopra Steria ServiceNow customer.

Now Create stems from thousands of successful ServiceNow implementations worldwide. It encompasses several core components, granting access to structured processes and best-practice assets that enhance quality and predictability, leading to quicker time-to-value. By eliminating uncertainty, it empowers you to realise the exceptional business outcomes you envision.

The Now Create core hybrid waterfall methodology includes sequential project phases and exit gates as the foundation for ServiceNow projects.

There are five project phases applied across all ServiceNow projects:

- **Initiate:** Understand the business objectives; establish program governance; establish the project team; formally kick-off the project
- **Plan:** Conduct process, platform, and integration workshops; define, review and prioritize the product backlog; release planning; finalize the project timeline; document the test strategy; setup the environment
- **Execute:** Run agile scrum cycles; define support processes and hypercare approach; execute communications and awareness roadshows; plan for system and user acceptance testing
- **Deliver:** System testing and user acceptance testing; go-live planning; operational readiness; training; go live
- **Close:** Operational handover; hypercare support; lessons learned; measure value and champion success; formally close the project

The Now Create methodology and associated workstreams, processes, tasks, templates, and assets are organised into Success Packs based on specific outcomes for ServiceNow products.

Beyond the step-by-step guidance, the Success Packs also provide contextual recommendations and other capabilities to help you achieve your desired outcome.

To deliver consistent engagements, we will utilise the core platform technology and applications such as:

- Project and Portfolio Management
- Agile Development
- Test Management Components from the Strategic Portfolio Management (SPM) Suite

2.5 Inputs

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

- Onboarding to our secure platform
- Forecast Minimum and Maximum volumes
- 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. If you cannot provide all of these inputs, then we can discuss altering our approach to accommodate your situation.

2.6 Outputs & Deliverables

Some of the outputs and deliverables generated from the service are identified below:

- Access to our ITSM and ITAM platform
- Realtime reporting
- Proven workflows live in just 6 weeks
- Response and resolution in line with Service Levels
- 24/7 real-time remote monitoring of on-premise, hybrid or cloud platform infrastructure and applications.
- Application Management, including legacy migration, modernisation, and DevOps-driven integration and delivery.
- Flexible and reliable database support services. Using your data to power your applications.

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:

- Elite ServiceNow Partner with 200+ specialists
- One of only five providers rated "Best-in-Class" (PAC)
- Follow-the-sun European support
- Deep knowledge of GovAssure, GDPR, and UK compliance
- Proven delivery across central government and enterprise
- Cyber Essentials Plus certified

- Cloud Architecture
- Cloud Solution Engineering
- Application Architecture
- Application Development
- AI Architecture, development, training and prompt engineering
- Data science
- DevSecOps
- Scrum, Kanban and Prince2 practitioner certification
- Business Advisory
- Business & Data Analysts
- Business Change
- User experience and service design

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](#).

