AI Benefits Management

Service Definition Document

Sopra Steria



Contents

1 About Sopra Steria 2
1.1 Overview 2
1.2 Our Data & AI Capability 3
1.3 Our Credentials 4
2 Service Overview 6
2.1 Service Description 6
2.2 Features 6
2.3 Benefits 6
2.4 Our Approach 6
2.5 Inputs 7
2.6 Outputs & Deliverables 7
2.7 Certifications & Skills 7
3 Pricing 8
4 Next Steps 8
4.1 Contact 8
4.2 More Information 8

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

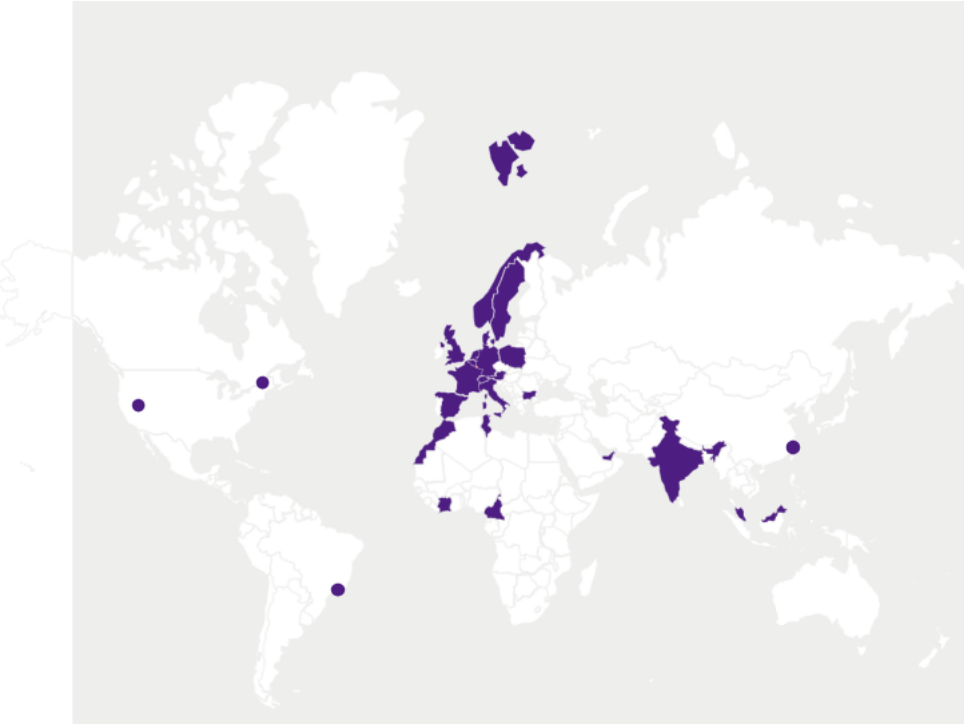
Sopra Steria (SOP) is listed on Euronext Paris (Compartment A) – ISIN: FR0000050809 For more information, visit us at www.soprasteria.com

50,000
employees

€5.8bn
2024 revenue

Top 5
European digital services companies

In nearly
30
countries



1.2 Our Data & AI Capability

Sopra Steria's Data & AI Practice brings together advanced data engineering, analytics, and AI expertise to unlock value and accelerate transformation for our clients.

- Delivering comprehensive data and AI solutions, including strategy and advisory, data platform modernisation, advanced analytics, machine learning, generative AI and responsible AI implementation
- Integrating deep capability across data management, engineering, governance and AI technologies, supported by industrialised accelerators and frameworks to enable solutions across regulated, hybrid, and sovereign environments
- Using an end-to-end delivery model that combines business insight, engineering excellence, ethical AI principles, and robust governance—ensuring continuous innovation, trust, and measurable business outcomes throughout the full data and AI 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

NumSpot, Google Cloud, Oracle Cloud, IBM Cloud, Scaleway, vmware, aws, Microsoft Azure, Visa, OVHcloud, redhat, OUTSCALE

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)

PAC, IDC, ISG, Quadrant, Everest Group PEAK MATRIX, NelsonHall, FORRESTER, exægis markess

* Source PAC 2024

PAC

Sopra Steria is formally recognised by **PAC** as one of **Europe's leading providers of AI and Generative AI services**. In the **2024 PAC Innovation Radar for AI related Services in Europe**, Sopra Steria achieved a **"BestinClass" overall rating**, the highest classification awarded and achieved by only a small number of providers assessed. PAC evaluated 28 organisations across portfolio strength, vision, strategy, and client delivery.

PAC rated Sopra Steria **BestinClass** in several specialist AI domains, including **Generative AI, back office AI, and digital customer engagement**, and identified Sopra Steria as the **top rated provider in Europe for AI related services in Human Capital Management**. PAC further highlighted Sopra Steria's commitment to **sovereign and trusted AI**, including data transparency, opensource approaches, regional hosting, and strong public sector delivery credentials across Europe.

TechMarketView

Sopra Steria is recognised by **TechMarketView** as a **Disruptor and Innovator** in the application of Artificial Intelligence to enterprise and backoffice operations. In its **AI Impact: Back Office Operations** research, TechMarketView identifies Sopra Steria among the suppliers using AI to **differentiate their value proposition and drive material change** across traditionally manual and process heavy functions.

TechMarketView research highlights Sopra Steria's use of **AI enabled automation, Generative AI, and industry specific solutions** to transform back office services, including HR, finance, and business process services. This recognition reflects Sopra Steria's ability to combine **deep industry knowledge, AI engineering capability, and partner ecosystems** to deliver tangible productivity gains and operational outcomes for clients.

By being named a **Disruptor and Innovator**, Sopra Steria is recognised by TechMarketView as a provider that is actively reshaping how organisations adopt and realise value from AI, rather than incrementally enhancing legacy service models.

NelsonHall

Sopra Steria is recognised as a **Leader** by **NelsonHall** in its **2025 NEAT assessment for "GenAI-Enabled Operational Transformation"**, including a Leader position in the **Overall** category. NelsonHall identifies Sopra Steria as a Leader for its ability to **industrialise Generative AI**, moving beyond pilots to deliver **secure, scalable, production ready GenAI solutions** that generate measurable operational outcomes. Sopra Steria is rated as a Leader across multiple categories, including:

- GenAI-Enabled Operational Transformation (Overall)
- Development of custom GenAI solutions
- GenAI support for Business Process Services
- Understanding and aligning GenAI to operational requirements

NelsonHall highlights Sopra Steria's **impact driven AI strategy**, including the establishment of AI factories for largescale deployment, integration of industry specific GenAI solutions, and the rapid delivery of operational value for public and private sector clients.

2 Service Overview

2.1 Service Description

Sopra Steria puts AI benefits realisation at the heart of transformation. Our specialist AI benefits-led offerings span the full lifecycle, ensuring forecasted benefits are achieved and aligned with strategic objectives. We optimise economic, societal, and technological outcomes, enabling organisations to unlock measurable value from AI investments.

2.2 Features

- Portfolio prioritisation using AI value, complexity, and benefit matrices
- Sensitivity testing and scenario analysis for AI benefits and costs
- Apply HMT Green Book practices including AI options appraisal
- Shape AI benefits-led programmes using structured methodologies
- Embed benefit targets into AI strategy, budgets, and performance plans
- Use lead indicators for proactive AI benefit realisation
- Cross-reference AI benefits maps with technical and business requirements
- Conduct change impact analysis for AI adoption success
- Assess benefits chains impacted by scope changes and improvements
- Robust discovery and assumption validation for realistic AI benefit frameworks

2.3 Benefits

- Establish consensus on AI outcomes underpinning investment decisions
- Provide baseline for evaluating AI configuration and scope changes
- Ensure ownership and accountability for AI benefit delivery
- Assure all AI work drives measurable benefit realisation
- Enable budget holders to validate AI benefits quantitatively and qualitatively
- Provide clear basis for early closure if AI benefits shift
- Assure realisation of expected rewards from AI initiatives
- Support related outputs like AI discovery reports and appraisals
- Align AI benefits with organisational strategy and vision
- Deliver an integrated, effective AI benefits management approach

2.4 Our Approach

Our approach to AI Benefits Management ensures organisations maximise value from AI investments through structured, benefits-led planning and governance. We integrate business, technical, and change management perspectives to create a clear roadmap for benefit realisation.

We apply proven frameworks for benefit profiling, sensitivity analysis, and governance design, embedding benefit targets into organisational plans and aligning people, processes, and technology. Our consultants leverage

structured methods, HMT Green Book principles, and AI-specific accelerators to ensure benefits are tracked, validated, and optimised throughout the lifecycle.

Stakeholder engagement and accountability are central, supported by robust discovery, assumption testing, and continuous improvement practices.

2.5 Inputs

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

- Strategic objectives and desired AI benefits
- Business KPIs and benefit realisation targets
- Current technology landscape and AI initiatives
- Stakeholder availability for workshops and governance reviews
- Compliance and ethical AI requirements
- Organisational change and adoption plans

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:

- AI benefits management framework and governance model
- Benefit profiles, baselines, and realisation plans
- Sensitivity and scenario analysis reports
- Options appraisal and value-for-money assessment
- Change impact analysis and adoption roadmap
- Continuous improvement and benefit tracking dashboards

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:

- AWS and Azure certified partner with individual certifications across architecture, development, AI and security
- 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.

