Well Architected Framework Review

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

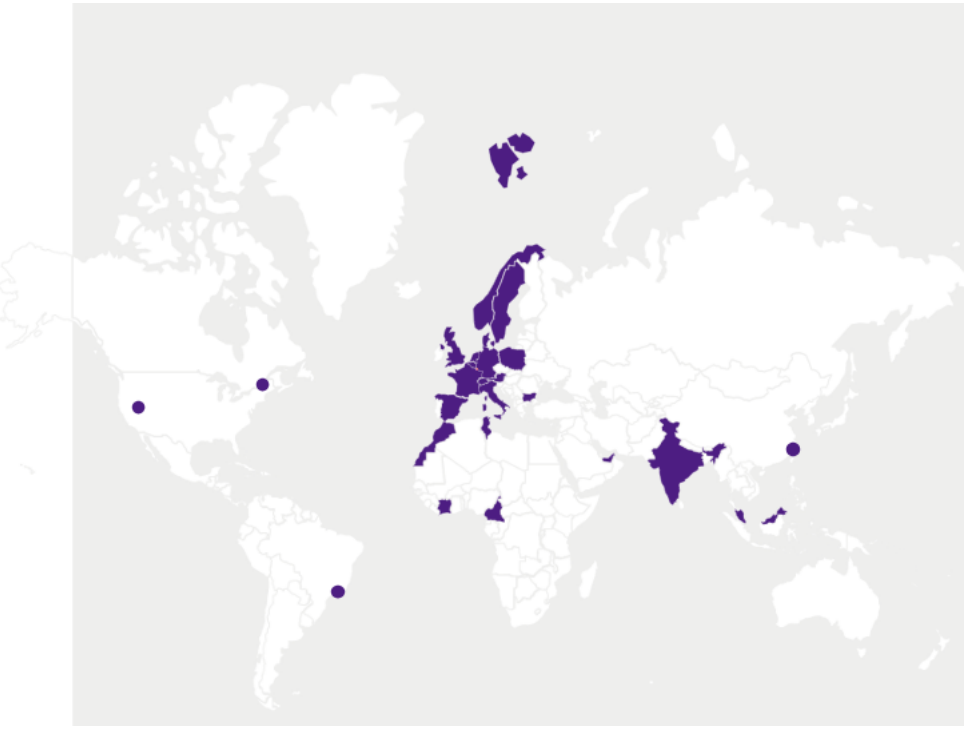
Sopra Steria (SOP) is listed on Euronext Paris (Compartment A) – ISIN: FR0000050809 For more information, visit us at www.soprasteria.com

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

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

* Source PAC 2024

2 Service Overview

2.1 Service Description

Sopra Steria enables Digital Journey by advising, developing, migrating, modernizing, securing and managing applications on leading Cloud Providers. As an EU leader in digital transformation, Sopra Steria provide comprehensive Digital & Cloud Services, from strategic vision to operational excellence. While designing, building and operating Cloud workloads our teams support regular evaluation for identifying high-risk issues and identifying improvements, through Well Architected Framework Reviews (WAFR). This approach ensures a comprehensive perspective on the architecture pillars for providing industrialised, high-performing, resilient, secure, cost-efficient and sustainable business capabilities. Teams then identify gaps, quantify high-risk issues and develop recommendations for improving process, tools, team skills and collaboration.

2.2 Features

- **Consistent Review Process:** review of chosen workloads using the Sopra Steria WAFR process ensuring Cloud Architecture is reviewed using appropriate Cloud Vendor tools & methodologies
- **Experienced Architects:** Reviews to be performed by our market leading certified cloud architects with a proven track record of delivering solutions to clients who are explicitly trained in Sopra Steria WAFR process
- **Coverage:** Review can cover Cloud Provider review pillars: Operating Model, Security, Reliability, Performance, Cost & Sustainability
- **Learning Opportunity:** Review will be performed with customer's cloud teams allowing them to learn Cloud provider best practices through the process
- **Outcomes:** The WAFR will identify gaps in your architecture, security operations and operating models which will be included in a report highlighting all High and Medium Level risks
- **Action Plan:** Our service will include working with you to take informed decisions and define an action plan to reduce and mitigate risks

2.3 Benefits

- **Fitness for Purpose:** Ensures your cloud operating model and architecture are fit for current and future needs
- **Solution Improvement:** Identifies solution gaps, risk / issues, performance improvements, encourages team collaboration / knowledge sharing and develops recommendations
- **Optimized performance:** Identify potential performance bottlenecks and inefficiencies within the architecture
- **Enhanced security:** Identify potential vulnerabilities and threats within an environment
- **Increased reliability:** Review the architecture of the chosen workloads overall resilience and BCDR capabilities against customer requirements
- **Cost optimization:** Identify opportunities for cost savings and increased efficiency with resource allocation
- **Compliance & governance:** Help customers align their environments to industry best practices and regulatory compliance
- **Risk mitigation:** Help to identify potential risks/issues early on before they become critical problems
- **Assurance:** Provide assurance to key stakeholders that their environments hold up to the well architected framework/industry best practices of their chosen cloud provider

2.4 Our Approach

The Sopra Steria Well Architected Framework Review is broken down into a number of phases.

Phase 1 – Initiation and Discovery

- Assess customer environment and provide resource estimate to perform WAFR
- Understand the customers business objectives and define scope of the review
- Review designs for existing environment and understand workload purposes etc.

Phase 2 – Perform the Review

- Carry out well architected framework review using information gathered in phase 1
- Requires input from stakeholders involved in the in-scope aspects of the workload under review
- Identify and log any gaps/issues whilst performing the WAFR

Phase 3 – Share, Discuss and Review

- Share WAFR review/output with key stakeholders and discuss all gaps/issues identified
- Categorise results and highlight key items such as quick wins or security issues etc.
- Create a remediation plan to resolve any issues/gaps
- Improve services provided to clients and improve customer satisfaction

Phase 4 – Execute and Close

- All parties to complete all agreed actions as part of the remediation plan produced
- Identify & log lessons learnt
- Agree any additional reviews (additional workloads, pillars, etc.)

2.5 Inputs

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

- Documentation relating to the workload under review and the scope of the review (e.g. Design, Operational, Cost Analysis, Monitoring Reports, etc)
- Access to Stakeholders relating to the scope of the review (e.g. Architect, Designer, Developer, Service Manager, etc)

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:

- Phase 1 – Review scope and detailed Statement of Work
- Phase 2 & 3 – Report summarising the Review and Findings; Agreed Remediation Plan
- Phase 4 – Closure Report

This is a high-level list and is not exhaustive.

2.7 Certifications & Skills

At a corporate level Sopra Steria holds a number of Partner based certifications related to this service:

- AWS Managed Services Provider
- AWS Migration Consulting Competency

- AWS Financial Services Competency
- Azure Expert Managed Service Provider

3000+ personal certifications related to this service are held by Sopra Steria employees within the following skills categories

- Solution Architecture
- DevOps Engineering
- Cloud Developer
- Cloud Administration
- Data Administration
- Data Analytics
- Machine Learning and AI
- Cloud Networking
- Cloud Security
- Identity and Access Management

This is a high-level list and is not exhaustive.

2.8 Case Study

Client:

UK based Financial Regulatory Body, October 2023

The challenge:

The solution was created within the AWS Cloud Platform several years ago. Although there is an on-going programme of optimisation there was a concern that the solution may have drifted from Best Practice as these practices have evolved in the time since the solution was designed and deployed. The review objective was to identify any critical issues which need addressing or areas where significant improvements could be made.

What we delivered:

Sopra Steria performed a Well Architected review in a series of short meetings over a period of weeks to fit in with the Client Teams availability and workloads. The review covered all 6 Pillars of the AWS Well Architected Framework: Operational Excellence, Security, Reliability, Performance Efficiency, Cost Optimisation & Sustainability.

Outcome:

- Detailed Report on the Findings: 9 High and 14 Medium Risk items
- Remediation Plan including Recommended Actions for each of the findings
- Allowed Client Team to implement improvements and gave confidence that the solution still meets the standards expected of a mission critical solution.

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.

