

ServiceNow IT Service Management (ITSM) Service Desk 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 Service Management, delivering services a range of Private and Public Sector clients. We are a ServiceNow Elite Partner who provides licences, consultancy, design, implementation, and support for all ServiceNow Applications across the entire platform.

As one of the nine core components of our Digital Platform Services (DPS), our Service Desk can be delivered as a standalone service or integrated into a broader digital transformation programme. It provides organisations with a low-risk route away from legacy systems, technical debt, security vulnerabilities and operational inefficiencies that consume time and budget.

We are offering our clients a modern, personalised Service Desk experience underpinned by ServiceNow ITSM, allowing clients to boost their bottom line by making processes more efficient and effective.

Once onboarded to our unique ServiceNow ITSM platform, our clients can achieve operational efficiency while delivering exceptional user experiences. We help you implement ITIL-aligned digital workflows that scale with your business needs. The solution covers everything from basic ticketing to enterprise-grade service orchestration, enabling your IT organisation to shift from reactive to proactive service delivery, our highly experienced ITIL Service Desk will support your every need.

Tier 1 is the base tier and includes a suite of core capabilities as standard. Clients can choose to enhance the service with a combination of Tiers 2 and/or 3, and A or B user experiences to offer price flexibility and options for user experience for their customers and employee's.

2.2 Features

Tier 1:

(Foundational capability to support scalable, expert level service management)

- Manage their IT services using best-practice processes aligned to ITIL 4
- Enable their users to engage with the IT service using low-cost digital channels
- Leverage AI technology and intelligent Knowledge Management to aid continual learning and improvement
- Validate user sentiment via customer satisfaction tools

Tier 2:

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

- Allows the management of IT estates and inventory (both software and hardware)
- Provides broader IT processes, including CSIP and Problem Management
- Standard tooling integrations and capabilities

Tier 3:

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

- Provides more resource-intensive processes and capabilities – including ITIL "Service Strategy" capabilities, i.e. increased capabilities around Strategy Management and Business Relationship Management
- Provides processes that enable better service forecasting, demand, capacity and availability management
- Provides processes that help with business continuity and compliance

Option A - (Enhanced user experience)

Improving visibility, communication, and control across the ITSM ecosystem

These features are grouped to offer enhanced user experience:

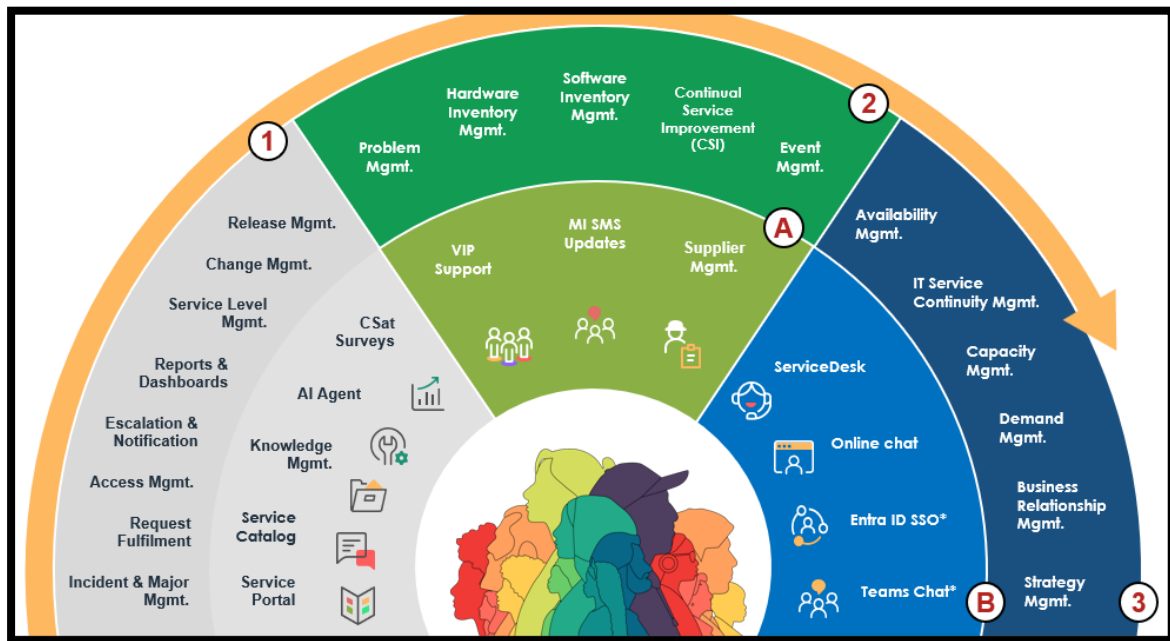
- VIP user management and support to ensure critical users receive a higher standard of service
- Multi-channel broadcasts to ensure users are proactively informed about service updates
- Vendor management to ensure 3rd parties are delivering services to the standards required

Option B - (Human touch)

Hands-on support and collaboration to maximise ITSM maturity)

These features are grouped to offer a more dedicated service with a higher degree of integration

- Access to dedicated skilled resources via multiple channels (telephony and chat)
- Direct user collaboration by integrating services such as MS Teams with customer tenancies
- Seamless access to services and applications via single-sign-on.



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.

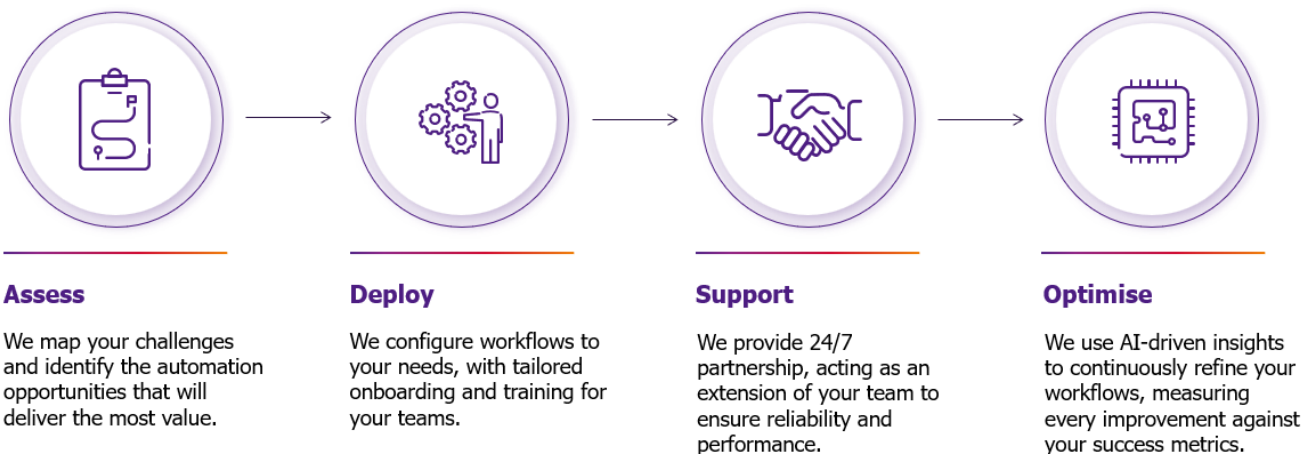
- Streamline operational processes through automated remediation, event correlation, and integrated monitoring
- Unify siloed tools and environments with centralised visibility across on-premises, hybrid, and multi-cloud

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 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](#).

