



Sopra Steria Salesforce Services

Vendor Assessment
Report Abstract

September 2018

By Dominique Raviart

IT Services

Practice Leader

NelsonHall

Seven pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's Salesforce Services Vendor Assessment for Sopra Steria is a comprehensive assessment of Sopra Steria's Salesforce service offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of IT services and identifying vendor suitability for Salesforce services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in IT services and digital.

Key Findings & Highlights

The value proposition of Sopra Steria's Salesforce (SFDC) capabilities lies around client intimacy, onshore and onsite delivery, digital transformation consulting (in the form of a consulting-led approach and SFDC-related best practices). Another important element of the SFDC value proposition of Sopra Steria is around industry expertise, mostly through employee experience. Finally, Sopra Steria highlights its capabilities in interfacing/integrating SFDC applications with other applications and emphasizes that large enterprises now systematically integrate SFDC's Clouds with back-office applications such as SAP and ERP applications.

The company developed its SFDC capabilities initially in Norway, and then in Italy, and Germany. In late 2017, Sopra Steria decided to accelerate the development of its SFDC practice in France and has grown its SFDC presence in the country from 10 to 40 SFDC consultants in less than nine months. Altogether, Sopra Steria has 200 SFDC consultants across four countries and highlights its SFDC journey is only beginning.

The company highlights that building its SFDC capabilities is strategic: the development of its SFDC expertise requires from Sopra Steria upfront training, certification, and wage expenses, ahead of projects. This is an investment for Sopra Steria, which will help the company accelerate its growth.

Key SFDC clients of Sopra Steria include a large railway operator, a large retailer, and a large aerospace and defense OEM.

Scope of the Report

The report provides a comprehensive and objective analysis of Sopra Steria's Salesforce service offerings, capabilities, and market and financial strength, including:

- Analysis of the company's offerings and key service components, accelerators, and "platforms"
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- Analysis of the profile of the company's customer base including the company's targeting strategy
- Analysis of the company's strengths, weaknesses and outlook.



Contents

1. Background

2. Revenue Summary

3. Key Offerings

4. Delivery Capability and Partnerships

5. Target Markets

6. Strategy

7. Strengths and Challenges

8. Outlook

Report Length

Seven pages

Report Author

Dominique Raviart

dominique.raviart@nelson-hall.com