

Sopra Steria ranked best-in-class in ServiceNow Services in Europe by PAC

- Sopra Steria is one of the only five providers to achieve a *Best-in-class* overall rating in 2024 as supplier of ServiceNow-related services
- PAC highlighted Sopra Steria's ability to extend ServiceNow capabilities beyond traditional IT service management to areas such as customer service, HR service delivery, and risk management
- This recognition is a reaffirmation of Sopra Steria's ambition to become the go-to partner for organizations seeking cutting-edge digital transformation solutions in an evolving European landscape

Paris, February 12, 2025 – Sopra Steria, a major player in European technology, has been recognised as one of Europe's top suppliers of ServiceNow-related services by the internationally renowned PAC INNOVATION RADAR – one of only five providers to achieve a 'Best-in-Class' overall rating in 2024

The RADAR analysed the strengths and capabilities of 20 different providers, evaluating organisations on their portfolio, vision, strategy, and client engagements.

Sopra Steria has been ranked 'Best in Class' – the highest classification available – both in its overall ServiceNow capability and ServiceNow services applied to public sector.

Sopra Steria has been recognized as a key player in ServiceNow services across Europe, demonstrating strengths in several critical areas. The company has been recognized to maintain a strong focus on the European market, leveraging its extensive expertise in IT services, digital transformation, and consulting to support a variety of industries, including the public sector, financial services, and healthcare.

PAC highlighted Sopra Steria's ability to extend ServiceNow capabilities beyond traditional IT service management (ITSM) to areas such as customer service, HR service delivery, and risk management. Sopra Steria's deep understanding of regulatory environments and longstanding relationships with governmental bodies further reinforce its position as a trusted partner for ServiceNow implementations across Europe.

PAC also underlined the company's pan-European approach, allowing for the transfer of best practices between countries, fostering a robust knowledge-sharing ecosystem that enhances its ServiceNow capabilities. With offices and innovation centres in regions such as France, the UK, Spain, and the Nordics, Sopra Steria provides local support and understands market-specific challenges. This regional presence enables the company to respond effectively and consider regulatory and cultural factors affecting each country's digital transformation initiatives.

Olivier Tarrit, head of the Digital Platform Services of Sopra Steria, commented: "We are proud of this recognition, which strengthens our ServiceNow expertise and market position. Aware of the opportunities in cybersecurity, AI, and intelligent operations, we continue to invest in skills and innovation. Our ability to address hybrid work challenges allows us to support organizations in managing complex environments. More than ever, we reaffirm our ambition: to become the go-to partner for organizations seeking cutting-edge digital transformation solutions in an evolving European landscape."

Spencer Izard, Research Director for Pierre Audoin Consultants (PAC), commented: "Sopra Steria is strengthening its leadership in digital transformation through its ServiceNow consulting practice by delivering industry-specific solutions across Europe. From automated compliance and risk monitoring to omnichannel service management and workforce optimisation, Sopra Steria clearly demonstrated how it enables public and private sector organisations to achieve industry-specific efficiencies and digital experiences in a growing market."

About Sopra Steria

Sopra Steria, a major Tech player in Europe with 52,000* 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 2023, the Group generated revenues of €5.8 billion.

*Headcount reassessed following the sale of most Sopra Banking Software activities in September 2024

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

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