

## SUCCESS STORY



Sopra Steria Benelux to support the European Commission by means of operational, architectural and project management services provided in different technology areas.

The unit DIGIT C2 of the European Commission is responsible for the provision of Information System hosting- and housing services to the DGs of the European Commission and to other European Institutions.

### Context and Challenges

One of the main tasks of the DIGIT is Hosting services that, among others, include the creation, configuration, management and support of middleware instances and the deployment of customer applications. The evolution of the middleware infrastructure in line with new technology releases is an integral part of the services. The services that are covered by this framework contract encompass operational, architectural and project management services provided in the different technology areas.

Hosting services consist in providing middleware infrastructures to enable DGs to deploy Information Systems in the European Commission's data centres. Hosting services are provided in all layers of a multi-tier architecture: data layer, application layer, and presentation layer. Hosting services also include business intelligence reporting services, search services and geographical information system services.

### What we did

Sopra Steria had to provide the previous services in three basic modes of service delivery:

1. **Basic services:** Service Operation, Service transition and Service Design.
2. **Complementary services:** design of new technology architectures and tailored solutions for customers, and project management services divided in design project, IS development projects and large migration projects
3. **Ad-hoc services:** to allow a significant extension of an existing Hosting service or the introduction of a new Hosting Service.

### Benefits

The hosting services include the creation, configuration, management and support of middleware instances and the deployment of customer applications. The evolution of the middleware infrastructure in line with new technology releases is an integral part of the services. The services that are covered by this framework contract encompass operational, architectural and project management services provided by DIGIT.C2 in the different technology areas.