



## **Sopra Steria and IBM join forces to launch new Artificial Intelligence Services on Sopra Steria's Trusted Digital Platform**

**Paris, March 31<sup>st</sup> 2022:** Sopra Steria and IBM announce the launch of new AI services - The Sopra Steria Alive Intelligence (SSAI) solution - hosted, operated and secured in France for companies and public bodies operating across Europe.

These services are now available on the Trusted Digital Platform, a dedicated and customizable cloud services platform that provides the agility and scalability needed to accelerate innovation with confidence.

### **The Sopra Steria Alive Intelligence (SSAI) offer offers a specialized conversational assistant for businesses**

The Sopra Steria Alive Intelligence (SSAI) solution, powered by IBM Watson Assistant, uses natural language processing (NLP), Deep Learning and Semantic Analysis to provide AI backed insights. The insights help improve decision-making and enable the development of new innovative services tailored to customer and user expectations, while allowing business teams to refocus on higher value-added tasks.

Designed for all types of business areas including IT, HR, Finance and Production across multiple industries, the SSAI solution combines human, collective and virtual intelligence to ensure seamless interactions and promote access to the best of knowledge.

With this conversational assistant, organizations are able to automate up to 80% of their support activities, generate up to 50% savings, and relieve their over-mobilized teams during peak workloads or crises. Sopra Steria Alive Intelligence is also a lever for increasing customer and citizen satisfaction in particular by providing a new communication channel accessible with public and private organizations.

### **Leveraging A Hybrid Cloud Approach to Drive Innovation**

The Alive Intelligence solution is available on Sopra Steria's Trusted Digital Platform, built using Red Hat OpenStack. This collaboration provides the agility and scalability needed to support

application modernization and accelerate digital transformation, while ensuring the platform complies with strict data protection requirements in France.

These new high value-added AI services rely on the strengths and expertise of each of the players that make them up:

- **Sopra Steria**, which has been supporting its customers for a long time in their digital transformation, in particular by addressing the challenges related to the introduction of AI in their organization in order to increase the quality of the services offered to their customers or users and the efficiency of their employees, improve the performance of the organization and optimize operating costs.
- **IBM**, which is focused on two of the most transformational technologies of our time: hybrid cloud and AI. Following its 2019 acquisition of Red Hat, IBM is uniquely suited to help clients address data sovereignty challenges. Offering containerized software that can be deployed anywhere - on-premises, public cloud or private cloud – IBM is bringing its hybrid cloud software to clients across the world to help them comply with regulations across their markets.

### **About Sopra Steria**

Sopra Steria, a European leader in consulting, digital services and software development, helps its clients drive their digital transformation to obtain tangible and sustainable benefits. It 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 fully collaborative approach. Sopra Steria places people at the heart of everything it does and is committed to making the most of digital technology to build a positive future for its clients. With 46,000 employees in 30 countries, the Group generated revenue of €4.3 billion in 2020.

### ***The world is how we shape it.***

Sopra Steria Group (SOP) is listed on Euronext Paris (Compartment A) - ISIN: FR0000050809  
For more information, please visit our website [www.soprasteria.com](http://www.soprasteria.com)

### **About IBM**

IBM is the global leader in hybrid cloud and AI, serving clients in more than 170 countries. More than 3,500 clients use our hybrid cloud platform to accelerate their digital transformation journeys and, in total, more than 30,000 of them have turned to IBM to derive value from their data - this client list includes 9 of the world's 10 largest banks. Building on this foundation, we continue to leverage Red Hat OpenShift as the leading platform to meet our clients' business needs: a hybrid cloud platform that is open, flexible and secure. Guided by principles of trust, transparency and support for a more inclusive society, IBM is also committed to being a

responsible steward in technology and a force for good in the world. Learn more at <https://www.ibm.com/fr-fr>

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