

Sopra Steria and Dynatrace launch a dedicated observability and AIOps practice for Europe

Sopra Steria Group and Dynatrace announce a practice dedicated to observability and artificial intelligence for IT operations (AIOps), for large European organisations. First deployments in France and Norway. The partnership is strategic and non-exclusive.

Paris, 10 September 2026 – Sopra Steria, a European leader in digital transformation, and Dynatrace, the leading AI-powered observability platform, today announced the launch of a dedicated observability and AIOps practice to help large European organisations run increasingly complex IT estates. The practice starts in France and Norway, in the sectors where application availability and operational resilience weigh most heavily: banking, insurance, telecommunications, retail and the public sector.

Business resilience thanks to observability

Micro-services, hybrid infrastructure and telemetry volumes beyond human analysis have pushed traditional monitoring past its limits. Regulation has closed the gap: DORA requires financial entities to detect, classify and report ICT incidents within strict deadlines, and NIS2 sets comparable expectations for critical entities in energy, transport, health and public administration.

Sopra Steria clients gain a comprehensive, real-time view of the health of their applications for the end-to-end customer journey

Sopra Steria's clients gain a single, real-time view of the health of their applications and infrastructure, in place of dozens of disconnected tools and dashboards. Dynatrace Intelligence, the platform's AI Engine, identifies the root cause of an anomaly and explains it, enabling teams to gain precious time for correction. Business, development, security and operations teams refer to one single source of truth. And the platform measures what a slowdown does to the customer journey, not only what it does to server status.

The gains show up in metrics where business leaders are already focused: downtime avoided and risk reduced, infrastructure sized against real usage rather than worst-case assumptions, and engineering time focused on building products instead of diagnosing failures. Resilience, cost and speed of innovation move together.

What Sopra Steria brings

Sopra Steria makes the platform deliver, over time and at scale. That means four things: a certified team dedicated to the practice, from practice lead to solution architects; a delivery method structured in four stages, from consulting through to run and optimisation; joint governance with Dynatrace, with formal steering and quarterly reviews; and integration into the environments clients already operate, including their cloud, IT service management, automation and container platforms.

The effect is most impactful on managed services contracts. Observability and AIOps become part of the run itself: the platform detects an anomaly, explains its cause and points to the fix before an incident is raised.

France and Norway will be the first two markets that will benefit from this partnership, and training and certification programmes will be rolled out across Europe over the next few months.

"Our clients' challenges are now too complex for any single company to solve alone. They need trusted partners who bring complementary expertise and deliver value together. That is exactly why our partnership with Dynatrace matters: together, we bridge the gap between insight and impact enabling our customers to optimize their end-to-end customer journey," said Olivier Tarrit, CEO Digital Platform Services, Sopra Steria.

"As technology ecosystems become increasingly complex, success is no longer defined by individual vendors but by the collective ability to deliver outcomes. The combination of Dynatrace's AI-powered observability and Sopra Steria's consulting, integration and managed services expertise creates exactly the kind of partnership customers need to navigate their transformation journeys with confidence," said Luís Miguel Porém, VP EMEA Partners, Dynatrace.

Key takeaways

- Sopra Steria is building a dedicated observability and AIOps practice with Dynatrace, starting in France and Norway, for banking, insurance, telecommunications, retail and the public sector.
 - Sopra Steria runs the platform: certified team, four-stage delivery, joint governance, run and optimisation inside managed services contracts.
 - Under DORA and NIS2, explaining an IT incident is now an obligation. Sopra Steria takes its clients further than the obligation: fewer failures, shorter outages, lower risk.
-

About Sopra Steria

Sopra Steria, a European leader in digital transformation with 51,000 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 2025, the Group generated revenues of €5.6 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

Media contacts

Sopra Steria Group

Aurélien Flaugnatti, aurelien.flaugnatti@soprasteria.com, +33 (0)6 30 84 75 81

Copyright ©2026 Sopra Steria. All rights reserved. Sopra Steria and its logo are registered trademarks of Sopra Steria.