

# Integration Architecture and Solution Services G-Cloud 14

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# 1 Service Overview

In this digital age, organisations are pressured simultaneously to respond quickly to deliver innovative digital services whilst also providing stable, secure, and predictable IT services.

As a Tier-One Global Systems Integrator, Capgemini has a market-leading integration capability to support digital transformation, to offer cloud services, covering advisory services, business change, architecture, build, run, hosting and migration. We can leverage TOGAF and Capgemini's Integrated Architecture Framework.

Capgemini has more than 30 years of strong expertise in almost all the industry leading integration products typically MuleSoft, IBM, Software AG, TIBCO, WSO2, Dell Boomi, AWS, Google and Microsoft Azure. Capgemini has been building large scale integration platforms for its clients across the world. Capgemini executed hundreds of projects to integrate its clients' enterprise applications with one another and to integrate with their business partners and third-party providers allowing a variety of connectivity options.

With a view to offering our customers a highly focused delivery channel for implementing and maintaining API and Enterprise Integration solutions, Capgemini has invested in strategic partnerships with product vendors such as AWS, MuleSoft, Dell Boomi, TIBCO, IBM, Software AG, WSO2, Oracle, Google and Microsoft. Our functionally rich Frameworks and Accelerators built by Integration practice using these technologies incorporate standardised industry processes and best practices and benefit our clients with acceleration of development and market agility. The key benefits are:

- Quickly design and build the Architectural foundations and principles of the API management and service layers across an organisation;
- Use standard components to help construct highly adaptable data flows between an organisation's applications, and between business to business and for user experience capabilities;
- Allow for the evolution of microservices whilst also continuing to use (or replace) legacy systems;
- Build and deploy new applications by using carefully selected and built DevOps tools and processes;
- Evolve and maintain the services to handle multiple channels as the organisation grows.

Capgemini has capability and resource pools to deliver Integration Architecture and Solution services. Reference materials, templates and assessment tools can be built for faster delivery of these services. A well-connected Architect community is a great asset for Capgemini where a lot of knowledge sharing takes place around Integration Architecture and Solutioning.

We can offer Integration architecture and solution design services in

- API and Integration Strategy, Product evaluation and maturity assessment
- API marketplace solutions
- Integration CoE Setup & Management
- API Governance and advisory services
- Microservices Architecture
- API Management Solutions
- B2B Integration, SOA & ESB Middleware
- Integration Architecture
- Event-driven architecture (EDA)
- API Gateway solutions
- Integration Platform Architecture
- DevOps for Integration Solutions



- Integration QoS (Quality of Service) Management
- Cloud Integration solutions using iPaaS and iSaaS platform
- With strong integration capabilities & certified product experts across broad range of iPaaS & Hyperscaler technologies for delivering Enterprise integration, Microservices, API Management & Cloud Integration Solutions.

We offer Integration architecture and solution design services in following technologies:

- Salesforce MuleSoft Anypoint Platform
- WSO2
- Boomi AtomSphere
- Software AG WebMethods and .io platform
- Apache Kafka
- TIBCO Integration suite
- IBM IIB and MQ platform
- Google Apigee
- CA API Gateway
- AWS Integration Services
- Microsoft Azure Integration services
- Opensource technologies

## 2 Business Need

Organisations are not only trying to reduce costs, but also to become more agile and innovative, and accelerate their journey to the Cloud without compromising service management. Organisations need to balance integration with legacy systems (often controlled by third parties) with the adoption of emerging standards and approaches, requiring highly adaptive designs.

Organisations typically use integration technologies for:

- Solutions suitable for core cloud platforms including:
  - Legacy modernisation
  - Digital Channel integration and API-led solutions of digital platforms
  - Event streaming and Messaging
  - Microservices
  - Public Services
  - Government department integration
  - Data lakes and Big Data integration
  - Business process and orchestration
  - Data Integration
  - Inter-cloud connectivity via API Gateway pattern
  - IoT Integration



- API marketplace
  - Capgemini is a Premier Partner with Google focussed on Apigee-led GTM offers, target accounts & enablement worldwide
  - Hyperscaler led API assets & Industry offers (Public sector, Automotive), focused on technology enablement
  - Capgemini is Microsoft Gold Certified Managed Partner focussed on Azure Integration services technology assets & enablement worldwide
- Public web services or existing APIs
  - One or multiple suppliers
  - No requirement for full policy security.

## 3 Service Scope

The scope of this Service can apply to:

- Public Cloud - to which the public has HTTP access (web UI and API, file upload)
- Private Cloud - for private and community clouds – i.e. those without public access and without public HTTP access
- Hybrid scenarios where a mixture of Cloud and On-premise is provided

## 4 Our Approach

The Strategic vision and objectives of integration platform are to support the digital goals and encourage fast paced agile transformation through having a flexible integration environment that links both customer facing services with back-office business systems while abstracting users from the complexities of the legacy systems.

Capgemini leverages The Open Group Architecture Framework (TOGAF), Capgemini's Integrated Architecture Framework (IAF), aligned with industry standards and open standard framework. Capgemini can provide consistent and repeatable consulting and architectural development methods, patterns and deliverables that can be understood both by business stakeholders, architects, and other members of IS.

Our Architecture and solution service is based on following guidelines:

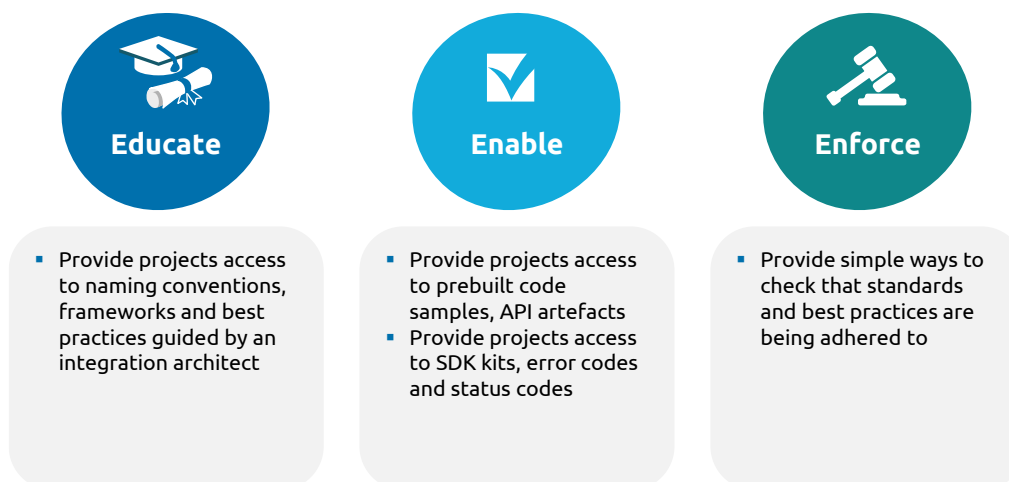


- API-led Microservices Architecture that are built around business capabilities that ensure business agility and scalability
- Event-based architecture that supports rapid, asynchronous messaging
- Follow Industry best practices and standards
- Cloud-first approach, whilst ensuring microservices are designed for a Hybrid Integration Model
- API Gateway for security, API federation and autonomous management of microservices
- Integration framework that offers shared utility components
- Platform scalability to accommodate future demands by scaling vertically or horizontally
- Enhanced platform resilience through robust services and a well-defined monitoring strategy
- Continuous integration and continuous deployment
- API Catalogue driven approach that ensures a well-defined API taxonomy, API categorisation and API versioning
- Support for Containerisation to drive scalability
- Industry Focussed Research & GTM Solutions on Integration & APIs

To support these architecture guidelines, Capgemini adopt an Integration API enablement-based approach to Integration management to make it easier and quicker for projects to deliver. It will enable projects to more rapidly discover existing Interfaces/APIs to promote reuse, as well as supporting projects in designing and delivering new Integration services:

- **Discover:** Interfaces/APIs will be registered within API Catalogue making it easier for projects to find and use existing interfaces.
- **Design:** Templates will be used to support Integration Analysts/Designers in more easily defining Interface/API-based Integrations for projects. Architectural Patterns will help projects design Integrations in a consistent manner. Templates for Integration Maturity Assessment, Integration Product Assessment, API Management Product Assessment and Integration & API Reference Architecture.
- **Deliver:** A Centre of Excellence delivery team will provide projects with access to the Integration platform and technical guidance on best practice implementation. Capgemini provides integration focussed CoE Assests which includes CoE toolkit to set-up and manage integration CoE.

To enable the use of best practices and standards Capgemini recommend a centralised function to deliver all integration work for projects. This Integration Enablement Centre will address the process, governance and organisation gaps. The key responsibilities of integration Enablement Centre are:





The goal of the Integration Enablement Centre is to enable projects to work as fast possible whilst enforcing right governance, centralised security, administration, monitoring and management of integration platform

Achieving a 'single fast' speed IT, while following standards and best practices to prioritise quality over cost. It will enable projects incrementally and progressively build a systematic Integration Platform based on Hybrid Integration Platform and API led integration.

### **Integration DevOps Model**

Capgemini Integration team recommends DevOps operating model wherein there is process automation built for build-to-run stage. This is done using various methods such as Continuous Integration when the integration component design time components are integrated into a shared repository on a regular basis such as daily. There is also Continuous Delivery which accelerates the deployment of changes and fixes in a more ad-hoc but controlled way. This links in with automated testing which involves testing the deployment in an automated way in terms of regression test suites. We can leverage our rich solution assets for process automation and setting up DevOps for Integration projects.

Capgemini's approach utilises good practice architecture development methods to act as a bridge between understanding business principles and drivers and identifying the technology initiatives required to implement Cloud services to support them.

Capgemini has Microsoft recognised and market leading tooling to provide quality, repeatability and traceability through automation. Continuous integration and continuous deployment processes allow the implementation of complex scenarios with version control and automated solution deployment, security, testing and monitoring.

Capgemini's teams work alongside consulting, technology, outsourcing and professional services colleagues globally. Capgemini is a corporate member and supporter of industry bodies typically The Open Group and can deliver a wide range of advisory services to major organisations including Her Majesty's Revenue and Customs (HMRC), the Department for Work and Pensions (DWP) and the NHS among others.

## **5 Buyer Responsibilities**

Please refer to the Supplier Terms listed with this service on the Platform. These may contain additional Buyer obligations/costs the Buyer is subject to that are not identified anywhere else in the Supplier's Application or on the Platform.

In order to achieve an expedient start-up to any project which utilised this service, Capgemini would expect the Buyer to undertake the following:

1. Full 'Landing' Discovery process:
  - i. RACI analysis and implementation. Capgemini can support if expressly agreed and set forth in the Order Form
  - ii. Setting timeframe for any knowledge transfer and recipients
  - iii. Determining the specific remit for Buyer's team members and new CG arrivals
    - a. To include process for any Buyer's staff being 'supervised' by CG staff
  - iv. Ensuring the readiness of current Buyer's systems for project start-up
    - a. Knowledge base – completeness and comprehensibility
    - b. Access and speed of security clearance against expected delivery schedule



## 6 Service Management

Capgemini has successfully managed and delivered thousands of projects and programmes - some small in size and others which are some of the largest multi-supplier ecosystems in the world. Capgemini has an overall governance model, which sets the standards Capgemini needs to follow both for small projects and large programmes of work.

The scope of the individual services to be provided can be agreed within the Order Form and will be charged for in accordance with the Pricing section for this service.

## 7 Protection of Data

This service is based on a security classification of 'Official', however should you have a requirement for a different security classification that you would like us to consider, please contact us to discuss.

## 8 On-boarding and off-boarding

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form (including as a minimum an exit plan in line with the Call-Off Contract terms) which will be charged for in accordance with the Pricing section for this service.

## 9 Skills and Knowledge Transfer

Capgemini recognises that skills and knowledge transfer is a critical element in the provision of G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients.

Where appropriate, we may use a standard approach, tailored to topic, skills-gap and individual, to ensure consistency and effectiveness. The approach, Capgemini's Assess-Plan-Implement framework, has been used repeatedly by our teams to structure the work involved in transferring skills and creating new teams capable of driving and sustaining change long after the end of the formal programme. The framework can be applied throughout a project to understand knowledge transfer objectives, plan training delivery methods and materials, and deliver and evaluate success.

## 10 Vendor Accreditations/Awards



For the 11<sup>th</sup> time in a row, Capgemini has been recognised as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgment of our ethical culture that makes us an employer of choice and responsible player in the eyes of our clients, shareholders, and the wider community.

Capgemini's skilled resources have worked, and are working, on many successful Integration programs.

The following is a quote from David Wyatt Vice President EMEA MuleSoft:

"MuleSoft is pleased to endorse Capgemini as a trusted and highly competent partner. Capgemini is both a current and established member of the MuleSoft Systems Integrator partner programme. The status held is that



of 'Strategic Partner'. This is the highest level of participation attainable within the MuleSoft partner programme. Capgemini exceeds the qualifying criteria pertaining to this status, and has done so for more than 3 years.

During this time, MuleSoft has enjoyed a highly productive collaboration where openness and integrity has been the key to our joint success.

Capgemini has embraced and carried forward the progressive vision MuleSoft takes to its clients, and were the first partner to commit to a strategic partner relationship in the EMEA region.

Capgemini has a fully enabled technical staff who have been successful in the design and implementation of multiple client architectures with MuleSoft at their heart. They are always one of the first partners to evaluate new MuleSoft capabilities and foster a valuable feedback loop to MuleSoft product management. Furthermore, we have found their delivery teams to be highly capable and collaborative”

### **Key Awards**

Some of Capgemini’s key awards and vendor accreditations related to Cloud Services are listed below:

- MuleSoft Global Partner of the Year 2021, 2020 & 2018
- MuleSoft EMEA Partner of the Year 2021, 2020, 2019, 2018, 2017 & 2015
- MuleSoft Top New Partner APAC 2018, 2017
- MuleSoft Top Certification Partner 2017
- Oracle API PaaS Community Award in 2017
- Outstanding API Contribution Oracle Partner Award 2018 & 2019
- Boomi Global Innovation Partner 2021

## **11 Sub-contractors**

Capgemini UK may use the following subcontractors to deliver this service:

- Capgemini Technology Services India Limited.

## **12 Business Continuity and Disaster Recovery**

No disaster recovery plan is provided as part of these Services.

## **13 Pricing**

This service is priced in accordance with the SFIA Rate Card attached. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis.

## **14 Ordering and Invoicing**

Please refer to the Supplier Terms for this service.

We would be pleased to arrange a call or meeting to discuss your requirements of our service in more detail.



## 15 Termination Terms

Please refer to the Supplier Terms for this service.

## 16 Further Information

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.

**Phone:** 0370 904 4858

**Email:** [publicsector.opps.uk@capgemini.com](mailto:publicsector.opps.uk@capgemini.com) including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

## About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2023 global revenues of €22.5 billion.

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