

# Innovation to Value G-Cloud 14

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# 1 Service Overview

Capgemini is a global leader in innovation. Innovation means ‘ideas, successfully applied’, so we have not innovated until we have delivered tangible value. This can mean new ideas, products, and services, which deliver benefits such as more effective and efficient processes for end-users. Capgemini’s Innovation to Value service helps our clients to accelerate their improvement journeys focusing on core innovation areas.

Capgemini has an extensive, diverse internal and external innovation ecosystem, including our Global CTIO (Chief Technology & Innovation Officer) network which provides visionary future thinking and horizon scanning via our [Technovision](#) series. Capgemini Research Institute and Cambridge Consultants helps us to scan the landscape, spot future trends and opportunities and bring insights to our clients across the public sector.

Capgemini Applied Innovation Exchange (AIE) is Capgemini’s global platform designed to enable our clients to discover relevant innovations, to contextualise and experiment with them, and deploy new ways of working. Our global network of 20+ exchanges have a ‘Start-Up Catalyst’ capability which manages an established curated supply chain of over 4,000 subject matter experts (starts ups, academia, and internal experts), accessed via our bespoke Rocket Station CRM tool which leverages data extracted through API’s (Crunchbase, Early Metrics, Quid etc.) to provide additional depth and breadth, enabling clients to access cutting edge insights. The AIE’s tried-and-tested framework provides the necessary transparency and rigor, enabling the AISI to discover, devise, deploy and sustain approach to innovative ideas, insights, solutions, and value, with the latest AI tools and methods. Capgemini practitioners have access to an extensive library of tools and 150+ case studies, frameworks, and templates.

Capgemini Accelerated Solutions Environment (ASE) designs and delivers dynamic, empowering immersive in-person or hybrid experiences over a half day, one day or several days that create the right conditions to unleash group genius, usually based at one of our bespoke facilities. Using our unique combination of capabilities, we strip away the rational, emotional, and political blockers that get in the way of powerful, transformative business outcomes. By unlocking this human potential, we enable teams, projects, and organisations to connect differently. This creates the passion, engagement, alignment, and momentum needed to get the future clients want. Capgemini expertise spans different disciplines, which we combine with a rich understanding of team dynamics, business transformation and growth. This enables us to look at business challenges differently, and design innovative approaches to solving them. Each session we lead is unique, tailored to specific business needs, in tune with the cultures of the collaborating participants. We create the conditions for attendees to dream big, then shape practical plans of activity.

## 2 Business Need

Capgemini recognise that public sector organisations need to innovate to deliver better, cheaper, and more efficient public services. Technology changes quickly, and people expect the public sector to keep up. But real innovation is about more than theatre: it requires deep expertise, experience, and culture to succeed. Often it is about addressing the barriers to change risk aversion, lack of clarity over goals, and inadequate processes. Delivering robust and repeatable processes in a fast-changing technology landscape is a high-risk activity and it is important to work with a partner who is reliable with a solid track record of embedding change.

## 3 Our Approach

Capgemini can help The Buyer address innovation challenges from end-to-end, helping to discover new insights, understand complexity, and work out how to innovate strategically for rapid value. Our overarching approach to innovation is to Discover; Devise; Deploy; and Sustain with the latest tools and methods, emerging technologies and accelerators:



## DISCOVER

Discover relevant innovations, sector pivots, explore new business models, identify business problems, immerse in emerging technologies and define action plans to drive change

## DEVISE

Rapid build and co-creation of proof of values. Accelerate your learning with emerging technologies by getting hands-on.

## INNOVATION

The value of the AIE is accelerated through a proven methodology to drive innovation from end-to-end

Embed and cultivate the innovation capabilities needed in your organization to apply innovation responsibly at speed and scale with certainty, trust, and intelligence.

Launch and iterate. Scale innovation to deliver business outcomes across your organization and ecosystem.

## SUSTAIN

## DEPLOY

To achieve this, Capgemini have a flexible innovation toolkit we can deploy, including:

### Visualisation and ideation



Bringing to life complex ideas and challenges through a range of visually dynamic and compelling products. We enrich stories, give clarity to complexity, and amplify ideas. Capgemini can help design an innovation strategy and provide a repeatable process for horizon scanning and futures, which takes a range of possibilities and through a systematic and transparent assessment of TRL, scope, desirability, feasibility, and viability gives you a prioritised portfolio of innovation projects and a pipeline of potential ideas.

### Crowd innovation and Collective Intelligence



Creating a platform for people to connect and engage on strategic challenges from across the breadth of The Buyer organisation. This empowers individuals to generate ideas, big or small, that can drive innovative solutions and meaningful change. We have templates, processes, operating models, and platforms to enable idea discovery and understand problems, bring together diverse groups of experts in 'brains trusts' to provide unique and valuable insights and discover new ways of looking at challenges.

### Collaboration from across our ecosystem



Harnessing the full power of Capgemini design, facilitation, storytelling, and visualisation expertise, we work across the life of a project or program to rapidly: articulate challenges, overcome resistance or misalignment, and make decisions. Capgemini have an extensive global ecosystem of 4,000+ start-ups with innovative technologies across a range of sectors and specialism, ranging from quantum technologies to AI and generative AI, and virtual and augmented realities/ metaverse.

### Technology Innovation and Roadmaps



We are technology specialists: Capgemini have a huge depth and breadth of expertise including engineers, scientists, technologists, data science and computing experts: we build deployable solutions for our clients and know what it takes to create a new product or service and bring it to market. We constantly scan markets and map out future technology convergence and implications, including ethical, economic and social implications of emerging technologies, and ensure our approach is founded in our values.



**Events:** Co-designing and facilitating events that help teams navigate moments of large-scale complexity, where the outcomes will determine significant business change – from vision and strategy, to implementation, adoption, and triple bottom line thinking. For example, we have a ‘DesignShop’ creative, multi-day event that guides large, diverse sets of stakeholders through the creative process to rapidly co-create and align on actionable solutions and a path forward. We also hold Discovery Days where we gather a small team of decision-makers to explore the art of the possible, better understand the options available to them, and agree on where to start – all while experiencing our unique, collaborative process.

## 4 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.

## 5 Service Management

This service can be delivered as a defined project or on a day rate basis.

## 6 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.

## 7 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.

## 8 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, which introduces 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.





## 9 Vendor Accreditations/Awards



For the 12th year in a row, Capgemini has been recognized 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.



ISO 9001 Quality Management for Management Consultancy and IT Implementation and services to the Public Sector



ISO 27001:2013 - Provision (Delivery) of IT services including business applications development, maintenance and Data, Digital and Cloud technologies.



NelsonHall has identified Capgemini as a Leader in its 2022 NEAT Vendor Evaluation for Learning Services due to its ability to meet future client requirements as well as its capability to deliver immediate learning benefits to them.



Capgemini is the first amongst consultancy and technology firms to be recognized six times in a row for its thought leadership reports.



2023 Ecovadis Platinum Rating: We maintained a platinum rating, recognising us as a responsible and sustainable business in the top 1% of companies assessed.



Better Society Awards: Our collaboration with Code Your Future to offer digital skills training won a Better Society Award in 2022. The awards celebrate efforts by commercial organisations to create a better society.



Inclusive Top 50 UK Employers List: We achieved second place in the Inclusive Top 50 UK Employers List 2022/23 – a list that assesses companies for best practice on diversity, equality and inclusion



UK Best Workplaces for Women: We were listed as a Best Workplace for Women by Great Place to Work®. This listing is based on responses from our team to an anonymous survey about their employee experience.



UK Best Workplaces for Wellbeing: We are listed by Great Place to Work® as a Best Workplace for Wellbeing



Great Place to Work: We were certified as a Great Place to Work® in 2023, reflecting our employees' experience of working at Capgemini in the UK.



## 10 Sub-contractors

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

- Capgemini Technology Services India Limited.

## 11 Business Continuity and Disaster Recovery

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

## 12 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.

## 13 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.

## 14 Termination Terms

Please refer to the Supplier Terms for this service.

## 15 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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