

# Requirements Analysis G-Cloud 14

November 2024





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# 1 Service Overview

Capgemini works with business stakeholders to understand and articulate their requirements for business solutions. Business Requirements can be developed for different purposes in support of cloud-based services:

- Product selection (for On-premises, cloud, or hybrid solutions).
- Package configuration.
- Custom build solutions.

Capgemini can bring the most appropriate techniques depending on the nature of the required solution.

Our Requirements Analysis service provides business analysis in support of the design and implementation of business solutions.

## 2 Business Need

Businesses need a requirements analysis service (whether for product-based or Custom build solutions) appropriate for Cloud services and designed to incorporate Business feedback during requirements development.

Clients seeking a solution based on Commercial off-the-shelf (COTS) solutions to meet their business needs also require a preferred supplier, and need a clear process that can be audited to help them make decisions. For product-based solutions, Capgemini has the capability to assist organisations with the development of a requirements shortlist, narrow down options through Request for Information (RFI), create a demo list with costed Request for Proposal (RFP) responses, and guide the final selection using scenario demos that consider factors like cost, delivery, technical fit, and cultural fit.

If the required solution is end-user facing, good user experience is critical to the success of the solution. The required solution may be highly visible and user experience is critical to the success of the solution. Capgemini has the capability to deploy a user-centric project team including business analysts to work with business stakeholders to help them identify business requirements and deliver user focused solutions.

## 3 Our Approach

Capgemini use prototyping and visualisation, combining customer value stories, non-code-based prototypes, and collaborative business/IT workshops to help clients develop their business requirements whether for custom or product-based solutions.

Capgemini can work with business stakeholders to:

- Grasp the users' vision, considering their short and long-term needs and the context in which the solution will operate.
- Strategise the user experience, identifying key tasks and high impact scenarios.
- Develop prototypes/ visual representations showcasing key functionality.
- Conduct reviews with business stakeholders.
- Incorporate business feedback into the development process.
- Document finalised requirements.

Benefits of a prototyping and visualisation approach:

- Visual Tools and Prototypes can be used to explore business needs and can help stakeholders define their requirements.



- Business stakeholders and end users / customers are engaged in a collaborative conversation around the product and service solution.
- Early feedback can be obtained and built into the solution requirements.
- Understanding, consensus and communication of business and technology strategies can be shared with all stakeholders.
- During iterations of the Build Phase, the Development team can use the functional prototypes as a reference to understand Business requirement priorities, context, and design assumptions.
- During and **BEFORE** Training / Deployment, prototypes can be leveraged:
  - Power users can be exposed to the prototypes in the design phase, this can facilitate eventual user acceptance. The approach enables co-designers/ users to become advocates for the project.
  - Requirements visualisations, when iterated upon, can effectively communicate, and enhance end-user training for the future system.
  - Excitement! From the end-user perspective, seeing the future solution through easily portable prototypes can create a “buzz” around the project in support of Communications and Change Management activities.

For vendor and software selection, Capgemini can develop line requirements and business scenarios with business and IT stakeholders. Typically, product- based solutions can be highly standardised, ‘multi-tenanted’ and catalogue-based. Capgemini can bring an approach tailored to the introduction of product-based business solutions. Benefits of our selection requirements approach:

- Line requirements support scoring mechanisms used during vendor and software evaluation.
- Demonstration of how a solution would meet specified business scenarios supports comparison of different vendor solutions.

## 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.

If these responsibilities do not match your expectations, then please contact us in order that we can explore options to vary our approach.

## 5 Service Management

Business requirements definition can be delivered as a defined project or on a day rate basis. However, prototyping and visualisation is delivered as a defined project.

## 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



Prior to the execution of the Order, the Supplier and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to ensure continuity of service.

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form and 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, to ensure consistency and effectiveness. The preferred method, 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 beyond the conclusion 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 Partnerships/Alliances

This section is intentionally left blank.

## 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.

### Business Analysis Accreditation

- BCS International Diploma in Business Analysis
- SAFe – Leading SAFe and SAFe PO/PM
- Agile EEE – Scrum.org PSM & PSPO
- Scrum.org User Experience
- Professional Scrum with User Experience Certification

### Product Management Accreditation

- SAFe – Leading SAFe and SAFe PO/PM
- Agile EEE – Scrum.org PSM & PSPO
- scrum.org PSPO1
- scrum.org PSPO2
- scrum.org PSPO3



- scrum alliance CSPO
- scrum alliance A-CSPO
- SAFE POPM
- SAFE APM

## Cloud Technology & Services Awards

### SAP

- SAP® EMEA North Award for Partner Excellence 2022 – for SAP Business Technology Adoption
- SAP® Pinnacle Award 2021 – Capgemini received the 2021 SAP® Annual Pinnacle Award in the Partner Learning Excellence Category, presented to the top partners across 28 categories excelled in developing and growing their partnership with SAP and helping customers run better.
- SAP Innovation Awards 2021 (finalist) – Capgemini (Fieldglass), Excelerate Energy Projects
- SAP Innovation Awards 2020 (finalist) – Truechain, Safety Workers

### Microsoft

- Capgemini won six Microsoft Partner of the Year awards in 2023.
- Capgemini won Microsoft Business Applications 2022/2023 Inner Circle award for the fourth consecutive year.

### AWS

- Capgemini received seven AWS 2023 Partner of the Year Awards

### Google Cloud

- Capgemini won several 2023 Google Cloud Partner of the Year Awards

### Adobe

- 2021 Adobe Digital Experience Partner of the Year Award – EMEA
- 2021 Best Overall Cloud Native CXM Champion – Adobe Go for Gold Challenge
- 2021 Adobe Digital experience Partner of the Year Award – EMEA
- 2020 Gartner Magic Quadrant Leader in CRM and Customer Experience Implementation
- 2020 Adobe Platinum Status

### Analyst Awards

- Capgemini positioned as a **Leader** in Gartner's 2021 Magic Quadrant for SAP S/4HANA Application Services, Worldwide
- Capgemini named a **Leader** by NelsonHall in its 2021 NEAT evaluation for SAP ERP Cloud Migration Services

### Sustainability, Diversity, and Inclusion Awards

- CDP A List recognition - Global environmental impact non-profit CDP again positioned us in its leadership tier for our approach to climate change in 2022.
- 2023 Ecovadis Platinum Rating - We maintained a platinum rating, recognising us as a responsible and sustainable business in the top 1% of companies assessed.
- Bloomberg Gender-Equality Index - We were recognised for our commitment to supporting gender diversity with a position in the 2023 Bloomberg Gender-Equality Index.





- Ranked 2<sup>nd</sup> in the inclusive top 50 UK employers 2022/23 list.
- 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.
- UK Best Workplaces for Women – In 2023, 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 – In 2023, we are also listed by Great Place to Work® as a Best Workplace for Wellbeing.
- Defence Employer Recognition Scheme – In 2023, we were recognised by the Armed Forces Covenant with Gold in their Defence Employer Recognition Scheme, for our commitment to supporting veterans and reservists.
- edie Awards 2023 - We won edie's Social Sustainability, Diversity & Inclusion Award in 2023, for our work with CodeYourFuture to offer socially excluded individuals' access to tech careers.
- Better Society Awards - Our collaboration with CodeYourFuture to offer digital skills training won a Better Society Award in 2022. The awards celebrate efforts by commercial organisations to create a better society.
- Stonewall Silver Global Employer – In 2022, we were rated with Silver Global Employer status by Stonewall, reflecting Capgemini UK's acceptance without exception for everyone who identifies as LGBT+.
- Social Mobility Top 75 Employer Index - Capgemini UK was listed in Social Mobility Foundation's 2022 ranking of the top 75 UK employers that have taken the most action to improve social mobility in the workplace.
- Supporting Returners - Capgemini UK was shortlisted in WM People's 2022 Top Employer Awards as an employer that has demonstrated stand-out initiatives to support individuals returning to the workplace after a career break.
- Disability Confident certified - We hold a Disability Confident Employer Badge, which recognises our commitment to supporting team members with disabilities.
- For the 11th time in a row, in 2023 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.

## 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.

**All prices are in GBP and exclude VAT.**



## 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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