Information Simplification
G-Cloud 14

November 2024

Capgemini

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1 Service Overview

Capgemini's Information Simplification service provides Design, Consultation and Business Analysis in support of the design and implementation of Cloud based services.

Capgemini can help clients deliver Information Simplification through the use of a value driver and KPI Framework that can improve the organisational performance through concentrating on valuable and relevant information, thus enabling better client decisions at a lower cost. The Capgemini solution can enable:

- People to receive the information that helps them to make effective decisions;
- Insightful analysis to guide business direction;
- Resources to be allocated to improve value;
- Simple information to be made available that can enable the accomplishment of common goals;
- Excessive reporting to be rationalised and reporting that is demanded to be effectively managed;
- A regular process that monitors performance against strategic objectives.

Capgemini recognises the expectations of Government organisations to reduce the volume, cost and effort spent on producing regular pre-defined reports and can help clients focus on generating insight and real time analysis. Cloud based products and services can support this service.

1.1 What can the solution deliver?

There are several ways to drive a performance management framework that cater to the information needs of the Government. Quite often, it can be one or more of the following three basic approaches.

1.2 Top-down KPI Definition and Standardisation

- Developing a standard set of KPIs and putting in place the governance that can maintain a manageable level of metrics at all times;
- Standardising the "core" of information in the form of KPIs, metrics and value drivers that can be tracked and measured;
- Aligned "core" measures that can be cascaded across and down through the organisation to enable consistency and drive behaviours in line with achieving the strategy.

1.3 Report Harmonisation

Harmonising regional and local ground level reporting that can enable information and reports to be consistent across each organisational level for sharing standard operating models, practices and insights.

1.4 Report Rationalisation

- Removing unnecessary reports based upon a set of pre-defined criteria that align to the organisation's value drivers;
- Eliminating duplication and waste;
- Aligning the contents of like for like reports;

- Automation of the delivery of reports to minimise the need for local versions.

Ceasing production of redundant reports embedded in management packs.

This service supports Cloud based projects and services.

2   Business Need

Depending on the options selected, Capgemini's Information Simplification solution can be used to address the following issues:

- Lack of alignment on key value drivers and what drives strategy and performance;
- No single version of the truth causing poor performance conversations;
- Significant gaps between forecasts and performance without any root cause analysis;
- Lack of availability of reports and KPIs;
- Inefficient delivery of reports and KPIs;
- Information overload that can be caused by unwanted and duplicate reports and measures;
- Excessive cost of report production;
- Lack of clear business requirements for Business Intelligence solutions;
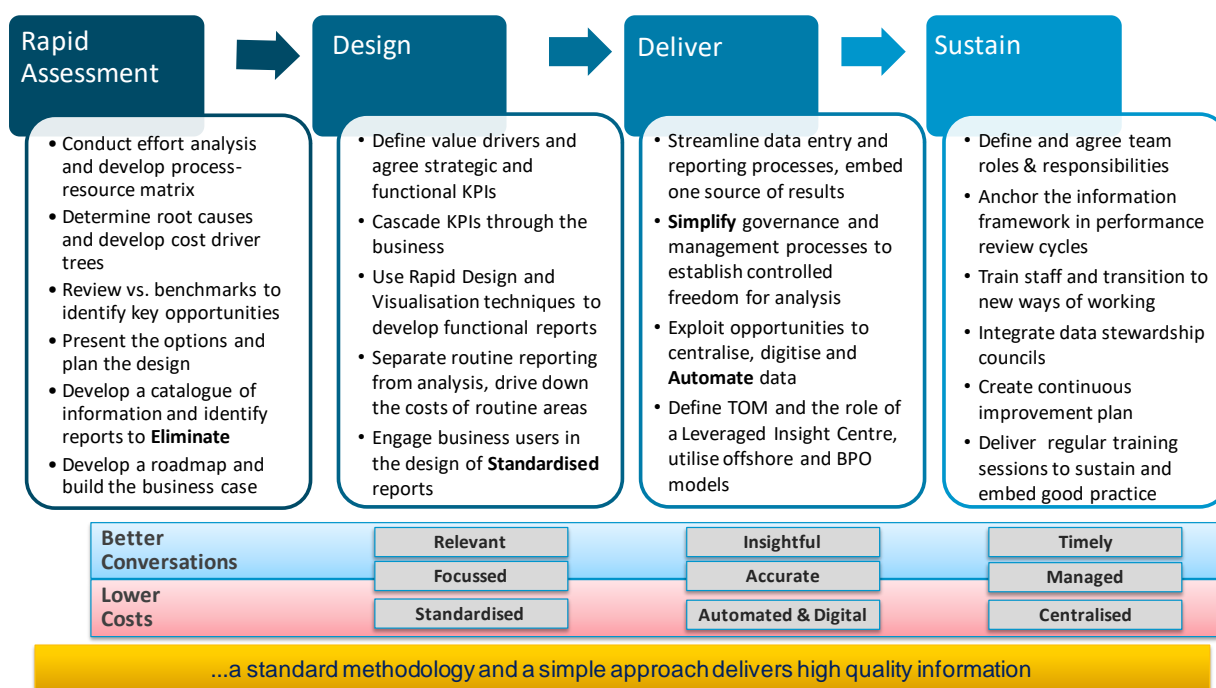- Poorly scoped data warehouse replacement projects.

Capgemini is well positioned to deliver this service, as we have experience of designing and implementing Information Simplification solutions for various organisations. Cloud based products and services can be used to support this.

3   Our Approach

Capgemini has a structured approach that can enable the delivery of Information Simplification solutions to help clients embed lasting business value and deliver benefits. Capgemini believes that implementing an integrated technology platform alone will not deliver the intended benefits. Capgemini can consider how information is used in all organisational processes and the context of the organisation. Capgemini can link information to strategy and map the connections to the underlying data sources and organisational structure to develop a sustainable solution.

Every organisation is unique. Capgemini can adopt a collaborative approach that can involve using a team of experienced consultants and client subject matter experts to define the value drivers and KPI framework for the organisation. Capgemini can also transfer knowledge to client staff to enable them to become self-sufficient and able to sustain the realised benefits in the long term.

Capgemini's key methodology steps which are required to deliver a typical full solution are illustrated in the following image:

	Rapid Assessment	Design	Deliver	Sustain

Rapid Assessment
- Conduct effort analysis and develop process-resource matrix
- Determine root causes and develop cost driver trees
- Review vs. benchmarks to identify key opportunities
- Present the options and plan the design
- Develop a catalogue of information and identify reports to **Eliminate**
- Develop a roadmap and build the business case

Design
- Define value drivers and agree strategic and functional KPIs
- Cascade KPIs through the business
- Use Rapid Design and Visualisation techniques to develop functional reports
- Separate routine reporting from analysis, drive down the costs of routine areas
- Engage business users in the design of **Standardised** reports

Deliver
- Streamline data entry and reporting processes, embed one source of results
- **Simplify** governance and management processes to establish controlled freedom for analysis
- Exploit opportunities to centralise, digitise and **Automate** data
- Define TOM and the role of a Leveraged Insight Centre, utilise offshore and BPO models

Sustain
- Define and agree team roles & responsibilities
- Anchor the information framework in performance review cycles
- Train staff and transition to new ways of working
- Integrate data stewardship councils
- Create continuous improvement plan
- Deliver regular training sessions to sustain and embed good practice

Better Conversations	Relevant	Insightful	Timely
	Focussed	Accurate	Managed
Lower Costs	Standardised	Automated & Digital	Centralised

...a standard methodology and a simple approach delivers high quality information

This diagram is for illustration only and does not represent any obligation or responsibility of Capgemini.

Depending on the options selected, the benefits of this approach are that it defines and implements the framework that can enable:

- Alignment of senior stakeholders within a Government organisation and an overall agreement on what creates "value" and a focus on increasing "value";

- Individuals within the Government to receive targeted information at the appropriate time;

- improved access to the required information using appropriate technologies;

- Standard reporting that is balanced with advanced analysis to improve the quality of decision support;

- Allocation of resources to increase value in dynamic and rapidly changing environments;

- Standardisation of information that can facilitate easy comparison and analysis across teams.

Delivery of a consistent and reliable set of reports that can be actionable, relevant and eliminate information overload.

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

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 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.

All prices are in GBP and exclude VAT

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 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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