Cloud ERP Advisory Service
G-Cloud 14

November 2024

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1   Service Overview

Capgemini offers a Cloud ERP Advisory Service for buyers who are in the process of establishing and delivering a Cloud ERP transformation programme by providing services including:

- Support defining vision and objectives of a Cloud ERP transformation
- Assist in setting up the shared-services strategy
- Support creation of target-state architecture design and a roadmap therefor
- Supporting development of the business case following Green Book standards
- Support in creating and managing the transformation programme delivery plans
- Redesigning and standardising business processes to support achieving business benefits
- Support establishment of the programme governance framework
- Support development of the business change strategy
- Supporting through the Cloud ERP solution and technology selection process
- Providing Cloud ERP delivery assurance throughout the implementation

2   Business Need

The buyers operating pre-cloud versions of the ERP platforms (not on SaaS ERP) experience numerous challenges like high cost to serve, poor customer/employee experience, non-standardised business processes and difficulty in generating insight out of data. These platforms are also difficult to change and take a lot of time and money to adopt to changing business and regulatory needs.

In parallel, Cloud ERP platform (SaaS ERP) capabilities have evolved significantly; a modern Cloud ERP as offered by various vendors has a clean core, is predicated on best-practice, has an in-memory database for real-time processes and insight, is highly connected and integrated with SaaS applications, leveraging Cloud and intelligent technologies.

3   Our Approach

Capgemini is a global leader in delivering complex Cloud ERP transformation programmes. Leveraging practical experience to help establish and deliver, business and technology transformation programmes.

Capgemini's experience of working on multiple 'Government shared services' programmes, provides insight into the 'Civil Services HR' and 'Government Finance Function' processes, which helps in accelerating the delivery outcome.

Capgemini knows that the success of ERP transformation programmes is not just about moving to a Cloud technology platform but also to enable users to work more efficiently by using the capabilities of the Cloud ERP solution chosen by the Buyer. Capgemini understands the value of having clear and effective governance, including a sound change management approach, which is reflected in the approach defined below.

Architecture:

Capgemini's approach to delivering Cloud ERP transformation is based on defining and delivering the seven layers of the Architecture comprising of:

1. Business model and strategy

2. Business outcomes

3. Operating model and principles

4. Process decomposition

5. Data & analytics

6. ERP (and other) technologies

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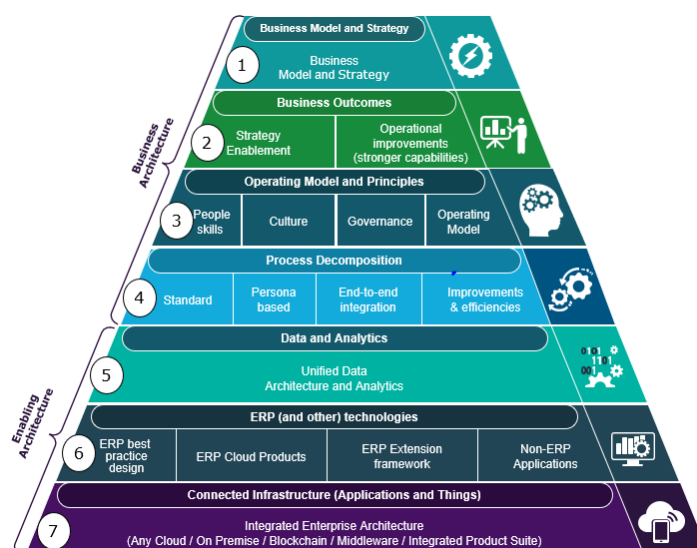
This diagram is for illustration only and does not represent any obligation or responsibility of Capgemini.

Navigating the layers helps to drive alignment of the ERP platform against the emerging business model and strategy, whilst at the same time supporting a complete view of the required change. The approach highlights the reimagination of ERP transformations, it is not centred around one product anymore. It relies on the value being brought in from the non-ERP Applications and an Agile architecture.

Capgemini's approach to architecture utilises leading practice architecture development methods to act as a bridge between understanding the transformation objectives, identifying the required business capabilities, and defining the technology components required to achieve the desired business outcomes. Capgemini leverages leading architecture framework, like 'The Open Group Architecture Framework (TOGAF)' or others as agreed with the Buyer and adopts an agile approach to deliver the transformation where feasible.

The activities below provide a high-level overview of the steps Capgemini undertake to develop the Architecture Roadmap:

Planning and preparation phase:

- Confirm the problem statement
- Confirm the scope (from an architecture perspective)
- Confirm the constraints
- Agree outputs and activities

Understanding the As-Is State:

- Collate documentation (documents, diagrams, models, programmes of work)
- Explore the existing architecture (interviews, working sessions, workshops)
- Document and record the As-Is – selection of the techniques to record the As-Is state is based on outcomes needed

Determine the target-state:

- Confirm the requirements with Buyer (vision, user-journeys, to-be processes).
- Scope the solution (business and technical) via workshops and working sessions.
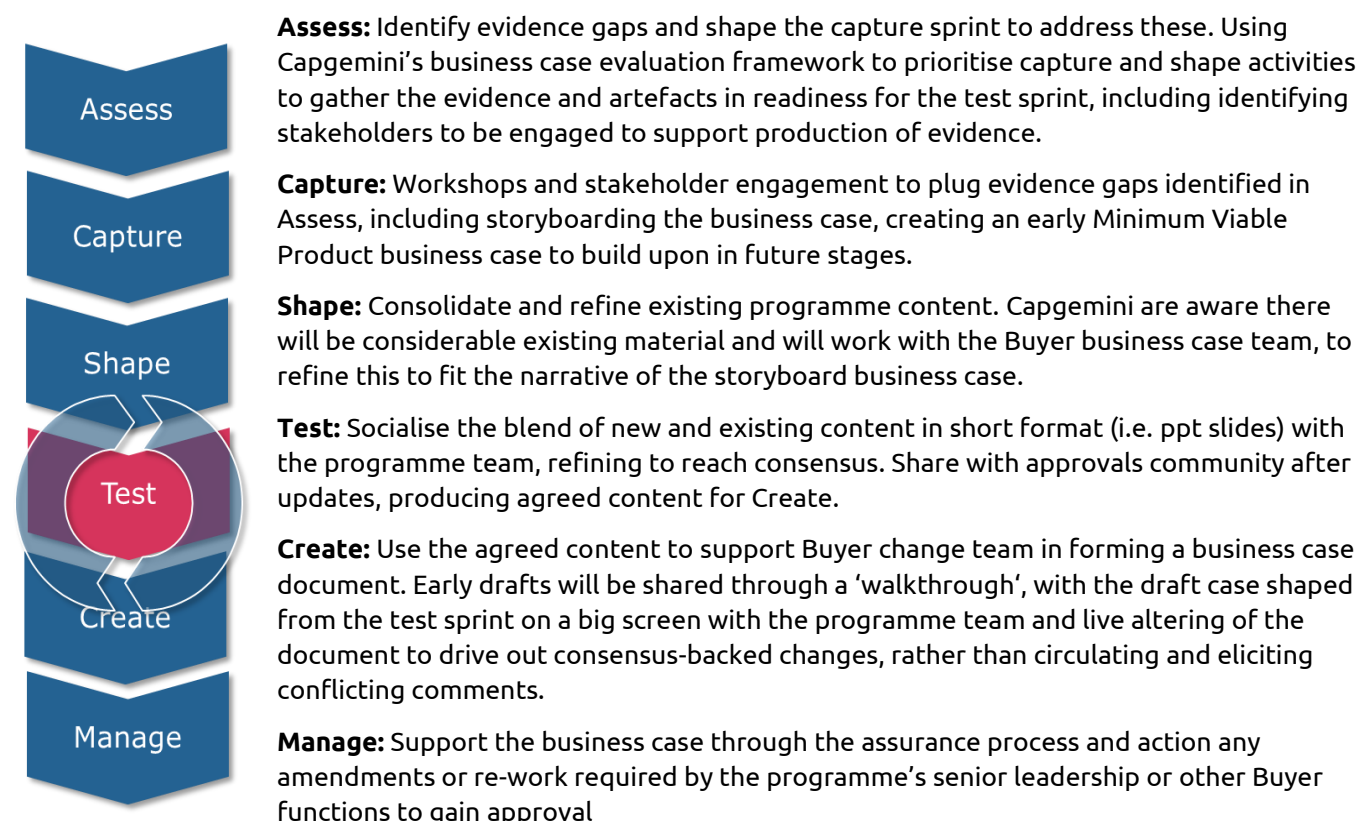- Document and describe the future
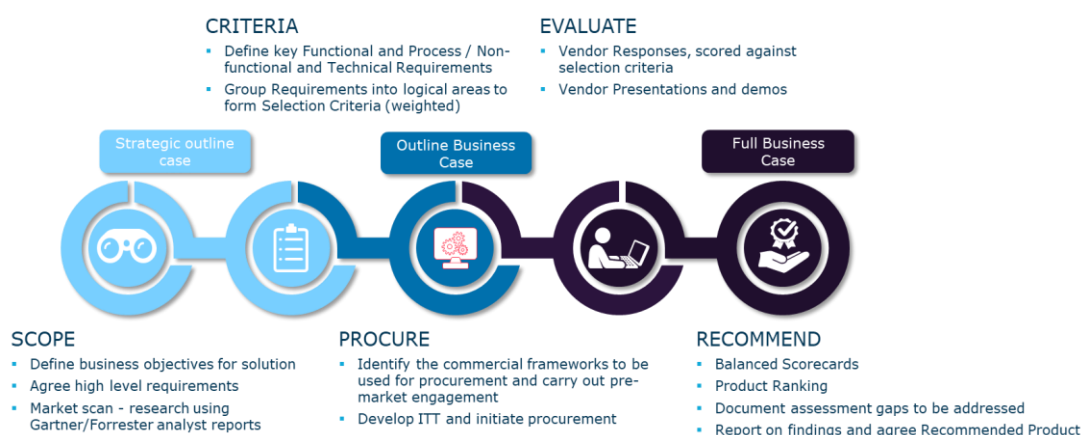
Outline the target state:

- Understand the priorities and dependencies.
- Perform gap analysis and highlight next steps.
- Generate roadmaps based on priorities.
- Outline migration and roll-out plans

Business case:

For the business case itself, Capgemini provide support to refine the case using Capgemini's proven business case delivery methodology based on HM Treasury Better Business Cases and the Green Book.

Assess: Identify evidence gaps and shape the capture sprint to address these. Using Capgemini's business case evaluation framework to prioritise capture and shape activities to gather the evidence and artefacts in readiness for the test sprint, including identifying stakeholders to be engaged to support production of evidence.

Capture: Workshops and stakeholder engagement to plug evidence gaps identified in Assess, including storyboarding the business case, creating an early Minimum Viable Product business case to build upon in future stages.

Shape: Consolidate and refine existing programme content. Capgemini are aware there will be considerable existing material and will work with the Buyer business case team, to refine this to fit the narrative of the storyboard business case.

Test: Socialise the blend of new and existing content in short format (i.e. ppt slides) with the programme team, refining to reach consensus. Share with approvals community after updates, producing agreed content for Create.

Create: Use the agreed content to support Buyer change team in forming a business case document. Early drafts will be shared through a 'walkthrough', with the draft case shaped from the test sprint on a big screen with the programme team and live altering of the document to drive out consensus-backed changes, rather than circulating and eliciting conflicting comments.

Manage: Support the business case through the assurance process and action any amendments or re-work required by the programme's senior leadership or other Buyer functions to gain approval

Capgemini methodology illustrated below helps embed product section into the business case :

CRITERIA
- Define key Functional and Process / Non-functional and Technical Requirements
- Group Requirements into logical areas to form Selection Criteria (weighted)

EVALUATE
- Vendor Responses, scored against selection criteria
- Vendor Presentations and demos

Strategic outline case | Outline Business Case | Full Business Case

SCOPE
- Define business objectives for solution
- Agree high level requirements
- Market scan - research using Gartner/Forrester analyst reports

PROCURE
- Identify the commercial frameworks to be used for procurement and carry out pre-market engagement
- Develop ITT and initiate procurement

RECOMMEND
- Balanced Scorecards
- Product Ranking
- Document assessment gaps to be addressed
- Report on findings and agree Recommended Product

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

Governance:

Based on Capgemini's experience of delivering numerous Cloud ERP transformation programmes, Capgemini can recommend a governance model for each Buyer based on their size and complexity. It is critical to have a governance model that covers the following areas as a minimum:

1. A forum responsible for making strategic decision and approving programme recommendations that have financial implications.
2. An authority responsible for maintaining the design integrity of the overall solution, providing direction to the delivery team, assuring delivery of the identified business benefits and identifying any decisions that impact time, cost or quality.
3. A forum responsible for tracking unblocking any operational/project issues and escalating all design issues and choices to the authority responsible for design governance.

Ongoing Assurance:

Capgemini have experience and understand the importance of the constant monitoring of the programme progress. Particularly a view of the Cloud ERP delivery against, the business vision and objectives in order to achieve the desired outcomes. Capgemini's PMO experts provide assurance by tracking the progress of the programme against the key milestones and identifying any delivery issues that may impact the budget or timelines. Capgemini's architects provide design assurance by supporting the design authority and maintaining solution integrity by validating the Cloud ERP technology delivery against the agreed designs.

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

Capgemini's service can be consumed in the following deployment and delivery models, all fully managed by Capgemini. Please contact us to discuss which of these fits your requirements. These are:

- **Offshore resources**: Capgemini consultants work from our offshore locations. This provides a very cost-effective solution with access to a large pool of related skills.
- **Onshore resources:** Capgemini consultants work from our UK offices. This provides a cost-effective solution for buyers that require UK delivery.
- **Dedicated resources:** Capgemini consultants work on your sites, embedded as part of your team. This provides a solution for buyers that require skills augmentation and a high degree of control over the work.

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, 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.

Microsoft certifications and awards:

- Gold Enterprise Resource Planning
- Gold Cloud Customer Relationship Management
- 2019 Partner of the Year Winner - SAP on Azure Award.
- 2019 Microsoft Dynamics Inner Circle, Italy

Oracle certifications and awards:

- 2018 UKOUG Partner of the Year Award: Middleware, Silver
- 2018 UKOUG Partner of the Year Award: Systems & Infrastructure, Silver
- 2018 UKOUG Partner of the Year Award: Managed Services, Silver
- 2018 Global Oracle Excellence: Oracle Cloud Platform Global Innovation Award
- 2018 Oracle Cloud Managed Service Provider Maximum MSP Performance
- 2018 Best PaaS Partner Community Award
- 2018 Best API Partner Community Award, awarded to Luis Weir, Oracle ACE Director and CTO Oracle DU (UK) for Outstanding API Contribution

SAP certifications and awards:

- Global SAP-Certified provider of SAP HANA Operations
- Global SAP-Certified provider of Hosting Operations
- Global SAP-certified provider of SAP Business Suite Solutions Operations
- Global SAP-certified provider of SAP S/4HANA Solutions Operations
- Local SAP-certified provider of Cloud and Infrastructure Operations
- Global SAP-certified provider of DevOps
- Global SAP-certified provider of SAP SuccessFactors Solutions Operations
- SAP Certified Partner Center of Expertise

- 2021 SAP Pinnacle Award for Partner Learning Excellence
- 2021 SAP Innovation Awards (finalist) – Capgemini (Fieldglass), Excelerate Energy Projects
- 2020 SAP Innovation Awards (finalist) – Truechain, Safety Workers
- 2019 Microsoft SAP on Azure – Partner of the Year
- 2019 SAP Pinnacle Award (finalist) – Customers' Choice Partner of the Year

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.

This document is an outline of activities Capgemini can undertake within the scope to be agreed with the Buyer on a case by case within a respective Order Form. This is showing a high-level overview of possible support that can be provided by Capgemini team to the Buyer's programme team as part of the Cloud ERP Advisory Service following aforementioned confirmation of the requirements.

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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