

Digital Enterprise Architecture Services G-Cloud 14

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1 Service Overview

Enterprise Architecture plays a key role in translating an organisation's business vision and strategy into IT strategy and implementation plans which can deliver improvements that are maintainable, reliable, secure, and scalable moving forward.

As an enterprise moves towards cost effective technological solutions like Cloud, Capgemini Enterprise Architecture services helps ensure that Capgemini clients' strategic business objectives are achieved through a Cloud technology framework. Capgemini architects can look across the organisation's enterprise to understand its business vision, short-term and long-term strategy. Capgemini analyses business and information requirements and helps align solutions to the business and IT strategy. Capgemini's forward-looking EA capability incorporates Experience Architecture which addresses citizen/customer experience and employee experience.

Capgemini Enterprise Architecture capability can be used to drive transformational change, being involved at the start of business thinking, or once an organisation has determined change needs to happen. Capgemini's enterprise architecture approach plays a dynamic role in establishing a vision based on increasing business benefits, deriving a robust business and technology design, then helping ensure effective programme governance across the full breadth of the architecture including information, application, security, integration, and infrastructure.

Capgemini Enterprise Architecture services can play an important role in designing the business architecture and helping to translate this into large scale programmes and technology architecture. This clarity of business vision and goals can then be used to select the appropriate technology and vendor to deliver their strategic objectives.

Capgemini can combine four areas of capability to help clients translate strategy into action:

1. **Strategic design** – Capgemini looks at an organisation's operational analytics, operating model, and business technology architecture in order to align business capabilities to deliver client's strategy through a well thought out and integrated enterprise-wide operating model.
2. **Operational excellence** – Capgemini carries out detailed design of the enterprise-wide operating model: its structure, processes, roles and integrating mechanisms. This can address organisation design and governance, process simulation and re-engineering (including Lean), Business Process Management (BPM) and workflow.
3. **Performance improvement** – to make the improvement sustainable, Capgemini help client to enhance leadership culture, organisation design, apply lean / six sigma principles and to implement new operational processes.
4. **Information improvement** – to drive the assessment of the organisations data & information datastores, data management processes and data quality, as poor-quality data will compromise every business process the data interacts with.

Capgemini tools and methods have been shown to add value for Capgemini clients. Examples include:

- Enterprise Architecture Framework that aligns with and complements TOGAF, providing an overall context for business architecture.
- Operational Impact Modelling approach, integrating fact-based, data-driven tools with capabilities for more effective and quicker decision making.

2 Our Approach

As leaders in the Systems Integration marketplace, the specific and unique value that Capgemini can bring to G-Cloud engagement requirements is a deep-seated experience in the detailed requirements associated with complex and large-scale environments which are often overlooked when considering a capability at a macro business level. The value Capgemini can offer is recognising the need to handle such aspects effectively.



Capgemini offerings in this area are not however limited to large scale requirements. Using the experience built up over years of assisting clients transform their business at all levels, Capgemini can provide capabilities for a range of needs, no matter what scale of requirement.

Capgemini can define an organisation's Technology architecture which can help achieve its short-term business objectives and drive towards enterprise long term strategic goals.

Capgemini Digital Enterprise Architecture capability can define and manage the relationships and dependencies between vision, business processes, business initiatives, data, and technologies. Capgemini has been helping clients from various industry domains who have ambitions to align their business architecture with the IT application architecture and adapt Cloud technology to increase business returns. With experience of delivering Cloud technology-based projects, Capgemini understands the challenges involved in the technology move from the existing technology model to a Cloud architecture. The Capgemini Architect manages these challenges by coordinated planning across all business and technology teams, and helps proposing various architecture models including private, hybrid or community Cloud-based, together with the associated business value. Activities to achieve this can include:

- Developing / revising business capability models and aligning the application architecture to highlight areas of opportunity, risk, and cost.
- Defining and scoping business / technology change programmes that have clearly defined boundaries, achievable goals, and objectives.
- Definition of IT roadmaps and plans improving quality is delivered through goal driven planning.
- Maintaining cost and operational efficiency by reducing IT Diversity and exploitation of existing assets.
- Tailoring the future state technology architecture to optimise existing and Cloud technology utilising the client's existing infrastructure along with Cloud.
- Definition of governance changes and enhancements in line with the organisational goals.
- Following industry standard methodologies (e.g., TOGAF) where appropriate.
- Definition of application integration standards and patterns for Cloud (not many integration standards are available in the market, as Cloud technology is continuously evolving); using the most appropriate integration model is key for the long-term sustainability, options include patterns based on Enterprise Service Buses (ESB), Point to Point integration, utilization of data lakes and operational data stores.
- Utilising Capgemini comprehensive Enterprise Architecture approach to address areas such as technology architecture ownership, security and reliability that are difficult to manage in Cloud computing.
- Capgemini can set up Enterprise Architecture Boards for the clients, which will be responsible for providing recommendations to all Cloud related projects and architectural change activities.
- Where significant user interaction is a key architectural concern, Experience Architecture extends traditional Enterprise Architecture to explicitly reflect citizen, customer, and user experience. Leveraging the existing architecture framework, Experience Architecture creates personas, ensures context, maps customer journeys, and optimises channels and collects critical information about how a brand, products, and services are experienced by both clients and employees.

Capgemini provides experienced thought leaders, specialists and practitioners spanning Capgemini Consulting, Technology Services and Outsourcing Services practices to provide a complete, delivered, and integrated solution. This delivery will be underpinned using standardised frameworks such as TOGAF, UPM and ITIL which have been successfully used across numerous Government department engagements and will thus assure the client of a consistent and robust delivery model.

The scope of work can cover the full delivery lifecycle or specific components depending on client requirements, but can include development of the initial business case, developing the service design, managing the transition to the new service, the migration of users and data to the new service and establishment of service monitoring and management regimes to enable on-going support of the service following transition. In this service, in addition to the design, implementation and integration activities, Capgemini is also able to offer on-going service management.

Capgemini Enterprise Architecture services are outlined below.

Business Architecture



Capgemini Enterprise Architecture service sets out describes business processes and functions needed to realise the Enterprise's strategy. The goal is to ensure that the actual implementation, changes, and enhancements to business processes and functions are in support of and traceable to the business strategy. This is likely to include:

- Definition of the business Vision that is understood by all stakeholders.
- Define the target business architecture in terms of business capability model, Business KPIs and Success Metrics, Business Process Model, Organisational Model, Product/Services Mode, Channel Model.
- Document the current business architecture (if not already documented).
- Perform a gap analysis between the As Is and To Be to understand the journey.
- Define architectural viewpoints to demonstrate how stakeholder concerns are addressed by the Business Architecture.

Experience Architecture

Capgemini Enterprise Architecture service may be beneficial for problem domains with significant end user interaction. Experience Architecture may leverage the set of tools, methods, and models used to capture citizen, customer, and user experience design. This may include:

- Research. Research-based activities include generating audience insights, ethnographic studies, usability studies and competitive analysis.
- Strategy. This activity defines the vision and roadmap, key personas, customer journey maps and the approach to measurement.
- User Experience alignment to business vision.
- Creative. This might include consideration of User Interface Design, Branding, Style Guides & key Digital Assets.
- Content. The Content Activity addresses content, SEO, and governance strategies.
- Collection of critical information about how a brand, products, and services are experienced by both clients and employees.

Information Architecture

Capgemini Enterprise Architecture service sets out the information requirements and constraints and from this can determine the architecture vision, roadmap, and design. Activities would be likely to include:

- Assessment of current state information & data architecture and setting the blueprint for future state information & Data architecture using Cloud technology.
- Provision of information & data architecture to enhance information based intelligent decision making.
- Definition of Information and Data Architecture practices for process, policies and standards.
- Definition or revision of an organisation's conceptual information model / common information model.
- Definition of information and data governance to enable the correct control, communication, and definition to achieve the strategic objectives.
- Definition of the relevant Cloud information & data security, access policies and standards that is appropriate for each client's environment.
- Planning for the data quality needs of the organisation, and the consistent distribution of data across all channels.

Application Architecture

Capgemini Enterprise Architecture service can define a solution and application strategy which is in-line with business objectives to ensure:

- Application of Cabinet Office/Government policies and Strategies e.g., Open Source and Open Standards.
- Definition of Cloud good practices in terms of process, policies, expected outputs and standards.
- The assessment of the current state application architecture and tailoring of a future state Cloud hosted architecture to be scalable, sustainable, and easy to support and maintain.



- Application & reuse of strategic platforms and strategic architecture components.
- Definition of the Governance Board to govern architectural changes and enhancements.
- Definition of Architecture policies and standards (including security).
- Provision of a cost-effective application architecture to support business improvement.

Integration Architecture

Capgemini Enterprise Architecture service enables clients to use their existing architecture efficiently and securely whilst integrated with the Cloud architecture. Capgemini helps define integration policies and standards to be followed and confirms that the application integration approach is feasible, reliable, secure, and conformant.

Designing and implementing integration architectures like service-oriented architecture for projects, programmes, or the whole enterprise.

Security Architecture

Security is critical to the successful deployment and safe use of Cloud services. The definition and design of a secure architecture which supports an organisation's requirements and policies is critical to Capgemini Enterprise Architecture service. This is likely varied based on business criticalities but can include:

- Assessing the current state and define future state Cloud security architecture.
- Defining and security process, policies and standards.
- Baselining against common security standards and designing practical improvement plans to address common vulnerabilities.
- Defining and implementing the governance to support the organisation's ongoing security.

Infrastructure Architecture

Capgemini Enterprise Architecture service can enable cost effective use to be made of Cloud computing services. This will consider critical factors such as:

- Critical service levels.
- Varying business peaks.

Capgemini has created a cross-discipline unit that can provide a full menu of services, to support the Government's commitment to deliver world class digital public services that place the citizen's needs at the centre. Capgemini has been working in Cloud services delivery in the public and private sector for over twenty years, helping to transform hosted platform services into managed services and enabling the integration of standardised Cloud platforms into an existing organisation.

3 Benefits

Capgemini's Enterprise Architecture service solutions can help:

- Reflect real business priorities aligned to the IT architecture.
- Make cost effective use of Cloud.
- Reflect digital initiatives.
- Integrate safely and securely with third parties, Cloud services and legacy applications.
- Promote agility for change and integration with external services.
- Reflect cabinet office policy for technology choices (e.g., Open source).
- Maintain the original architecture vision throughout their development and into live service.

Capgemini can provide individual services within each phase to support the client delivery of that phase or can provide a comprehensive service covering delivery of a full Digital Enterprise Architecture or a subset thereof.



The scope of the individual services to be provided will need to be discussed and agreed through the ordering 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 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.

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 Partnerships/Alliances



This section is intentionally left blank.

10 Vendor Accreditations/Awards



For the 11th 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.

Architecture Accreditation

- TOGAF 10.0
- SAFe Architect
- AWS Practitioner and Architect
- Azure Fundamentals
- Azure Solution Architect

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 2nd 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 including the following information:

1. Quote the name of this service" Application and Technology Rationalisation Service G-Cloud 14"
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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