

# Oracle Digital Customer Services G-Cloud 14

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# 1 Service Overview

Capgemini's Oracle Digital Service solution is based on Oracle's CX suite of modules to provide clients with an omni-channel service solution. The Oracle Digital Service Solution allows either a stand-alone or fully integrated service solution that can meet the many and varied needs of customers and employees alike.

The Digital Service solution is not just a helpdesk but a complete cloud-based service solution. Customers and Employees are becoming more demanding about what services they can avail, from where and when. This solution meets those needs through the use of:

- Device agnostic Self-service portal to allow any-time, any-place access.
- Embedded intelligent knowledge to allow users to find the answers they are looking for without the need for any interactions.

Intelligent self-learning content that provides relevant information when it's required.

- Digital assistants and chatbots to provide an adaptable level of support automation to reduce wait times and improve the service delivery, including hand off to an agent when necessary.

Omnichannel solution that interacts with all stakeholders to provide a seamless customer service experience across all channels (social, email, customer portal etc.) including in store, mobile, and online.

Unified Agent Desktop to provide service agents with all the information in one place, and a rules based assignment of agents help make sure the request is dealt with by the most appropriate person, avoiding the infuriating issue of being handed from one agent to another.

Guided resolution either via the digital assistant or live agent to provide a consistent approach across all channels.

Case Management tools and processes to take enquires from initialisation to successful conclusion.

Integration with other systems provides a 360 degree view of customers or employees helping to provide the right service at the right time, and avoid asking those questions that you should already know the answer to.

Dashboards and real-time analytics to provide an accurate picture of what is happening at any time allowing for proactive management, and being able to deal with potential issues before they are realised.

The Capgemini Oracle Digital Service is based on Capgemini's CXAdvantage Solution and can help accelerate adoption of the Oracle B2C Service Cloud (formerly Oracle Service Cloud) in a hybrid or a standalone mode with the help of Capgemini proprietary tools, accelerators and methodology.

The key features of this service consist of:

- The solution has ability to co-exist and integrate with On Premise applications such as Siebel, Oracle eBusiness, SAP, etc
- Data migration from legacy applications.
- Functional & configuration mappings to accelerate migration from legacy applications.
- Capgemini is able to create PaaS based extensions to deliver must have functionality that is not available out-of-box.
- Standardised industry practice business processes.
- Native integration with other Oracle Cloud modules
- Construction of complex analytics if out-of-box analytics functions are not sufficient to meet the business needs.
- A set of web services are available to external applications.
- Omni channel delivery of case management functions, including web, mobile, social and telephone channels.



The Oracle Digital Service solution is made up of many different Oracle Cloud modules. With the help of Capgemini, the buyer will be able to determine exactly which of those modules they need to meet their business requirements. Oracle licenses for this service would need to be obtained by the buyer. Capgemini services can provide Business Analysis, User Research, Service Design, Product Management, Testing, Design / Consultation, and Service Management in support of the design and implementation of the Oracle Cloud Applications technical solution, and the associated business processes.

## 2 Business Need

Capgemini's clients are looking to move away from on-premise applications and adopt a Cloud approach to their Customer and Employee helpdesk and support systems, whilst continuing to achieve cost efficiencies and minimise their Total Cost of Ownership.

This solution can support business needs relating to omni-channel customer contact and knowledge provision. This can include scenarios where organisations have identified that they need to improve their response to customer contacts, or to improve customer experience across channels, to guide agents and customers through use of a knowledge base or to improve their interactions with customers through Social Media. Depending on the specific issues faced by the organisation, the Digital Service approach, technical solution and processes can be used to address the typical business needs:

- Improved decision making through more accurate and timely information.
- The ability to plan and manage resources dynamically.
- Effective resource management control and transparency.
- Reduction in the number of Helpdesk agents through the use of Self-Service first approach and the use of digital assistants.
- Improved Customer and Employee satisfaction by being able to get the support they need when they need it, and through their channel of choice.
- Faster resolution of requests through self-service, intelligent knowledge base, and guided assistance.
- Efficient and intuitive processes that reduce corporate support costs.
- Simplification of the business IT estate, and the ability to capitalise on the benefits of Cloud including regular updates and scalable solutions.
- Reduction in the reliance on diverse, costly custom developments, and simplification of business and transactional processes.
- Creation of a continuous improvement service management culture.

## 3 Our Approach

The Capgemini CXAdvantage approach allows for an iterative release of capabilities and can also leverage the power of data locked in legacy systems. The initial design is based on our predefined solution which acts as a template design that is validated through workshops. This templated design is based on:

Use cases and best practices from multiple industries including public sector.

- A pre-packed and integrated set of methods, tools, templates and techniques that have been designed and brought to market to help simplify and de-risk the process of moving back-office systems to the Cloud.
- The Application templates have been designed and built to help enable buyers to speed up and take cost out the IT delivery elements of a project which means budget that would otherwise have been expended on the IT element of a project can be diverted into addressing the necessary Change Management and Benefits Realisation.



- The Management Information Templates that can give buyers a pre-defined baseline of information and key performance indicators against which they can report and measure performance improvement and return on investment, as well as meeting day to day reporting needs.
- An iterative test-and-learn approach that drives user adoption;
- A templated data migration approach as well, helps to shift the focus from implementing technology to adopting and using the solution, ensuring a more engaged user community which in turn drives up process compliance.
- Reusable Integration accelerators and standards to provide real time integrations with other applications.

Once validated the initial design is then built, tested and delivered in iterations, with additional features being delivered incrementally. This approach can allow Capgemini to deliver early benefits to the client and help solve business problems as quickly as possible and speed up user adoption with new functions released to enhance this business solution in series of subsequent releases.

This approach is all underpinned by Capgemini's global Program and Project Management Methodology (Unified Program Management) aligned to Managing Successful Programs (MSP) and Prince2.

## 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.

- Buyer shall perform its obligations which are set out in the clauses of the Agreement and the Paragraphs of the Schedules
- Buyer shall comply with laws and regulations applicable to its business and be responsible for determining and directing the Supplier with respect to any processes and procedures applicable to its business which Supplier must follow.
- Buyer shall procure all necessary Oracle licenses required to enable Capgemini to deliver a solution to meet the Buyer's stated requirements.

## 5 Service Management

Capgemini can provide Service Management for Oracle Cloud applications. The applications are hosted directly by Oracle, who perform all Service Management functions directly, with the exception of user management and permissions.

## 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



Our expertise, accelerators and approach will enable your organisation to develop the case for change and, crucially, the roadmap that secures the support, enthusiasm and focus that unlocks business value. It is this approach that wins regular industry recognition for our excellence in delivering ERP programmes, most recently with the Transformation Team of the Year accolade in the 2021 ERP Today 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.

Capgemini has been an Oracle Partner since 1997, and has held the highest partnership statuses for many years. We participate in the Sell, Service, and License & Hardware tracks of the Oracle Partner Network Program. Capgemini's global Oracle SaaS, PaaS and IaaS teams comprise of over 11,500 Oracle professionals and enable Capgemini to service clients across geographies and Oracle solution sets. Capgemini's UK SaaS, PaaS and IaaS teams have been developing and delivering Oracle solutions for over 20 years with deep experience in Public Sector. Capgemini UK Oracle experts collaborate with our colleagues across the world to develop and share best practice in the relentless pursuit of excellence for our customers. Our approach has been recognised globally in the last few years with numerous awards and analyst recognition, including:

- 2023: Oracle EMEA Business Impact Partner of the year for Cloud Technology
- 2022: Real IT Award for Cloud ERP
- 2020: OCI Partner of the Year Award
- 2019: UKOUG Industry Partner of the Year Award – Bronze
- 2019: UKOUG Middleware Partner of the Year Award – Bronze
- 2019: Oracle PaaS Forum; Best PaaS Contribution



Capgemini holds four published OPN Expertise in Western Europe region demonstrating our expertise in delivering Oracle Cloud Infrastructure solutions -

- Oracle Cloud Platform Integration
- Oracle Cloud Platform Business Analytics
- Oracle Cloud Platform Application Development
- Oracle Cloud Platform Security



IDC has positioned Capgemini as a “Leader” in their IDC MarketScape: Worldwide Supply Chain Oracle Ecosystem Services 2023 Vendor Assessment



Everest Group has positioned Capgemini as a “Major Contender” in its report Oracle Cloud Applications Services PEAK Matrix® Assessment 2023, and “Leader and Star Performer” in its report Application Automation Services PEAK Matrix® Assessment 2023



Capgemini is a Leader in Avasant’s Oracle Cloud ERP Services 2023–2024 RadarView™.



ISG has positioned Capgemini as “Leaders” in all the regions and categories in its report Next-Gen ADM Services - 2023

## 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

As defined in the Oracle Cloud Services contract.

## 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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