Connected Office
G-Cloud 14

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Capgemini

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1   Service Overview

The digital workplace is all about increasing employee engagement for business impact. In fact, 83% of HR leaders cite the employee experience as a major factor in organisational success. Organisations are now driving digital workplace transformation through the introduction of virtual environments, enterprise mobility solutions that support mobile devices, and new ways of working.

However, the most forward-looking organisations are recognising that a digital workplace strategy also has to take into account the physical locations of the employees and the company's office space.

To compete for top talent, companies need to create an office environment that employees want to be a part of and which they will not want to leave. They need to create a "smart" office environment that is tailored to employee needs—where it's easy and fast to perform standard office tasks such as finding meeting rooms, setting up videoconferences, and managing office facilities.

Capgemini's Connected Office services were developed to address both the challenges and the opportunities within office environments, including:

- **Reducing the set-up costs of meetings**: Employees often struggle to connect to audio/video conferences using expensive equipment, and every minute that is spent trying to connect meeting participants to a digital conference translates to wasted money. This issue is exacerbated by high volumes of meetings and large numbers of attendees, leading to significant productivity losses.

- **Using office space more effectively**: Office space in prime locations is expensive overhead, and lack of office telemetry results in limited knowledge of how the office space is utilised. Enabling new ways of working and easier access to office-related services can dramatically reduce the need for office space and all of its associated costs.

- **Accelerating completion times for common tasks**: By applying analytics and automation to simplify routine office tasks such as printing documents or booking a conference room, companies can increase productivity while improving the employee experience.

- **Harnessing the IoT to improve facilities management**: The Internet of Things (IoT) can make office facilities much smarter. Inexpensive sensors can trigger Skype for Business, Teams, Webex, or other videoconferences automatically and gather telemetry about office usage to verify whether space is optimally used. Automated, intelligent solutions can facilitate conference room and desk booking. Mobile engagement technologies (location, proximity beacons, and asset tags) can find colleagues or assets faster and notify people of their whereabouts. Combined with room booking, desk booking and guest management solutions, these innovations deliver significant cost savings, make it easier to attract and retain top talent, and enhance the company brand.

2   Business Need

Today, organisations require modern flexible solutions to support their business users and also address corporate emphasis on security, costs, health, safety and sustainability. Employee expectations about the "office experience" are changing quickly and most organisations know they need to find solutions to all kinds of new challenges. These include business factors such as allowing new ways of working, improving office safety, lowering real estate costs, reducing the environmental footprint and providing better information about building usage patterns. Employee factors are also important in maximising productivity – employees want better office experiences that allow them to get more done in less time, with less hassle.

3 Our Approach

Capgemini's Connected Office portfolio delivers considerable improvements to the employee experience by delivering a fully digital office environment that harnesses analytics, cognitive computing, and automation to streamline common office tasks and create smarter management processes.
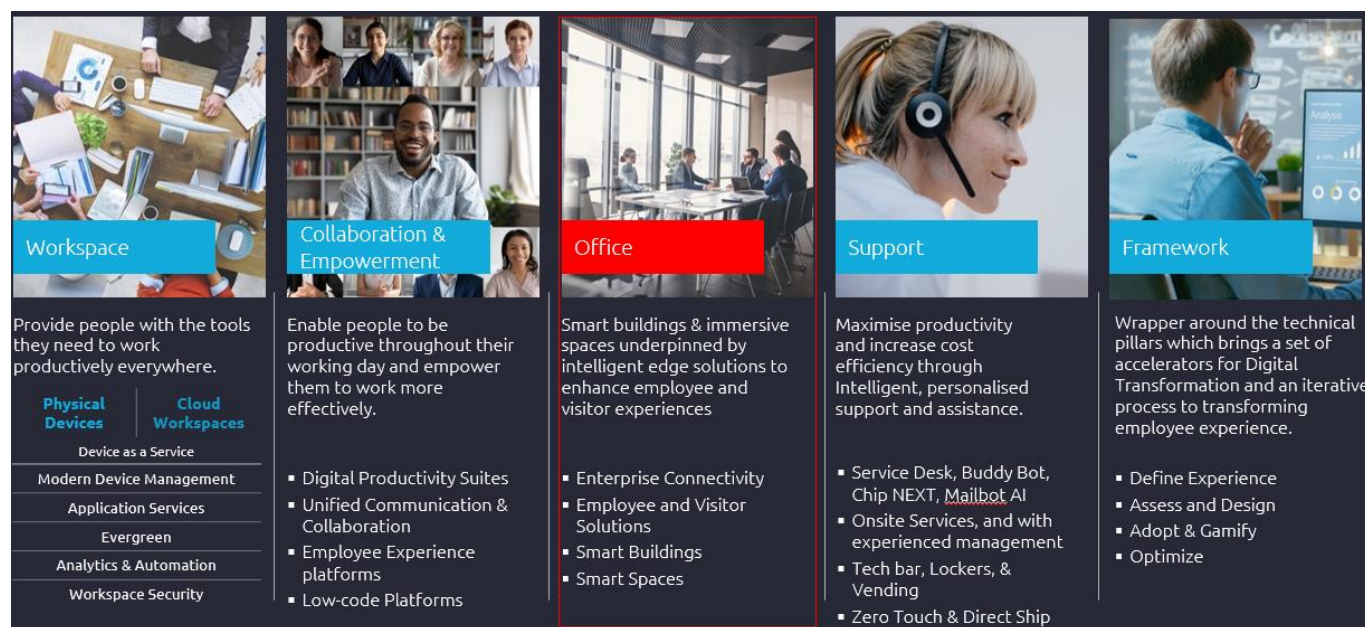
Capgemini Employee Experience Portfolio Overview

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

Simply put, they make the office itself part of an amazing employee experience. The Connected Office portfolio of services offers a wide range of capabilities, including:

▪ **Connected Office Strategy Consulting**: Capgemini helps define the business drivers for the Connected Office initiative and alignment with workspace, service desk, and onsite support strategies. Capgemini identifies potential use cases, reviews current and available technology options, maps solutions to the Buyer's high-priority use cases, and creates a testing strategy via proof of concept for alignment with the Connected Office strategy and roadmap.

▪ **Connected Office Workstyle & Environment Assessment**: Capgemini helps the Buyer analyse the Buyer's current technology usage patterns, computing infrastructure, application landscape, and business requirements to enable a smooth transformation to the Connected Office. Capgemini then identifies a manageable number of clearly defined user profiles; creates a business case framework for Connected Office implementation; recommends an approach to device strategy, design & deployment; and help ensure that investments in IT services, new technology and new ways of working are wisely and efficiently implemented.

▪ **Connected Office Mobile App**: Capgemini can deploy a single mobile app that gives the Buyer's employees easy, convenient access to the full scope of the Buyer's Connected Office capabilities. The app can quickly become the most extensively used tool in the work environment and will be recognised by users as the easy way to accomplish all non business-related tasks. Using this app, the Buyer's employees will be able to book a desk, room, or locker and locate it using turn-by-turn navigation. They will be able to find their colleagues or assets within the premises. An onboarding guide will create a huge impact on newly hired employees and with a personalised touch they will be using an integrated chat-bot to get even more insights on how their new company works. They can even use it to purchase IT items such as keyboards, power adapters, or headphones from smart vending machines. And the app is easy and flexible to manage on the web CMS portal.

- **Deployment of Connected Office Components**: Capgemini implements each client's customised use cases leveraging a wide range of pre-built "components" or capabilities, including room booking, Wi-Fi services, business intelligence analytics, ticket management, indoor navigation, and much more.

- **Connected Office Adoption Change Management**: Capgemini can help the Buyer develop and implement an Adoption Change Management program to assure high end-user adoption, drive engagement, reduce change resistance, educate, build a positive image, and promote innovation during the Buyer's Connected Office transformation

- **Carbon Footprint/Sustainability**: Capgemini helps define each client's carbon footprint and sustainability strategy, examine power usage, waste disposal, and floorspace usage, then identify optimisation opportunities and help implement them for energy and cost savings.

- **Real Estate Modernisation**: Capgemini can help the Buyer optimise the Buyer's real estate strategy, looking at the expected user experience in future offices, how users want to work and what technologies in the office can make that vision a reality.

This approach allows the selection of the most appropriate elements of Capgemini's Connected Office portfolio, which is shown below:

# 4 Integral part of the Connected Employee Experience

The Connected Office services are just one element of Capgemini's Connected Employee Experience portfolio, a comprehensive array of services that bring a new level of choice and flexibility to employee support, engagement, and interactions. Connected Office offerings can be delivered individually or integrated with Connected Workspace and Connected Employee services. Each offering complements and adds value to the other, creating an end-to-end value chain, and bringing advantages to users, IT, and the business.
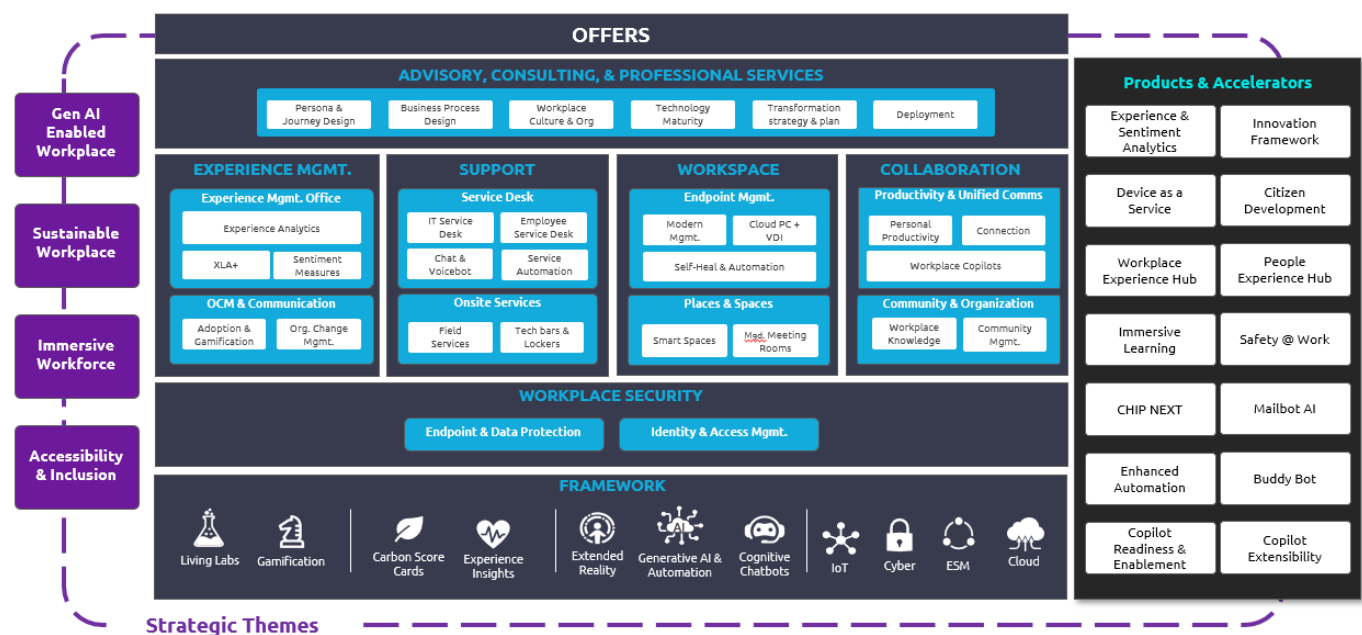
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- **Connected Workspace** - brings flexibility to the work environment by delivering fast and secure connectivity, intuitive interfaces, and simple access to all applications and data, anytime and from anywhere, using virtually any endpoint device, company-issued or personal, with personalised support whenever employees need help. Connected workspace can contribute to your sustainability goals as we transform endpoint management by including virtualisation reducing the need for physical hardware optimising resources and minimising e-waste. Additionally, we operate sustainable DaaS, provide device sustainability metrics, and provide endpoint management and asset lifecycle management.

- **Connected Collaboration & Empowerment** – these services are all about bringing people together for better business results. Capgemini's solutions deliver an end-to-end, seamlessly connected, personalised, integrated experience across all user-preferred collaboration interfaces, including cloud-based digital productivity suites that incorporate leading communication and social collaboration tools.

- **Connected Support** - Capgemini has designed a transformative support experience in Capgemini's Connected Support services, which provide a user experience that is both efficient and transformative. These services empower a happy and more productive workforce with a lower support cost. In addition, Capgemini offers a variety of managed support services that address on-site support needs to maximise uptime and enable productivity, including Tech bar, lockers, and Vending. With extensive use of advanced digital intelligence providing L0 support and self-help. Connected Support services can proactively identify potential issues and mitigate or eliminate them before they impact users. Simply put, Capgemini turns data into actionable information so you can solve issues sooner rather than later. The advantages for your business: An end-user experience that improves productivity, cuts costs, increases job satisfaction, retention rates, and attracts top talent.

- **Connected Experience** - a horizontal wrapper around the technology pillars of the Connected Employee Experience (i.e. Connected Workspace, Connected Collaboration, Connected Office, and Connected Support). It brings a set of accelerators for Digital Transformation and an iterative process to transform Buyer's employee experience. Capgemini can assist Buyer every step of the way – from defining Buyer's strategy to designing experiences, deploying solutions, increasing adoption of new services and technologies, and optimising the quality of the user experience. Buyer can leverage the Connected Experience Framework components as a complete, end-to-end solution, or choose one or more components to address Buyer's immediate needs. The key elements of the framework are shown below:
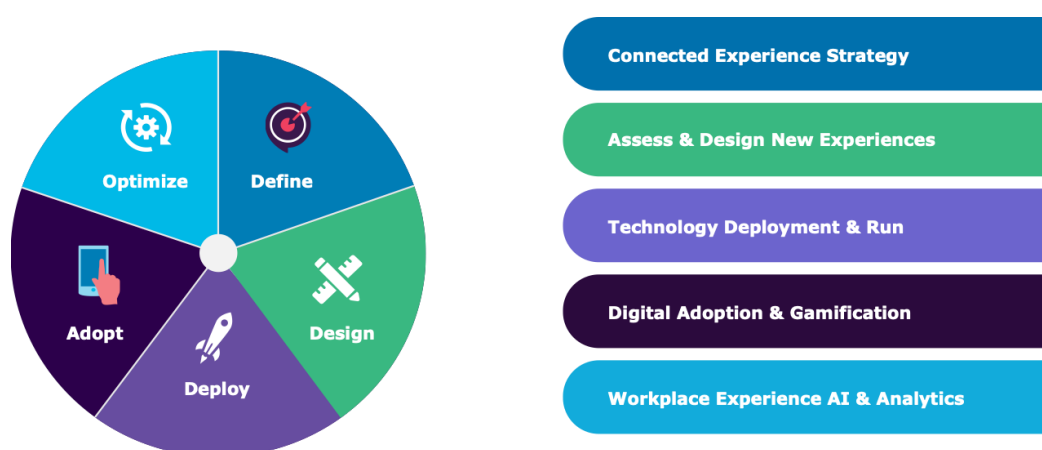
- With deep sector and industry knowledge, Capgemini help its customers reinvent the workplace to focus on "Total Experience"; creating superior, connected experiences for customers and employees wherever they work.

The modular components are grouped under the banners of Strategy, Assessment and Deployment and can be bought and delivered as individual components and combined to provide a broader service offering.

5   Why Capgemini

Capgemini has proven its expertise in end user transformation at number of successful client engagements worldwide, and Capgemini is uniquely qualified to help the Buyer's enterprise chart its own course to the Connected Office. Capgemini's advantages include:

- **Comprehensive Capabilities, Flexible Engagements**. Capgemini has considerable expertise with strategy, assessment, and deployment of every facet of end user transformation, Capgemini offers both project-based consulting and managed services. The Buyer can start anywhere and move ahead at the Buyer's own pace. Capgemini uses an agile methodology to bring business value quicker to the Buyer's company and respond to the Buyer's needs more effectively.

- **Industrialised Approach**. Capgemini's methodologies are structured, consistent, based on industry evergreen best practices, and proven at many of the largest enterprises on the planet. This level of rigor enables the Buyer to address multiple aspects of optimising not only the Buyer's employee experience but also the Buyer's business processes and even the Buyer's sourcing strategies. Capgemini can help the Buyer consolidate infrastructure, vendors, and workstreams to cut costs and eliminate waste.

- **Transformation without mind-bending complexity**. Creating an amazing employee experience can be an overwhelmingly complex task. Capgemini has the experience, expertise, tools, technologies, and industry best practices to get the Buyer to the Buyer's destination quickly and efficiently. Capgemini has done this before—and Capgemini wants the Buyer to benefit from Capgemini's experience and deploy with confidence.

- **Sector-specific Expertise**. Capgemini has served enterprises of all types and sizes in virtually every industry, including financial services, healthcare, energy & utilities, manufacturing, retail, government, technology, education, transportation, and more—and Capgemini will gladly show the Buyer references from the Buyer's industry.

- **Business and Strategic Perspective**. Creating an exceptional employee experience is more than a project or a task for the Buyer's company—it's a critical strategic initiative. That's why Capgemini brings a business perspective and strategic, "digital-first" approach to Connected Office engagements. Capgemini focuses on business value, not just technical acumen.

- **Strong, Independent Partners**. Capgemini is a global, diverse enterprise and Capgemini has forged strong alliances with many of the leaders in digital innovations that impact the employee experience.

- **Constant Stream Of Innovation**. Connected Office services give the Buyer access to Capgemini's Connected Employee Experience showcase environments, as well as the global network of Applied Innovation Exchange (AIE) centres. This global platform enables clients to discover, experiment, contextualise and apply the most relevant innovations. The Exchanges offer deep sector expertise to enable the Buyer to apply these innovations to the Buyer's specific business context. They provide exposure and access to the portfolio companies of selected venture capital and private equity partners, while enabling the immersion in and application of the vast sources of innovation Capgemini has access to.

6   Additional Associated Services

A number of additional associated services can be offered as shown below. Additional Associated Services shall be priced based on an individual basis.

- Capgemini 'Microsoft 365 Managed Service'
- Capgemini 'Microsoft 365 Transformation'
- Capgemini 'Windows 10/11 Transformation'
- Capgemini 'Workspace'

7   Benefits

Capgemini's Connected Office offers the opportunity to realise the following potential benefits:

- Reduce the set-up cost of meetings – high automation and linked office systems reduce this
- Great user experience, using consumer style ease of use and integration
- Enhances end-user productivity, office environment and working practices aligned to employee's needs
- Improved collaboration – minimises the physical barrier for remote on on-site teams
- AI, analytics and machine learning – office and employee usage, work patterns and AI prediction of employees needs
- Time to value - approach minimises deployment time
- Can increase flexibility and agility with accelerated service provisioning
- Modular evergreen architecture – allows component change, tailored to Buyer's requirements
- Industry standard, making easier to integrate apps, data and services
- Reduces risk; standard platform, assessments, proven technology, services, methodology
- Talent Acquisition; flexible work environment matters to digital-literate employees

8   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.

9   Service Management

Not applicable.

10 Protection of Data

This service is based on a security classification of 'Official', however, should the Buyer have a requirement for a different security classification the Buyer would like us to consider, please contact us to discuss.

11 On-boarding and Off-boarding

Prior to the execution of the Order, Capgemini 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.

12 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.

13 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.

14 Sub-contractors

Where agreed with the Buyer, Capgemini UK may use the following subcontractors to deliver the Services:

- Capgemini India (Capgemini Technology Services India Limited)
- Capgemini Poland (Capgemini Polska SP z.o.o.)

15 Business Continuity and Disaster Recovery

No disaster recovery plan is provided as part of these Services.

16 Pricing

Please refer to individual SFIA Rate Cards for pricing information. The fee rates which apply to Capgemini Poland, Capgemini Romania and Capgemini India are for offshore resources at these locations. Capgemini will also be pleased to discuss any requirements for fixed price proposals based on an agreed scope of work.

17 Rightshore®

Where required and agreed with the Buyer, Capgemini can provide experienced consultants from our Capgemini Poland, Capgemini Romania and Capgemini India delivery centres. Please refer to individual SFIA Rate Cards for more information.

18 Information Assurance

Capgemini has worked with many clients with stringent information assurance requirements and Capgemini can provide services cleared to Impact Level 3 and above. Capgemini has personnel who are cleared to SC and DV level.

19 Ordering and Invoicing Process

Ordering: The Buyer will order the Services described in this Service Definition in accordance with the procedure described in Section 3 of the Framework Agreement for G-Cloud Services, using the Order Form in Part A of the Call-Off Agreement.

Where this Service Definition provides for agreement between the parties on any matter, the precise details of and price for the relevant part of the Service shall be agreed at the time of ordering.

Invoicing: Capgemini will invoice monthly to the Invoice Address given in the Order Form. Capgemini will raise invoices at the end of each calendar month, reflecting Services delivered during that month, based on time and materials consumed in the month. Where the parties agree a fixed price for a defined scope of work, the invoicing arrangements shall be documented in the relevant Order Form.

20 Termination Terms

Termination is as set out in the Supplier Terms.

21 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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