Capgemini

Employee Experience
G-Cloud 14

November 2024

Table of Contents

1   Service Overview

Employee Experience (EX) is a holistic and targeted approach to designing and improving interactions employees have with their Government Department across the entire employee lifecycle. It provides a systematic and data-driven approach for analysing the effectiveness of current HR processes, policies, and technologies to uncover key moments that matter and pain points for different employee segments. This data and insight can then be utilised to define future EX strategy, map aspirational processes, and provide a roadmap of improvement initiatives.

Employee Experience analysis and design can be applied in a stand-alone context (e.g., as part of an EX-Maturity Assessment or EX Strategy design) or as a valuable lens to complex HR technology engagements for a successful implementation and adoption of Human Capital Management (HCM) platforms and Cloud Technology such as SAP SuccessFactors, Workday, Oracle and ServiceNow against employee expectations, requirements, and needs. On the latter, our accelerators in process mapping, persona building, and experience design can help ensure any HCM implementation project is configured to the unique composition of your workforce and provides the greatest ROI in terms of supporting and improving your overarching HR and engagement strategy.

We can help your Government Department reap the rewards linked to creating best-in-class experiences for their employees with a service that can comprise one or more of the following:

- Ensure experience-led transition of your government department to cloud HCM solutions such as SuccessFactors, Workday and ServiceNow, ensuring system and process design meets the complex needs of your workforce and serves its intended purpose to improve working lives.

- Help benchmark employee experience maturity against market leading standards in areas such as technology, people, business processes, and culture.

- Analyse the effectiveness of HR processes, technologies, and policies in one or more lifecycle events (e.g., Recruitment, Onboarding, L&D) through a current-state analysis to understand the moments that matter, pain points and delights affecting employees' experiences.

- Leverage employee data and insight to define personas and understand unique employee journeys across the business including their key challenges and opportunities.

- Create detailed aspirational process maps of HR lifecycle events including both technical and non-technical process steps.

- Help towards employee-centric implementation of HR technologies including SuccessFactors, Workday and Oracle that meets employees' expectations and needs.

- Measure the success of HR and experience initiatives through the implementation of EX metrics and measurement tools.

- Help build EX capabilities and teams for sustained experience improvement, including upskilling of key HR personnel.

- Designing and implementing Continuous Listening and Dialogue frameworks targeted at improving employee engagement and retention.

2   Business Need

Employee Experience forms the bedrock of any effective HR and People strategy, with experience design becoming an increasing driver for talent attraction and retention in increasingly competitive, complex, and globalised talent markets. As an interdisciplinary field, EX design provides tangible and pragmatic solutions to meet the increasing needs and demands of modern workforces against the backdrop of macro-trends in AI and automation, rising digital skill gaps, multigenerational workforces and hybrid working.

On this basis, many organisations are becoming increasingly focused on creating exceptional experiences for their employees to leverage the following competitive advantages:

- **Higher Staff Engagement & Retention –** Attract and hold onto best-in-class talent by creating exceptional experiences that position you as a top employer in the market.

- **Greater Rate of Innovation –** Create the right conditions for innovation and creativity in order for employees operate in a collaborative environment which they find inspiring and empowering.

- **Increased Productivity –** Get the best from employees by helping them have the right tools at their disposal, follow clear processes and policies, and feel motivated in their role.

- **Improved Customer Relations –** Focusing on improving employee satisfaction internally filters down to the end customer through better customer service, greater organisational efficiencies, and delivery against SLAs.

- **Business Performance –** People are the driving force behind any successful organisation. Enable HR to become a strategic partner to your organisation by aiding departments to have the capability to design processes and procedures that put employees at the centre.

- **Exceptional Culture –** Create a sense of true belonging and purpose for your employees aligned with overarching business priorities and strategy.

The multidimensional and intangible nature of creating great experiences at work can make it difficult to know where to start on your EX-journey. This can often result in organisations engaging in unstructured and fragmented initiatives that fail to address the root causes of poor employee engagement and satisfaction. With seventy HR Transformation Consultants in the UK, Capgemini supports organisations across their entire Employee Experience agenda to deliver targeted and bespoke solutions tailored to the evolving needs of their workforces.

3   Our Approach

Here at Capgemini, we have tried and tested EX methodologies and offerings adaptable to the needs of bespoke projects and workforces. Each of these offerings listed below can be leveraged to provide deep-dive analysis over one or more HR lifecycle events (e.g., Onboarding, Recruitment), or to provide an end-to-end experience solution across the entirety of the employee lifecycle. Departments who are starting their EX-journey are normally recommended to start with a broader 'EX Maturity Assessment', whilst those further advanced may prefer to target their efforts on a particular employee segment, HR product or lifecycle moment depending on organisational priority and strategy. Regardless of project, Capgemini employs a range of accelerators for success including 'Persona & Journey Mapping Templates', 'Best-In-Class Process Maps' and the cutting-edge 'EX Living Labs'.

- **EX Maturity Assessment -** Creating a clear understanding of where you are on your journey to become a market-leading organisation in the practice of Employee Experience and identifying the next steps on your roadmap.

- **EX Strategy and Vision -** Defining a clear Employee Experience vision, principles, strategy and roadmap in alignment with People and Organisational strategy and priorities.

- **EX Service and Experience Design -** Reviewing, creating, and designing personas, moments of delight and moments that matter framework, aspirational journey maps, the EX operating model and capability.

- **EX Delivery and Implementation -** Optimising and implementing aspirational journeys. Deploying EX mapping, improvement projects. Creating process re/design frameworks leveraging EX.

- **Continuous Listening & Innovation -** Designing and implementing Continuous Listening and Dialogue frameworks, experience improvement response mechanisms and key experience metrics to be measured and monitored. Drives inside and outside-in innovation.

- **Embedding EX in Organisational Ways of Working -** Upskilling people across the organisation on people-centric ways of working, pX methodologies and mindset. Engage leadership to sponsor, drive and role-model pX organisational changes.

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.

The Buyer responsibilities as part of this service are as follows:

- The Buyer will provide a project/engagement manager to act as a single point of contact and an escalation route for the full duration of the project/engagement.

- The Buyer will be responsible for providing detailed requirements by the mutually agreed date.

If these responsibilities do not match your expectations, then please contact us in order that we can explore options to vary our approach.

5 Service Management

Capgemini can deliver the service as a defined programme of activity or as an ongoing service run as a partnership between Capgemini and Buyers organisation.

Whichever delivery model you choose, Capgemini can deliver the service with a particular emphasis on accountability and continued improvement.

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, Capgemini may use a standard approach, tailored to topic, skills-gap and individual, or 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

Capgemini is proud to share key strategic partnerships with:

- ELITE ServiceNow Partner
- Workday Global Service Partner

10 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.

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.

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

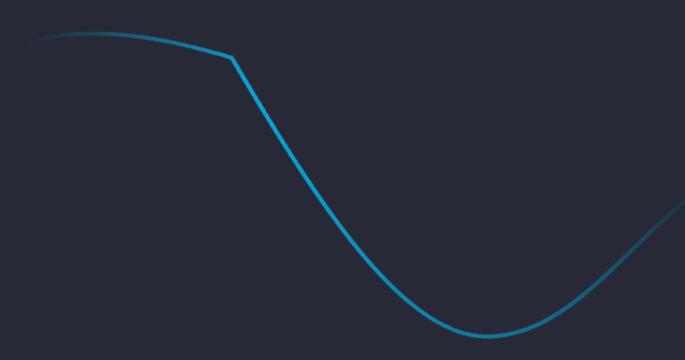Please refer to the Supplier Terms for this service.

7

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. 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.

Get the Future You Want | www.capgemini.com