

Integration Centre for Enablement (C4E) Services G-Cloud 14

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1 Service Overview

In this digital age, organisations are pressured to quickly respond to change while at the same time providing stable, secure, and predictable IT services. The traditional Centre of Excellence (COE) model, once very popular, is now being criticized as an obstacle to reach a higher degree of agility. Gartner's Bimodal Approach might enable C-levels and IT Directors to support agility, flexibility and rapid integration while maintaining a certain degree of centralised control and governance, but if each project team built their own APIs as one-off, point-to-point integrations, APIs would certainly proliferate and become a testing and maintenance nightmare.

That's where an Integration Enablement Approach comes into play. An Integration Centre for Enablement (C4E) is an IT operating model that can allow an enterprise to build reusable assets, accumulate APIs and leverage best practices and knowledge to enable self-service and efficient agile delivery in the organisation, thus implementing new solutions faster. It consists of a cross-functional team designed to align technology and business strategy as to enable IT to become more productive and prove ROI for technology projects.

Instead of treating each IT challenge as an independent project, C4E is designed to introduce a continuous delivery framework, wherein assets generated during one phase become an integral part of every phase or project that follows.

C4E is fundamentally different from a traditional COE. It's not a mere governance board but can offer a mechanism to deliver asset using pre-built API patterns, solution accelerators and best practices. It can decentralise the ownership and delivery of digital assets (API's, microservices). The C4E's success can be directly measured against the consumption of those assets and how it accelerates the delivery of business outcomes.

As a Tier-One Global Systems Integrator, Capgemini has a market-leading integration capability to setup and manage Integration Centre for Enablement. Capgemini also has more than 30 years of strong expertise in many of the industry leading integration products. With a view to offering our customers quality services and thought leadership, Capgemini has invested in strategic partnerships with product vendors such as MuleSoft, Dell Boomi, TIBCO, IBM, Software AG, WS02, Oracle and Microsoft. Capgemini's functionally rich frameworks and accelerators built by its Integration practice leveraging these technologies incorporate standardised industry processes and best practices and benefit Capgemini's clients with acceleration of development and market agility.

Capgemini can offer C4E services that include:

C4E Setup Services

- Define C4E funding model
- Define roles and responsibilities
- Create the integration strategy and roadmap (people, process, and technology)
- Define success criteria, KPIs and feedback loops
- Create a lightweight governance model – workflows, metadata, policies (e.g. onboarding APIs)
- Define an IT operating model for API development, support, Knowledge transfer and onboarding of project teams
- Evangelise APIs and the C4E to drive adoption and consumption
- Provide templates for Integration Maturity Assessment, Integration Product Assessment, API Management Product Assessment and Integration & API Reference Architecture
- Capgemini provides integration focussed CoE Assests which includes CoE toolkit to set-up and manage integration CoE
- Building collaboration and community framework for driving self-service model



C4E Foundation Services:

- Define integration architecture
- Integration Platform and maturity assessment
- Integration Product selection
- Setup integration platform
- Define standards and guidance
- Conduct a pilot project to prove technology and standards
- Provide technology specific components for error management, logging, monitoring, patterns & templates
- Identify and create Integration Patterns
- Create and catalog reusable assets
- Setup Integration DevOps and Process Automation
- Test automation toolkit and observability based dashboards for APIs & platform monitoring & alerting

Capgemini can offer Integration C4E services in following technologies:

- MuleSoft Anypoint Platform
- WSO2
- Boomi AtomSphere
- Software AG WebMethods and .io platform
- TIBCO Integration technologies
- IBM IIB, API Connect and MQ platform
- Google Apigee
- Microsoft Azure Integration Services
- AWS Integration Services

2 Business Need

Organisations are looking for new business models and new improved digital customer experience, wherein the nexus of Forces – Cloud, Big data, IOT and Mobile plays a key role. They are also trying to reduce costs and become more agile and innovative, and to accelerate their journey to the Cloud without compromising service management. To meet these challenges, more and more IT leaders and CxOs are adopting what is called a Bimodal IT strategy to cater fast moving digital technologies. This implies creating right value propositions with fast moving digital technologies and explore new avenues of business outcome. Thus, business is pushing to move at much faster speeds than IT and technology are able to. This ever-increasing demands on IT and ongoing challenges needs a new IT operating model. Organisations typically use integration technologies for:

- Solutions suitable for core cloud platforms including:
 - Legacy modernisation
 - Digital Channel integration and API-led solutions of digital platforms
 - Event streaming and Messaging
 - Microservices



- Public Services
 - Government department integration
 - Data lakes and Big Data integration
 - Business process and orchestration
 - Data Integration
 - Inter-cloud connectivity via API Gateway pattern
 - IoT Integration
- Public web services or existing APIs
 - One or multiple suppliers
 - No requirement for full policy security.

Integration Centre for Enablement (C4E) can provide a new IT operating model that encourages fast paced digital transformation through having a flexible integration environment that links both customer facing services with back-office business systems while abstracting users from the complexities of the legacy systems.

The strategic objectives for Integration Centre for Enablement (C4E) are:

- Enable an application delivery platform that supports reusable software asset producers and consumers
- Develop and evolve reusable assets
- Adherences to standards and guidelines
- High Quality deliverables and efficient delivery

3 Service Scope

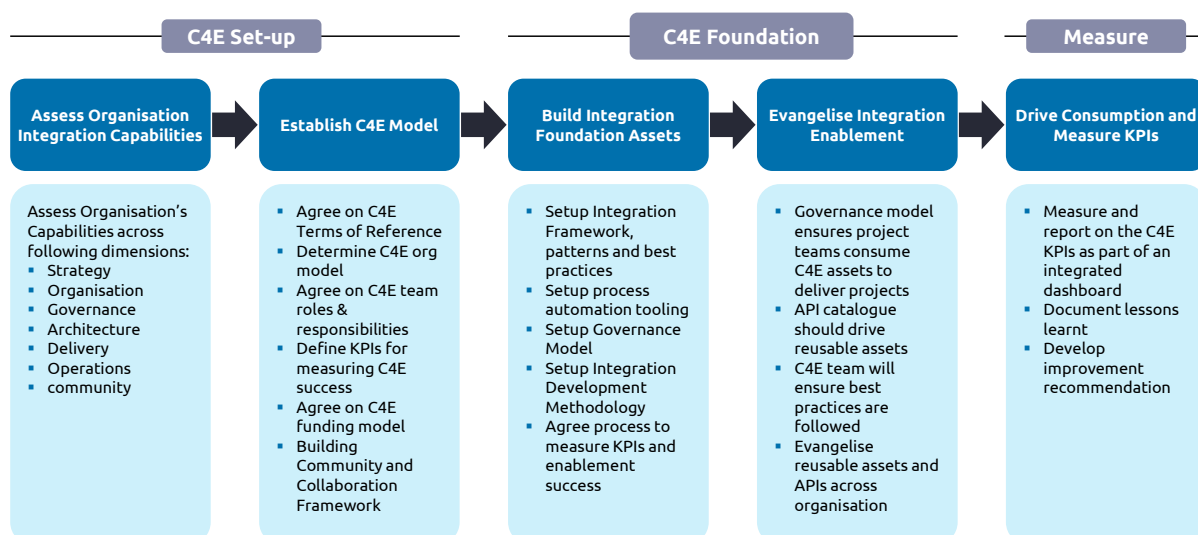
The scope of this Service can apply to:

- Public Cloud - to which the public has HTTP access (web UI and API, file upload)
- Private Cloud - for private and community clouds – i.e. those without public access and without public HTTP access
- Hybrid integration platform wherein we have solution across Cloud and On-premise

4 Our Approach

Integration Centre for Enablement (C4E) can deliver an operating model that enables IT organisations to build a self-sufficient function promoting reuse, standardisation, and efficient delivery. Driving IT operating model change requires a blended approach combining people, process and technology. Capgemini's approach can support rapid expansion of IT capacity with the goal of enabling projects to build a systematic Integration Platform incrementally and progressively.

Capgemini's Integration C4E approach can be described as follows:



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

Capgemini's Integration approach is based on the following guidelines:

- API-led Microservices Architecture built around business capabilities that promote business agility and scalability
- Event-based architecture when efficient, asynchronous messaging is required
- Follow a set of Industry best practices and standards
- Cloud-first approach, whilst ensuring APIs are designed for a Hybrid Integration Model
- API Gateway for security, API federation and autonomous management of microservices
- Integration framework offering shared utility components
- Platform scalability to accommodate future demands by scaling vertically or horizontally
- Enhanced platform resilience through robust services and a well-defined monitoring strategy
- DevOps operating model with process automation built for build-to-run stage. This is done using various methods such as Continuous Integration when the integration component design time components are integrated into a shared repository on a regular basis. This links in with automated testing which involves testing the deployment in an automated way in terms of regression test suites
- API Catalogue driven approach that ensures a well-defined API taxonomy, API categorisation and API versioning
- Support for Containerisation to drive scalability

Capgemini's Integration C4E approach can be centred around three core pillars

- Business Outcomes:** Define clear outcomes and KPIs with stakeholder alignment.
- Organisational Enablement:** Deliver organisational readiness with new Integration Platform
- Platform Technology Delivery:** Enable platform availability and team readiness to build APIs and integrations.

Capgemini's approach can act as a bridge between understanding business principles and drivers and identifying the technology initiatives required to implement Cloud services to support them.



5 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.

To achieve an expedient start-up to any project which utilise this service, Capgemini would expect the Buyer to undertake the following:

1. Full 'Landing' Discovery process:
 - i. RACI analysis and implementation. Capgemini can support if expressly agreed and set forth in the Order Form
 - ii. Setting timeframe for any knowledge transfer and recipients
 - iii. Determining the specific remit for Buyer's team members and Capgemini's staff
 - a. To include process for any Buyer's staff being 'supervised' by Capgemini's staff
 - iv. Ensuring the readiness of current Buyer's systems for project start-up
 - a. Knowledge base – completeness and comprehensibility
 - b. Access and speed of security clearance against expected delivery schedule

6 Service Management

Capgemini has successfully managed and delivered thousands of projects and programmes - some small in size together with some of the largest multi-supplier ecosystems in the world. Capgemini adopts an overall governance model, which sets the standards Capgemini needs to follow both for small projects and large programmes of work.

The scope of the individual services to be provided can be agreed within the Order Form and will be charged for in accordance with the Pricing section for this service.

7 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.

8 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.

9 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.

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.

Capgemini's skilled resources have worked, and are working, on many successful Integration programs.

Key Awards

Some of Capgemini's key awards and vendor accreditations related to Cloud Services are listed below:

- MuleSoft Global Partner of the Year 2021, 2020 & 2018
- MuleSoft EMEA Partner of the Year 2021, 2020, 2019, 2018, 2017 & 2015
- MuleSoft Top New Partner APAC 2018, 2017
- MuleSoft Top Certification Partner 2017
- Oracle API PaaS Community Award in 2017
- Outstanding API Contribution Oracle Partner Award 2018 & 2019
- Boomi Global Innovation Partner 2021

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.

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.

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