Capgemini

Review and Advisory Services (Programme Health Check/ Assurance)

G-Cloud 14

November 2024

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1   Service Overview

Our clients want to know that their programs will deliver on time, to budget and quality and with benefits fully realised. Our Review and Advisory Services provides insight through Health Check assurance reviews This is conducted either through one-off interventions or during delivery as pre-planned scheduled quality reviews, to understand the strengths and weaknesses of current delivery and provide recommendations and resolutions to issues or barriers identified. There is also the option to assist in delivering the recommendations and resolutions identified if required.

This service supports Cloud based projects and services.

2   Business Need

Our clients want to know that their programmes will deliver on time, to budget and quality and with benefits fully realised. Some typical comments from clients who have looked for Capgemini assurance assistance to help improve their projects/programmes illustrate the problems that they encounter:

- We are not making the progress we should, but I do not know why.
- I am struggling to put the right people on the right projects.
- Half my projects experience overrun in time & budget.
- Many of my IT investments are not perceived as successful.
- We are not seeing the benefits.
- I know that the knowledge of previous projects is not re-used.
- A quarter of my projects never complete at all.

This service can be used to support business cases, at stage gates, in response to legislative and / or regulatory changes that affect clients and as good practice at key points during a programme lifecycle.

Depending on the services purchased, a Health Check can help clients through:

- Assessments of the client's business change and technology delivery.
- Identification of potential problems.
- Explanations of the root causes of problems.
- Evidence and rationale to support recommendations.
- Improved assurance of the client's benefits delivery.
- Reduction of overall delivery risk.

3   Our Approach

The scope of the service will be agreed with the client to meet their specific need, but typically Capgemini's service would be structured around a **Scan**, **Review** and **Report** approach:

3.1 Scan

Gather Information and background on the Program.

- Problem/opportunity statement
- Scope & Objectives
- Business priorities, Sponsor, business owner and solution lead

Understand its current position.

Plan and undertake a series of workshops and interviews to understand.

- Delivery structure and plans
- Governance
- Programme material and documentation
- Objectives of the review
- Output structure

3.2 Review

Given the position of the projects it will be important for the review to consider:

- Causation of the challenges experienced.
- Delivery status and stability
- Portfolio structure and prioritisation

At this stage we will therefore

- Assess the key identified areas.
- Interview appropriate members of the client's program and business leaders.
- Evaluate programme material and documentation.

3.3 Report

- The report format will be agreed early in the review.
- The evolving report will be shared with key client stakeholders during the assessment.
- The report will recommend mitigating actions to address any issues identified.

Capgemini uses this approach internally as a Quality Assurance or "health check" and has over 1000-man years of program and project experience in this area, with expertise across many sectors and industries.

The benefits of performing this assessment can consist of one or more of the following:

- Increased confidence in the delivery of business success.
- The key components of successful programme/project delivery assessed using Capgemini's templated approach.
- A focused review, producing a set of conclusions and practical recommendations.
- Application of Capgemini's expertise and experience in a range of Programme and Project Management methodologies, such as MSP, PRINCE2 and PMI.
- "Deep Dive" assessments into specialist business or technical areas.

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.

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

This service can be delivered as a defined project, with agreed processes, outputs, and deliverables, or on a day rate basis. The duration of the work will vary according to the scope of the review, but typically it will range from one person for 2-3 weeks to a small team for several weeks.

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.

Programme Leadership Accreditation

Aligned with the Project Management Body of Knowledge (PMBoK®), ISO, and Prince2, Capgemini has its own Certification for project professionals which assesses a person's competencies by reviewing their delivery experience, formal training completed, and validating the skills acquired to date.

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.

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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

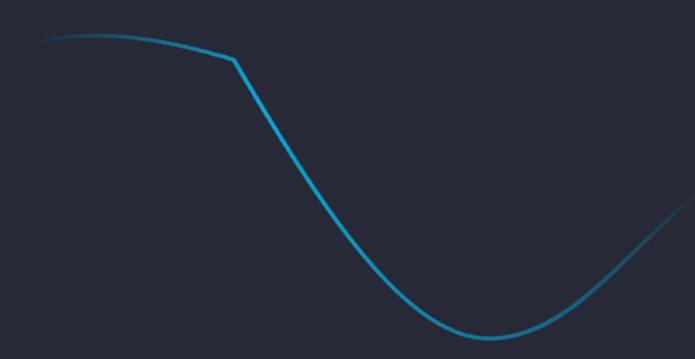Please refer to the Supplier Terms for this service.

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. 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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