Capgemini

Industrialise your Atlassian software services

G-Cloud 14

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Table of Contents

1 Service Overview

As one of the world's leading Global System Integrators (GSI), Capgemini works with organisations around the world and has seen how over time Atlassian systems that have started small with localised usage become adopted and exploited across the entire organisation, with more and more business processes and services being delivered from one single platform.

This is excellent use of a flexible business system and can deliver return on investment many times over, but even the best designed systems and platforms need additional resources over time as their usage grows. As Atlassian's first Strategic Partner, Capgemini understands Atlassian's product set in both breadth and depth and can offer services to industrialise Atlassian systems. These services can be available either as consultancy only, or consultancy and delivery; where Capgemini can propose and agree a set of changes, then execute those changes and report back on progress and delivery.

This service is applicable to all Atlassian software and plugins and is available on Atlassian SaaS, Private or Hybrid Cloud.

Some examples of how Capgemini's industrialisation service for Atlassian systems can provide benefit are:

- Improve the performance and availability of Atlassian Systems

- Provide assurance about ongoing performance and availability

- Formalise and improve the level of support available for the Atlassian systems and the needs of the user base

- Increase the skills of the Atlassian system Administrators in the organisation

The purpose of which is to enable Capgemini's Buyers to achieve their goals and work better, together.

No two organisations and no two Atlassian systems are the same. Capgemini's expertise and its approach can help the Buyer's organisation and its Atlassian systems get the required support.

2 Business Need

Atlassian's software can be both **easy to deploy** and **easy to use and exploit;** organisations can choose to deploy their Atlassian systems to Atlassian SaaS, Private, Hybrid Cloud or on-premise solutions. Often the initial deployment decisions will be taken for sound economic reasons, such as seeking to **minimise initial investment**.

Once deployed in an organisation, it is common for teams to see how their neighbours are working on Atlassian systems and start to work in those systems too, or teams invite their colleagues to collaborate on Atlassian systems. Over time, such behaviour sees Atlassian systems **grow and add value across the organisation.**

Organisations deploy Atlassian systems for diverse reasons, such as providing a **DevOps** capability to automatically **deploy software**, manage **Agile projects and programmes**, or run a **customer service operation** to name but three. As adoption spreads across the organisation, one set of Atlassian systems can support all the diverse requirements and so **collaboration increases**, **productivity improves** and **return on the investment** in Atlassian systems **increases**.

This can be an excellent business outcome, though because of the range of platform deployment options each with varying characteristics, and there being lower/higher availability software versions, it is possible that what was a perfectly acceptable initial design or level of initial system capacity can become overtaken by the growing demands of the organisation and the diverse user base.

Equally, the skills of whoever assumed responsibility for administering the initial system may not be enough to redesign and implement a system capable of delivering the higher availability and performance needs of the growing organisation.

Also, solutions that were locally deployed and supported initially may not have a formal support model that enables the various users and teams across the organisation to get the support they need and may not have been integrated into the organisation's Service Management System (SMS).

These factors represent threats to the levels of availability, performance and support that organisations need when their systems grow from being used and supported locally by single teams.

Atlassian's systems can allow organisations to **start small and simple** to **minimise up-front risk and investment** from change to their business processes and have their **system evolve** with them as the organisation grows and develops. Capgemini's industrialisation service can support this evolution and can enable small systems or proof of concept systems to **scale**, potentially massively to support tens of thousands of people and **simultaneously deliver hundreds of different business processes, projects and programmes** for **different types of teams simultaneously** from **one single platform**.

People are an organisations most expensive and most valuable assets. In today's competitive market, organisations need to do everything they can to keep their most expensive and valuable assets working **effectively and productively**, with **minimal friction or resistance**. Because of this, industrialising application software and architecture is only part of the story. As teams and organisations grow, their operations need to mature and become more automated. Capgemini's application of Atlassian systems help people to **work better, together**.

With this emphasis on the human cost of operation, as part of its Industrialisation service Capgemini can advise, design and implement **automation** within the Atlassian tools using **business rules and triggers** to automatically manage **repeatable or predictable** business process steps or whole activities.

Capgemini also recognises that increasingly, organisations that run business process management operations at scale are increasingly turning to **Robotics** and **AI** to reduce the human costs of managing business operations. Capgemini's consultants can integrate Atlassian systems with Robotic Process Automation (RPA) systems through **Application Programming Interfaces (API)** to help increase operational efficiency.

Along with the **flexibility to change** and **efficient operation**, Capgemini's consultants can deliver the **management information, governance and control** needs of the organisation by implementing the necessary **dashboards and reports** that are essential to deliver alignment on business performance in line with expectations. As with the core systems, the ability to **change the management reporting quickly and easily** is important to gaining **new business insight** and maintaining both **efficiency** and **competitive advantage**.

3 Our Approach

Using Capgemini's Universal Service Building Blocks, Capgemini's Atlassian consultants can **Review**, existing systems and processes and **Design, Configure and Deploy** changes to both, supporting them in meeting the emerging needs of the organisation as it grows and matures.

Capgemini's consultants can easily and quickly work with you to identify the changes needed to **Scale** systems and industrialise the system architecture and processes. Where replatforming is needed, Capgemini can help to identify the most appropriate future architecture, whether using Atlassian's own Cloud (**SaaS**) service, a **Private Cloud** or **Hybrid Cloud** solution. Capgemini takes account of **technology strategy** and **security requirements** to provide the **simplest, least cost and quickest** system that **meets the needs** of the organisation, and where necessary **Migrate data, workflows** and **reporting** into new, strategic Atlassian systems where necessary.
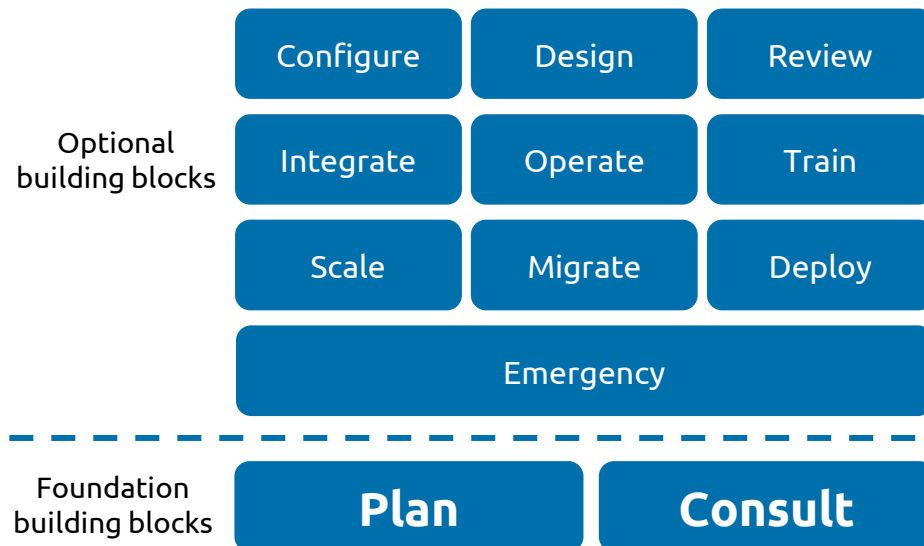
Capgemini works collaboratively with the relevant teams using **Agile** principles and working methods to **deliver business value** to your stakeholders as **quickly as possible**.

3.1 The Service Building Blocks

Capgemini believes that every Buyer needs a **unique service** and the **best value for that service**.

Capgemini balances these requirements by using a set of **service building blocks** that can be **selected and configured** as required on a mix-and-match basis to create a **custom-fit service** which can support Buyer's **business outcomes**. The building blocks are designed to reflect what Capgemini can do 'on the ground' when working for Buyers.

Optional building blocks

Configure	Design	Review
Integrate	Operate	Train
Scale	Migrate	Deploy

Emergency

Foundation building blocks

Plan **Consult**

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

Capgemini's building blocks can be **consumed on** either Private Cloud, Hybrid Cloud or Atlassian SaaS.

Two of Capgemini's building blocks are used in **every engagement** and can be tailored to a level that is **proportionate to the engagement** and the **value to the Buyer**. These universal building blocks are **Consult** and **Plan**. These building blocks are usually consumed with one or more other building blocks.

3.1.1 Foundation Building Blocks

3.1.1.1 Consult

Capgemini's **Consult** building block is how Capgemini **engages** with its Buyers. Every engagement is led by a consultant who takes the time to **understand** what the Buyer is trying to achieve and works with the Buyer to identify and agree the **fastest and least cost route** to delivering the required **outcomes**. This process ensures that everyone understands which of the service building blocks are needed to deliver outcome.

Dependent upon the complexity and scale of the engagement, **Consult** can either be as quick and simple as a short conversation, or a more complex process with workshops, documented outcomes and proposals.

Capgemini's consultants adopt an **Agile** approach and understand the requirement to get a working solution in place and **deliver value as soon as possible.**

The **Consult** building block is also the **glue** that links together all the other building blocks, because it is a result of consulting with Capgemini Buyers that Capgemini understands; the intended outcomes and which services are needed to achieve them.

The output of the **Consult** building block can either be **direct value** in the form of **reports or recommendations**, or a link towards the other **value-generating** service building blocks such as **Design, Train, Migrate, Integrate** or **Operate**.

3.1.1.2 Plan

Using the **Plan** building block, Capgemini can **understand what needs to be delivered, when, how and by whom**. Because of this, Capgemini uses **Plan** in every engagement, and can manage this process in a **proportionate** way to **minimise overhead** whilst also providing the necessary degree of **control and reporting**.

Using responsive Agile ways of working, Capgemini can work with the Buyer to **define and prioritise** requirements and **deliver value as early as possible**.

The **Plan** Building Block maintains a **flexible delivery schedule** that describes Capgemini's scope of work and provides a view of **risks, assumptions, issues, dependencies and decisions** as the engagement progresses.

The output of the **Plan** building block is a **realistic, comprehensive yet lightweight and actionable plan** that **continually adapts** to the changing nature of the engagement.

3.1.2 Optional Building Blocks

The remainder of Capgemini's building blocks can be used if and where relevant to the needs of the Buyer and may be selected as needed to support the required outcomes.

3.1.2.1 Review

Capgemini's **Review** building block is a flexible offer that can **satisfy many information needs**, dependent upon the context of the organisation and its Atlassian systems.

Buyers request a **Review** for many reasons, so **Review** is dependent upon the foundation **Consult** and **Plan** building blocks that are included in every engagement. This enables Capgemini to scope the review, identify the intended outcomes, and target the activities of the **Review** appropriately.

Some example use cases for a **Review** include:

- A large organisation that wants to understand its current Atlassian systems, use cases, number of users and the licensing position across the organisation, with a view to rationalisation or consolidation

- An organisation uses an Atlassian system which is working well, but will soon experience a large increase in transaction volumes as a result of business growth or merger/acquisition, and wants to ensure that its Atlassian systems will cope well with the increased load

- An organisation wants to understand whether its critical Atlassian systems are configured and supported in a manner that reflects the importance of those systems and whether there are any identifiable risks that should be mitigated under a Service Improvement Plan

- An organisation wants to understand the "Art of the possible" of getting more functional value from its existing Atlassian software investment, in line with the vision and goals of the organisation

When carrying out a **Review**, Capgemini deploys **technical experts** relevant to the target systems, optionally supported by **business and commercial Subject-Matter-Experts** (SME) who provide the operational and / or business insight to accompany the technical review.

The output of a **Review** can vary according to its purpose but will be delivered based on an **agreed schedule and scope**. The output typically includes **documented findings** and **prioritised recommendations**, optionally supported by indicative **estimated timescales and costs** of implementation for those recommendations, alongside the **risks of not acting**. These outputs typically enable organisations to build a **business case for change**.

3.1.2.2 Design

The **Design** building block can be consumed to support a range of system design scenarios and can either be scoped to define the **Application tier** or where required, an **End to End System architecture**.

New Systems

Capgemini can design brand-new Atlassian systems to suit the scale and criticality of their intended application and the Buyer's platform strategy to **minimise initial operating cost yet provide future scalability**

Scaling Existing Systems

As systems grow and develop, their performance characteristics can change. They can slow down or start to become less reliable. Using the existing system as a starting point, Capgemini can design a **target architecture** that can **mitigate current or potential challenges**, considering the current and future technical strategy for the platform

Adding System Components

Whether expanding the functional scope of existing Atlassian systems with functional extensions from the Atlassian Marketplace, or adding other Atlassian core systems and integrating them with the currently deployed software, Capgemini can provide an **updated design architecture** for existing systems to ensure that acceptable performance is achieved from the current and to-be system components.

Removing Design Debt

Capgemini can review and retrospectively provide a documented architecture for an existing Atlassian system. Defining the 'as-is' architecture is often a necessary part of designing a 'to-be' architecture, because this can help to identify the gaps between the 'as-is' and 'to-be' position and accelerates subsequent planning activities. Documenting the 'as-is' position also helps Capgemini and the Buyer to 'start where you are' and maximise the current value of existing investments when designing improvements.

For new or updated designs, Capgemini's **output** is an **actionable IT architecture** that can **support the functional and non-functional requirements** of Atlassian systems, such as speed of system response to end users, transaction throughput rates, system uptime, time to recover from failure etc.

For retrospective designs, Capgemini's **output** is an **accurately documented** reflection of the 'as-is' deployed Atlassian system(s).

3.1.2.3 Deploy

Capgemini's **Deploy** building block can be used to install new Atlassian Software, whether as part of a completely **new installation**, or when **expanding an existing system** with new components, whether to expand its functionality or to scale as the use of the system grows.

The **Deploy** building block can use **automated deployment** technology to install system components. If the Buyer's environment does not permit this, software components can also be manually deployed or even integrated into the Buyer's deployment automation technology.

The output of the **Deploy** building block is working application software, deployed to the agreed specification. The output of the **Deploy** building block can include outputs from the **Integrate, Migrate** and **Configure** building blocks, where relevant.

3.1.2.4 Integrate

The **Integrate** building block can be used to **connect systems together** so that they **exchange data**, often **bi-directionally** with each other on an **ongoing basis** and ideally in an **automated** manner using **rules** to govern which data to synchronise and when.

Capgemini can integrate Atlassian systems with other Agile, DevOps or Service Management tools either using plugins or Application Programming Interface (API) integration, which can help to give **one over-arching view** of data and **enable business processes and management reporting to be managed in a single system**. Integrating systems in this way prevents data duplication and **increases efficiency** in the organisation.

The **output** of the **Integrate** building block is connected systems that continually exchange data with each other according to an agreed design.

3.1.2.5 Scale

The **Scale** building block can be used to grow the size of an Atlassian system so that it can continue to provide the **expected levels of performance and availability** as the size and usage of the system increases.

Scale can either increase the size of one or more of the system components, or by also using the **Design** building block can define the necessary architectural changes to meet increasing availability expectations. Then by using the **Deploy** building block, system components can be added to **increase fault tolerance** at the various system architecture layers.

Scale is often something that is done routinely in response to system changes observed when Capgemini is managing systems under its **Operate** building block, but it can also be carried out as a consequence of recommendations produced from the **Review** building block, or as a preparatory or precautionary step before receiving large volumes of data under an exercise delivered by the **Migrate** building block.

Scale can consider any or all in-scope Atlassian system components, dependent upon the Buyer's requirements and Capgemini's delivery scope. Some examples include System Memory, Data Storage, Processing Capacity or high-availability configuration at the various application architecture tiers such as the web servers, application, database server or storage tiers for Private Cloud hosted systems. **Scale** can also take a more restricted view on Atlassian's SaaS to understand whether, when and how the system could breach the Atlassian SaaS service capacity limits and potentially need to be re-platformed to a Private or Hybrid Cloud platform.

3.1.2.6 Migrate

The **Migrate** building block can be used to **move data into or out of** Atlassian systems and optionally may involve the **decommissioning** of a system from which data has been migrated.

In addition to data, it is common that **business processes, workflows and management information reports** are also migrated. Because different systems very rarely work in the same way, Capgemini can help Buyers to map all these important system elements from source systems into Atlassian systems.

The **Migrate** building block is different to the **Integrate** building block, because it involves a **one-off and uni-directional movement** of data and / or processes and reporting, and often includes permanent relocation of those items to a new system. The data transfer mechanisms used in a migration may also be different to those used in a system integration.

Capgemini can deliver Migrations by working with Buyers to understand what data, processes, workflows and reporting need to be migrated, between which systems they need to be moved, whether they need to be converted and if so, under what rules.

To minimise risk of failure, Capgemini can agree a **migration strategy** that enables the migration to be tested before being done for real. Capgemini can also agree and execute **integrity checks** in Atlassian systems to which data and/or processes and reporting have been migrated.

Capgemini can also prepare **contingency plans** to revert to original systems should a planned migration fail or need to be abandoned, thereby ensuring that business can continue as normal.

The output of the **Migrate** building block is data, processes and reporting have been moved to their target system; they are complete, available and working as expected.

3.1.2.7 Operate

Capgemini's **Operate** Building block can be employed to keep production and pre-production systems running in line with business requirements. Capgemini can **Operate** both new and existing services.

When getting ready to **Operate** a service, Capgemini will:

- Understand the business requirements for **how the service should operate**

- Understand the system's technical, commercial and service **operating environment**, and what is expected of the system by way of non-functional requirements such as security, availability, performance and recoverability etc.

- Agree the **Service Level Targets** under which the service will be supported

- Agree a path to **service transition** to stabilise service at the point of service take-on and beyond

- Agree the **scope of support** and the **responsibilities** of all parties

Then, when the service is being operated, Capgemini can:

- Deliver the **agreed service value**

- **Regularly report** on service performance

- Seek regular **feedback** and **continually improve** the service

The output of the **Operate** building block is an **effectively managed service** that **delivers value** to the service stakeholders.

3.1.2.8 Configure

Capgemini's **Configure** building block is the **most common building block** after **Consult** and **Plan**.

Most Atlassian systems can be configured as part of their deployment, either by Capgemini or by the Buyer, dependent upon the delivery responsibilities.

Configure can be used to **materialise the Buyer's desired ways of working** and is where the **value of Atlassian systems is realised**. Capgemini's experts can configure the Atlassian applications so that they allow Software, Delivery, Service or Business teams to **collaborate, plan, track and execute** on their goals using the **language, processes** and **practices** that are meaningful to them and enable them to **work better, together**.

The process of Atlassian systems configuration can include working with both the **core Atlassian applications** and any mix of thousands of other **Atlassian marketplace plugins** to make the **best-fit system** to meet the needs and objectives of Software Teams, Delivery Teams, Service Teams, Business Teams or any combination of these across the organisation.

These types of teams and the Atlassian systems that Capgemini can deploy and configure to support them are described under the 'Team examples' section of this document.

The **output** of the Configure building block is one or more Atlassian systems, optionally with one or more functional extensions, that have been configured to deliver a **functional system** that simultaneously meets the real-world **functional needs** of the teams who are delivering the business vision and the **control and reporting** needs of the management and leadership community.

3.1.2.9 Train

Capgemini's **Train** building block is used to educate the various stakeholders of an Atlassian system.

Capgemini can either facilitate access to standard **Atlassian University** training or can offer **targeted training** that gives team members what they need to know, when they need to know it.

Training subjects can vary according to the use case of the system, whether **DevOps, Agile**, Service **Management** or a **business process management** solution. Training can also be targeted at various skill and responsibility levels including **end user, super user**, or **system administrator**.

The output of the Train building block is one or more training courses or sets of training material **delivered to the right audience at the right time**, accelerating and building their effectiveness in using and benefiting from the Atlassian systems in their organisation.

3.1.2.10 Emergency

Capgemini's **Emergency** building block is one Capgemini hopes will never be needed! Atlassian systems are stable and reliable but should a deployed Atlassian systems slow down or stop working and the internal teams cannot fix it, then Capgemini can provide help, fast!

Capgemini's certified Atlassian engineers can help to diagnose and resolve performance or availability issues. Access to **Emergency** is included in Capgemini's **Operate** building block as standard.

When the **Emergency** building block is invoked, Capgemini provides access to a **management resource** who **coordinates and controls** access to Capgemini engineers and provides the interface to the Buyer's incident management team. This enables the technical engineers to focus on **restoring normal service**, whilst the required **communications and planning** are managed separately.

As part of the **Emergency** building block, Capgemini can also attend and support **post-incident reviews** and **problem management** activities to prevent further incidents and to support **improvement initiative planning**.

The **output** of the **Emergency** building block is systems **restored to normal operation**, optionally supported by **post-incident findings and recommendations** and a **service improvement plan**.

3.2 Team examples
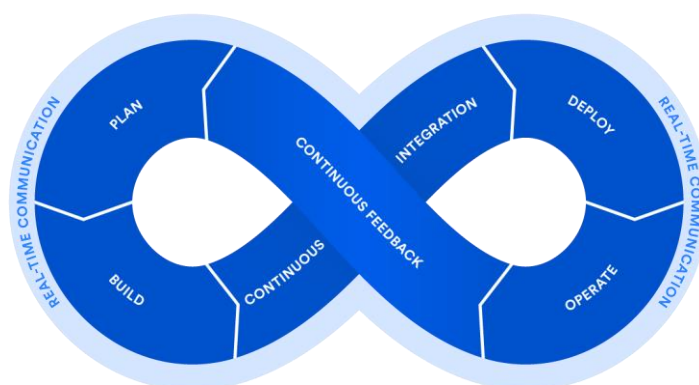
3.2.1 Software Teams

Software teams are those that **create and deliver working software**, either to support the needs of the organisation, or to create software products or services to sell to its customers.

This involves the writing of software code, the version management of that code, then the building, testing and deployment of that code through to deployment to the production environments, where applicable:
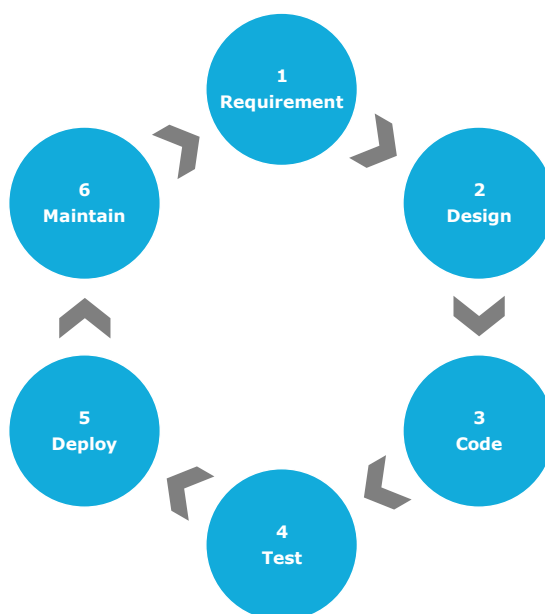
This diagram is for illustration only and does not represent any obligation or responsibility of Capgemini

This Software Development Lifecycle (SDLC) is commonly heavily **automated** from the point of code creation and in Agile software delivery environments, is often part of a mechanism that **continuously integrates** new code into the production environment in an automated manner and may be managed by **DevOps** teams who both **Develop** then **Operate** the systems:

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

Capgemini's consultants and engineers can help Software Teams to obtain, deploy, configure and operate Atlassian systems that can enable Software and DevOps teams to manage the SDLC and DevOps lifecycle, whether hosted as Atlassian SaaS or deployed to a Private or Hybrid Cloud Platform.

Because Software Teams are more technically capable than most other teams, Capgemini's flexible Service Building Blocks can allow Buyers to get the help they want and need, respecting the existing technical and business knowledge and capability within their organisation. This helps organisations to either use the skills they already have to deploy, configure and operate Atlassian's tools, or to use Capgemini's expertise so that the developers in the Buyer's organisation can concentrate on their core role of developing and deploying code, rather than worrying about defining, deploying and maintaining the development platform itself.

Capgemini's services are platform-agnostic and can adapt to the technology strategy of the organisation, whether pure SaaS, Private or Hybrid Cloud.

3.2.2 Delivery Teams

Delivery Teams are those that manage various types of **project or programme** within the organisation. Delivery Teams may use a range of delivery methods to realise the project or programme outcomes, such as **Agile** or **Scaled Agile**. They may use delivery approaches such as **Scrum** or **Kanban**, in support of Agile project or programme delivery.

Capgemini's consultants and engineers can help delivery teams to obtain, deploy, configure and operate Atlassian systems that can enable them to effectively **plan, manage and report** on the projects and programmes necessary to meet the objectives of the organisation, whether hosted as Atlassian SaaS or deployed to a Private or Hybrid Cloud platform.

3.2.3 Business Teams

Business Teams are those that run the **day-to-day operations** of the organisation, including **HR, Marketing, Finance, Accommodation, Legal**. They generally have activities that need to be **planned, tracked, managed** and usually **reported** against. These activities usually also have a **workflow** of some sort, whether it's as simple as 'not started', 'in progress' and 'done', or something much more complex with activities spanning across several teams. One example is **onboarding of new starters**, which can require collaboration between many different teams such as HR, IT, Accommodation and the hiring manager's team too.

Adding several business and operations teams into an Atlassian platform can allow all parts of the business to be **open** and understand each other's operations and project statuses in detail, facilitating greater **collaboration** across the organisation.

It is also possible to easily publish, share and maintain documents, content and knowledge articles.

Capgemini's consultants are experts in working with Buyers to understand how their business processes really need to work and can configure Atlassian systems to deliver **optimised processes** providing the **familiar language and workflow** that the organisation knows and understands, whether hosted as Atlassian SaaS or deployed to a Private or Hybrid Cloud platform.

3.2.4 Service Teams

Service Teams are very similar to Business Teams, in that they generally have processes that need to be optimised and run efficiently, though Service Teams often have a **higher and more varied throughput** of work items and may have **dedicated team members who deal with their customers**. Service Teams are also often bound by **response or resolution targets** when providing their service. Typically, these teams also have more **advanced management information and reporting** needs.

Service Teams can provide **various kind of services** and can provide their services either **internally** within the organisation, or **externally to the marketplace** including internal **HR Service Desks, Accommodation or facilities management helpdesks, payroll enquiries or customer service teams**. One of the most common types of internal Service team is the **IT Service Team**.

Capgemini's consultants can deploy and configure Atlassian's JIRA Core and JIRA Service Desk software to meet a range of request **logging, management** and **reporting** scenarios, delivering an easy-to use and intuitive service portal where service users can **self-serve** by using **knowledge base** features, or easily **raise and update their own requests** or issues for attention by the Service Team.

The Service Team can benefit from a wide range of **automation features** that can reduce the amount of work required to manage and report on requests or issues raised.

JIRA Service Desk is also **ITIL certified** for **Incident, Problem, Change and Request Management**, so IT Service Teams can deliver a service that meets IT industry **best practice**, configured by Capgemini to deliver exactly the types of requests, issues and workflow that reflect how the organisation works.

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.

5 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.

6 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.

7 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.

8 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.

Capgemini is proud to be Atlassian's **first Strategic Partner**, which is Atlassian's **highest level of partnership**. Like Platinum Solution Partners, Capgemini as a Strategic Partner meets Atlassian's highest training criteria including both accreditation and certification requirements and has a proven practice that can scale from small to large customers, including being able to provide Global System Integration and Business Transformation services.

Capgemini is also an experienced provider of Atlassian Professional Services to the UK Public Sector.

9 Sub-contractors

Capgemini UK may use the following subcontractors to deliver this service:

- Capgemini Technology Services India Limited.

10 Business Continuity and Disaster Recovery

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

11 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.

12 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.

13 Termination Terms

Please refer to the Supplier Terms for this service.

14 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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