

# Robotic Process Automation (RPA) G-Cloud 15





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# 1 Service Overview

As part of its Application Management (AM) services Capgemini can provide a '**Robotic Process Automation**' (RPA) service that can help organisations discover, design, trial and deploy automation opportunities in processes that involve time-consuming and repetitive manual tasks. Using this service Capgemini can support Cloud-based services and work closely with the clients' IT and Business to drive automation initiatives that help to enable the delivery of efficiencies and cost savings. An organisation's workforce can spend a significant amount of time on repetitive and time-consuming tasks that require accuracy, speed and simple decision-making. Typically, processing an online registration form and manually entering data into several back-office applications. Robotic automation technology can replace or reduce human effort in these types of processes and help to enable the delivery of accurate and fast results, providing a cost effective and complementary alternative to the traditional Business Process Integration approach. In Capgemini's experience, RPA can be most relevant in the following scenarios:

- High volume clerical administrative processing;
- Processing of data delivered by new digital channels (e.g. by an electronic form) that still requires agent handling;
- Processing of completed applications according to a pre-defined rule set;
- Automating processes where it is not cost effective to transform them through a "traditional" IT or process improvement project.

Capgemini, principally utilising RPA technologies provided by UiPath Ltd, can provide a flexible robotic automation offer that helps support Cloud-based services and can help organisations to identify, evaluate and deploy process automation opportunities.

RPA technologies integrate via the User Interface (UI) layer with third party applications, whether hosted on premise or by a cloud provider, helping reduce integration development effort and timescales. These services support a range of different work models:

- **Unattended:** no human intervention required in any of the work – the automation processes work independently;
- **Partly attended:** can apply in situations where parts of the work contain elements that cannot be automated, typically where there is an element of subjective decision making – the automation works with a human to expedite work cases;
- **Attended:** applies in situations where a human would benefit from assistance to expedite a process, typically during call handled by an agent that requires significant interaction with back-end systems or has an onerous wrap-up process.

Capgemini's RPA service typically consists of the following capabilities that can deliver automation initiatives across clients' business processes:

- **RPA Business Case and Strategy:** scanning, mapping and evaluating clients' process landscape and underpinning systems to:
  - Develop optimal strategies for the deployment of automation technology including an automation roadmap and selection of appropriate RPA software providers;
  - Identify candidate processes that would be suited for robotic automation and inform a RPA business case that would be monitored for the duration of the service;
- **Design, development and implementation:** rapid design, prototyping, development and implementation of process automations that can be deployed onto a cloud hosting platform. Capgemini can identify cloud deployment options for the Buyer to select, and provide appropriate business change support so that the automation can be accepted into operations and the associated benefits can be realised; Automation Centres of Excellence and capability transfer: advice and support in the establishment and running of in-house automation capabilities and Centres of Excellence, comprising design and implementation of operating models, and training and knowledge transfer to business process owners and relevant staff to



achieve greater self-sufficiency in the maintenance of robotic automation designs. This can allow business users to develop automations in-house and to help maintain and update business rules. Automation Innovation Hub: establishment of an automation innovation hub to identify and rapidly prototype opportunities to integrate RPA software with emerging technologies e.g. Generative AI (GenAI), Agentic AI and data analytics, to the benefit of the organisation.

Capgemini has experience in developing and deploying robotic automatic solutions for contact centre and back-office operations. Typically, Capgemini has worked with a large government department to deploy an unattended robotic model that automates parts of a claims handling process.

## 2 Business Need

Depending on the services purchased, the RPA service can help clients improve their operational efficiencies of front and back-office processes that involve manual tasks. It can support the drive towards digital either for an individual organisation or as a cross department/organisation collaboration. Based on Capgemini's experience, this service can help address the following overarching themes in business requirements:

1. **Supporting improvements in end-customer satisfaction and contact centre productivity:** Contact centre agents often need to re-key in data and update various systems when dealing with end-customer requests. This service can help reduce the burden by automating certain routine tasks involving data entry or update with third party systems. The service can also provide guidance to agents that will support streamlining end-customer interaction and improving overall satisfaction.
2. **Enabling reduction in processing time, costs and improving accuracy of correspondence and case handling:** public bodies are inundated with thousands of written communications, such as letters, emails and case submission that need to be handled. RPA service can help reduce the time to deal with these cases by automating the clerical tasks using decisions based on the Buyer's pre-defined business rules.
3. **Move to a 'digital by default' organisation:** Government bodies, driven by the Government Digital Strategy (GDS) to innovate and digitise operations, have invested heavily in new front-office digital services for end-customers. However, the integration with legacy back office systems has been patchy, often requiring manual intervention to make decisions or manual re-entry of data in these back-office systems. Robotic automation can help remove this rework by leveraging the back-office systems UI-layer.

## 3 Our Approach

Capgemini's RPA offering can be consumed as a discrete service or as part of a wider digital transformation programme. The details of the service will be agreed with the Buyer and set out in an Order Form but typically Capgemini's method, developed through extensive experience, consists of four key steps:

- **Plan:** Analyse the process landscape in consultation with an organisation and evaluate a candidate's process' suitability for robotic automation based on agreed criteria, application services consumed and whether there is an impact on the technical infrastructure. Understand technical requirements for a cloud deployment. Evaluate the outline business case for the 'to-be' operation;
- **Discover:** define in detail any additional infrastructure required including Proof of Concept work if required for changes to the software / technical architecture, agreeing the development pattern and prioritising requirements, structuring the overall delivery approach;
- **Deliver:** feature delivery teams, incorporating organisation's business personnel, delivering robotic automation and functionality progressively;
- **Service Management Support:** provide product training to organisation's business staff, incident management and updates of robotic automation configurations and builds.

Capgemini's approach is flexible and can be tailored to fit with the Buyer's requirements and process maturity to help determine the preferred robotic automation strategy. Involvement from business users is essential to



successful implementation and knowledge transfer and the goal is for businesses to become autonomous in delivering robotic automation opportunities.

RPA is part of Capgemini's wider Enterprise Automation Fabric (EAF) offer. EAF enables end-to-end integrated automation for applications, IT and business operations, to fast-track automation journeys and drive business excellence across the enterprise. Its rich 'FastTrack Hub' contains re-usable, pre-built intelligent automation solutions, bots, accelerators, GenAI and other use cases to deliver powerful economies of scale in every deployment.

EAF benefits from the scalability of a cloud-based environment and can therefore leverage any innovations provided as managed services via the cloud. It also offers improved efficiency through a platform command tower powered by AI & analytics monitoring in real-time and 24/7 bot performance.

## 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:

- Supply the end-to-end access to data, tooling and resources dependent on the areas of the RPA support being used

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

The delivery of the RPA service relies on senior sponsorship and the active involvement of clients' business users. The typical service model identifies roles for business users within the development feature teams. This service can be offered either on a project basis addressing a set of distinct Buyer's requirements or can be integrated with a Capgemini Application Management service.

## 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, 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.

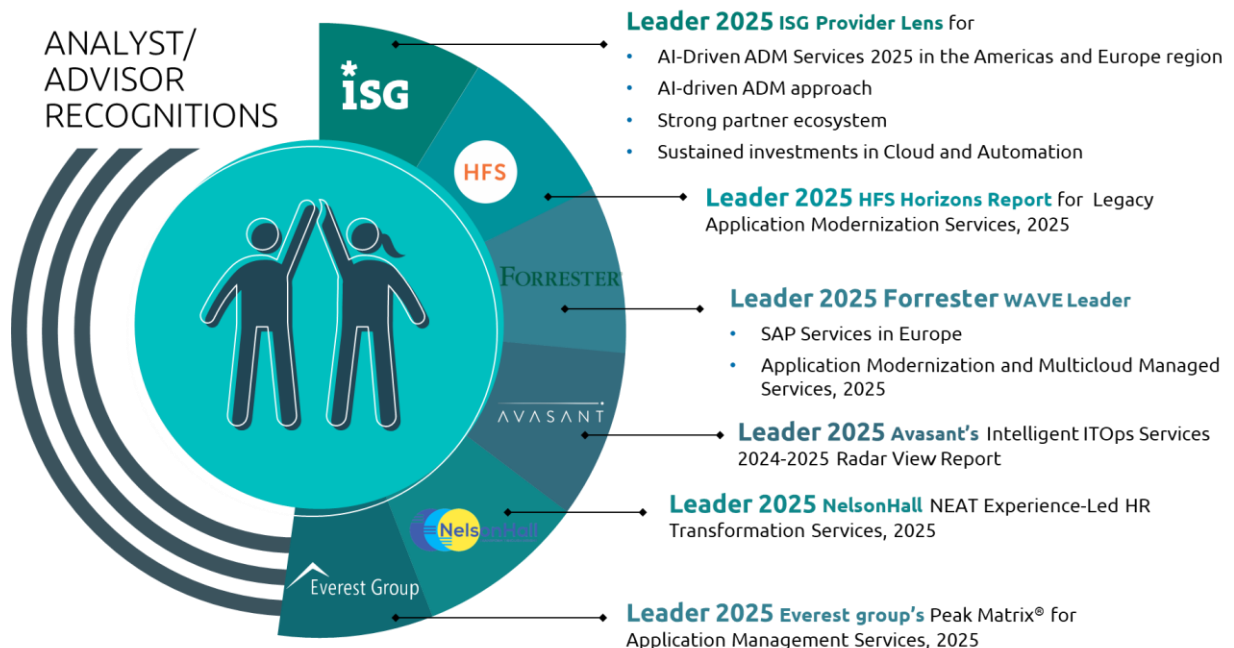
## 9 Vendor Accreditations/Awards



For the 13th year in a row, Capgemini has been recognised as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgement 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 maintains strong strategic alliances with leading technology providers to deliver innovative Application Development and Maintenance (ADM) solutions in the cloud. Through its extensive "Cloud Alliance," Capgemini partners with industry leaders such as Microsoft, Oracle, AWS, Salesforce, SAP, Google Cloud, VMware, MuleSoft, and others to enable end-to-end digital transformation for clients. These partnerships empower Capgemini to leverage cutting edge technologies across cloud, AI, and automation. Capgemini has consistently been recognised with numerous awards and accreditations from its partners and industry analysts, including multiple Google Cloud Partner of the Year awards for Generative AI, Sustainability, and Industry Solutions. These accolades underscore Capgemini's commitment to delivering innovative, secure, and scalable solutions that drive measurable business outcomes for clients worldwide.

### 9.1 Analyst Recognition





## 9.2 Oracle

As a key global strategic partner, Capgemini continues to participate in the Sell, Service, and License & Hardware tracks, and holds recognized Expertise across Oracle's SaaS, PaaS, and IaaS portfolio. Capgemini brings deep capabilities in Intelligent Cloud Operations, ERP Cloud Advisory, and industry-specific solutions, supported by over 11,400 Oracle-certified consultants worldwide and more than 85 OPN Expertise areas.

The power of our collaboration with Oracle continues to earn global recognition, with recent highlights including:

- **2025:** Capgemini named Regional Best-in-Class Service Partner for Technology/Cloud – EMEA at the Oracle Partner Awards, reflecting excellence in Oracle Cloud implementations and business impact across Europe, Middle East, and Africa.
- **2024 -2025:** Recognized as an Innovator in Avasant's Oracle Cloud ERP Services RadarView™, for embedding generative AI in delivery platforms and accelerating ERP transformations.
- **2025:** Winner of multiple Oracle Partner accolades for cloud transformation projects and industry solutions, reinforcing our leadership in Oracle SaaS and PaaS deployments.

## 9.3 SAP

Capgemini remains a certified Global AMS and Cloud Services provider for SAP, with over 25,000 SAP practitioners worldwide and more than 8,000 certified resources. It continues to lead in SAP S/4HANA certifications in Europe and ranks among the top globally for overall SAP certifications. In 2025, Capgemini strengthened its SAP partnership through initiatives like the Sovereign Technology Partnership, aimed at delivering secure, AI-powered enterprise transformation across highly regulated European sectors.

Analyst Recognition:

Capgemini is consistently recognized as a Leader in SAP services. In 2025, it was named a **Leader in The Forrester Wave™: SAP Services in Europe, Q2 2025**, earning top scores for SAP S/4HANA transformations, AI innovation, and data-driven strategy.

Gartner continues to position Capgemini as a Leader in **its Magic Quadrant for SAP S/4HANA Application Services, Worldwide**, maintaining its leadership for multiple years.

Awards:

- **2025 SAP Pinnacle Awards:** Capgemini was a finalist in the SAP Business AI – Partner Innovation category for delivering advanced AI use cases on SAP Business Technology Platform.
- **2025 SAP Innovation Awards:** Winner in the Transformation Titan category for leveraging SAP S/4HANA Cloud and SAP Analytics Cloud to drive enterprise agility and automation.

## 9.4 Microsoft

Capgemini is a strategic global partner of Microsoft, driving innovation across development, integration, and Application Lifecycle Management. Today, Capgemini has **over 28,000 Microsoft-certified professionals** worldwide, including Microsoft Certified Professionals (MCPs), Azure® certified architects, and Microsoft Cloud Solution Architects.

Capgemini holds **Microsoft Solutions Partner** designations across all six solution areas and continues to maintain advanced specialisations in key domains such as Application Development, Data & AI, Security, and Azure Expert Managed Services (MSP).

As a leading partner for Azure Cloud, Dynamics 365, and AI-driven solutions in Europe and globally, Capgemini has strengthened its position in delivering end-to-end cloud transformation and industry-specific solutions.

In recognition of its impact, Capgemini was honoured with multiple **2024 Microsoft Partner of the Year Awards**, including global awards for SAP on Azure, AI Innovation, and Sustainability Transformation, reinforcing its role as a trusted advisor for enterprise modernization and digital acceleration.



## 9.5 Amazon Web Services

Capgemini has partnered with **Amazon Web Services (AWS)** since 2008, building a strong collaboration across **sales, delivery, and innovation**. Today, Capgemini is recognized as a **Premier Consulting Partner and an AWS Managed Service Provider (MSP)**, part of AWS's elite MSP program, with advanced specialisations in **migration, SAP on AWS, AI/ML, and industry-specific solutions**.

Capgemini's global team of **AWS-certified architects and consultants** delivers end-to-end cloud transformation, from **discovery and planning to migration, optimization, and operations**, ensuring workloads and cloud-native applications are fully optimized on AWS.

With **over 6,500 successful cloud projects** and deep industry expertise, Capgemini offers a comprehensive portfolio of **cloud hosting, modernization, industry solutions, and continuous improvement services**.

In 2024, Capgemini earned **multiple AWS Partner of the Year Awards**, including global recognition for **AI/ML Innovation, Industry Leadership in Automotive**, and **Global Innovation Partner of the Year**, reinforcing its position as a trusted leader in cloud-driven business transformation.

## 9.6 Salesforce

Capgemini has been delivering **successful Salesforce implementations and integrations for over a decade**, helping organisations make **SaaS solutions a strategic component of their IT landscape**. As a **Salesforce Global Strategic Consulting Partner**, Capgemini operates across key geographies with a team of **over 3,000 Salesforce-certified specialists**, enabling businesses to deliver **cloud-based processes seamlessly integrated with enterprise systems**.

Capgemini continues to drive innovation in **Salesforce Customer 360, Industry Clouds, and AI-powered experiences**, supporting clients in achieving **personalised engagement and data-driven decision-making**.

Recent recognitions highlight Capgemini's leadership:

- **2024:** Salesforce Partner Innovation Award for **AI-Driven Customer Experience**
- **2024:** Named among the **Top Global Strategic Partners for Industry Solutions**
- **2023:** Best Salesforce Partner to Work For in the UK (Digital Revolution Awards)

Capgemini's Salesforce practice is focused on **accelerating digital transformation through AI, automation, and industry-specific solutions**, ensuring clients maximize the value of their Salesforce investments.

## 9.7 MuleSoft

Capgemini has been a trusted **MuleSoft global partner** since 2008, initially as a reseller and later as a **supplier partner** from 2014. Today, we have a strong global network of over **1,100 MuleSoft specialists** and more than **800 certified professionals** across architecture and development worldwide.

Our leadership in the MuleSoft ecosystem has been consistently recognized through multiple awards:

- **2023:** Global Practice Development Partner of the Year, LATAM Partner of the Year, UK Partner of the Year, France Partner of the Year, JAPAC Partner of the Year, ANZ Partner of the Year, Asia Partner of the Year, and JAPAC Practice Development Partner of the Year.
- **2025:** Capgemini continued to be recognised for innovation and practice development, maintaining its position as a leading MuleSoft partner globally.

These accolades reflect our commitment to driving innovation, scaling MuleSoft expertise, and delivering transformative integration solutions for clients worldwide.





## 10 Sub-contractors

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

- Capgemini Technology Services India Limited.

## 11 Business Continuity and Disaster Recovery

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

## 12 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.

## 13 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.

## 14 Termination Terms

Please refer to the Supplier Terms for this service.

## 15 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](mailto: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, generative AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2024 global revenues of €22.1 billion.

Make it real. | [www.capgemini.com](https://www.capgemini.com)



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