

Oracle Human Capital Management (HCM) Cloud Advisory Service

G-Cloud 15





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1 Service Overview

Revitalise your HCM Platform

An organisation's HCM platform is its essential nervous system, constantly making connections, receiving and analysing data, sharing information and insights for fast and informed decision making, unlocking benefits and efficiencies across the enterprise.

HCM platform capabilities are increasingly offered using Cloud based solutions. Software vendors such as Oracle have focused on developing Cloud HCM solutions for their customers. The decision to transform from an 'On-premise' to a 'Cloud' based solution needs consideration including strategic, tactical, and technological factors. Many internal stakeholders, in IT, Finance and HR for example, may have diverse, even conflicting challenges and priorities.

Many organisations now recognise that any move to a Cloud solution needs to be performed as part of a wider comprehensive and robust HCM roadmap, endorsed and sponsored by leadership. This is essential to ensure that investments deliver value and provide the agility and flexibility that are vital to meet an organisation's wider objectives. To achieve this, organisations appreciate the role that a skilled and experienced HCM partner, with tried and tested tools, techniques, accelerators and processes, can play in making the decisions.

Capgemini offers an expertise embracing the full spectrum of requirements, from strategy and planning, through business case development and stakeholder engagement, to deployment, ongoing support, and continuous improvement.

2 Business Need

It is important to understand how a Buyer's current HCM platform is contributing to the delivery of the strategy, or constraining it, and what key challenges, opportunities, aspirations and goals a business has.

Capgemini's HCM Advisory Services team will help the Buyer to define the interventions required to get to the destination you seek. These can range from tactical measures to improve the existing HCM platform that may already be performing well, or a more fundamental overhaul, as part of a broader Cloud transformation programme.

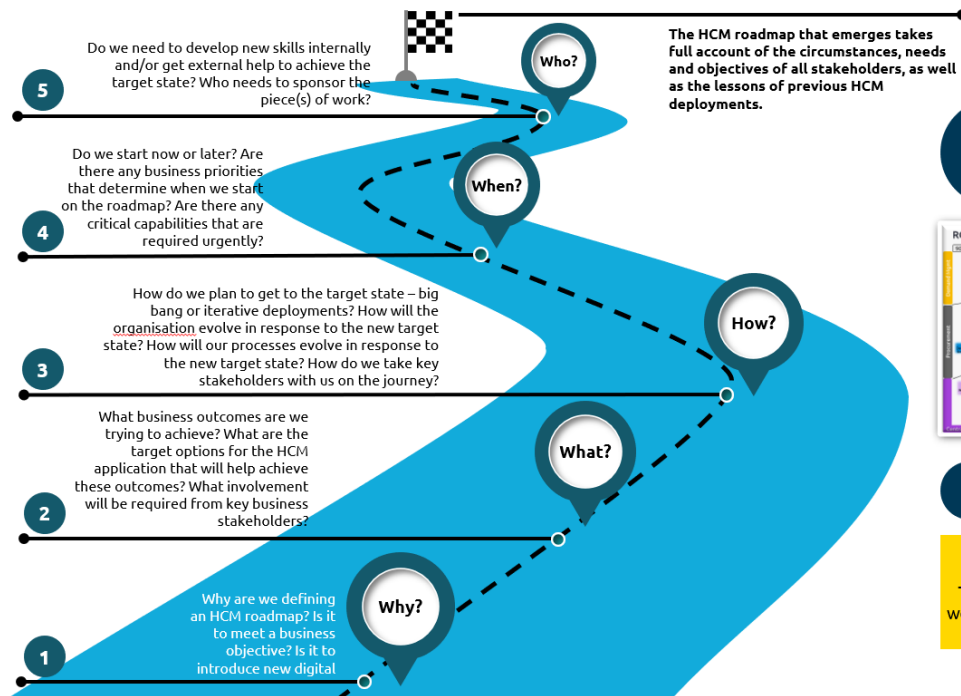
Capgemini's approach is anchored in tried and tested processes that aims, from the outset, to establish a shared understanding of the answers to five fundamental questions:

1. **Why** – why an HCM roadmap shall be defined?
2. **What** – what business outcomes shall be achieved?
3. **How** – how the target state shall be reached?
4. **When** – when the service shall be started?
5. **Who** – who shall be engaged in reaching the target state?

It is important to follow a structured process to assess each of many variables that must be considered before a roadmap can be defined and agreed upon.



CREATE YOUR HCM ROADMAP...



The HCM roadmap that emerges takes full account of the circumstances, needs and objectives of all stakeholders, as well as the lessons of previous HCM deployments.

Our approach is anchored in tried and tested processes that aim, from the outset, to establish a shared understanding of the answers to **five fundamental questions**:



Capgemini Advisory Services

Advisory Services provides a "Gold Standard" framework. This enables a multi-skilled Capgemini team to work with the client to develop a compelling case for change and associated roadmap.

What can a high-performing Cloud HCM platform deliver:

- **Enablement of new organisational models:** Support shifts to service-based, predictive maintenance, customer, or citizen centricity.
- **Strategic outcomes:** Reposition the HCM as an enabler of strategy through a connected platform, accessible data, and reimagined user experience.
- **Enablement of growth:** Understand how HCM can help support and enable the growth ambition of Buyer's organisation.
- **Rich insights:** Eliminate information silos, create a single source of information, and fast answers to mission-critical organisational questions.
- **Faster reporting:** Fast-track organisational and financial reporting and act on insights to improve performance in real time.
- **Improved productivity:** Streamline and automate core organisational processes by leveraging modern capabilities such as Artificial Intelligence, Embedded AI, Gen-AI, Agentic AI to help everyone do more with fewer resources.
- **Reduced risk:** Maximise business visibility and control, ensure compliance with regulatory requirements, and predict and prevent risk.
- **Streamlined IT:** By using integrated HCM Cloud applications that share a database, everyone has an easier way to work.
- **Enhanced agility:** With efficient operations and access to the data, Buyer can respond to changing market conditions, quickly identify and react to new opportunities.

3 Our Approach

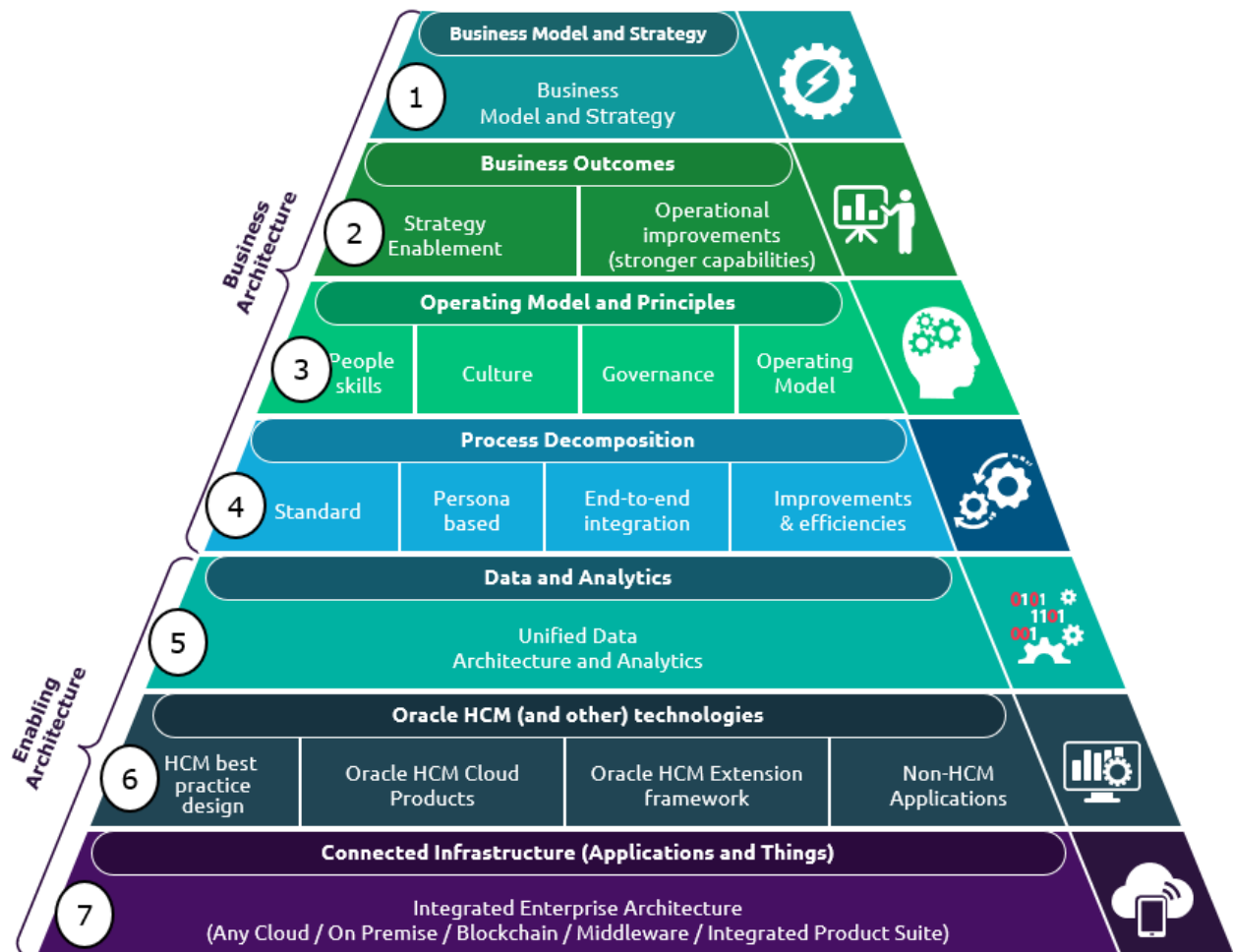
Capgemini's approach is underpinned by our three core capabilities:

- Established Capgemini Business Reference Model
- Capgemini Advisory Services Online (CASO) platform
- Demonstrators & Tooling accelerators.

Capgemini Business Reference Model

With the answers to five key questions in place, Capgemini deploys the Capgemini Business Reference Model to ensure the structured, sequenced thinking and action that will deliver the required HCM change, aligned with the strategic goals of Buyer's organisation.

The seven layers of the model are organised by business architecture (layers one through four) and enabling architecture (layers five through seven, with HCM sitting at layer six).



Capgemini Advisory Services Online (CASO)

Capgemini Advisory Services Online (CASO) platform digitises the change approach, from the organisational strategy all the way to understanding the change impact on differing personas within the organisation and the actions required to adopt new ways of working. The CASO platform ensures adoption is monitored and impactful decisions are made using a single, online, up-to-date repository, instead of multiple complicated document sets.

Use of Demonstrators & Tooling

The Capgemini approach introduces a working Oracle 'Demonstrator' Cloud system through the use of Oracle Cloud Success Navigator's Starter Environment that showcases the functionality and processes, rather than delivering pages of static documentation. This Demonstrator can be then used to identify quickly and accurately, not only current deviances and gaps, but also to confirm the future business process model. It is a combination of a tool and way of working, in other words, a pre-configured standard Oracle Modern best practice solution and a set of agile sprints to provide the client an understanding and enable the adoption new ways of working.



Capgemini uses a digital collaboration tooling with pre-configured templates and methods to engage stakeholders in innovative and productive ways of working. Capgemini approaches work face-to-face, fully remote or in a hybrid delivery situation. Capgemini's commitment to innovation and co-creation of solutions to challenges is demonstrated by our two unique approaches to collaboration:

- **Capgemini's Applied Innovation Exchange (AIE)** is a global network and an ecosystem that delivers a high-performance innovation engagement experience through a portfolio of more than 20 distinct services that span the breadth of the applied innovation process. The AIE drives tangible business outcomes by applying innovation.
- Meanwhile, more than a third of FTSE 100 and Fortune 500 businesses use **Accelerated Solutions Environments**, to bring global experts together to solve complex business challenges at high speed.

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:

- Provide all reasonably requested resources, stakeholders, information, and materials in a timely manner
- Provide appropriate process experts and subject matter experts to work with Capgemini to agree the design of the solution
- Provide business users to perform user acceptance testing based on the agreed plan
- Procure all necessary software licenses and subscriptions including SaaS, PaaS, and IaaS as appropriate
- Provide access to existing systems or the data from the existing systems to enable data migration
- Provide Test instances of any 3rd party system that will be required to test inbound or outbound interfaces
- Ensure all employees are made available for knowledge transfer/training as appropriate



- Ensure the Buyers project team is empowered to make the decisions necessary in a quick and timely manner
- Review and sign-off all deliverables in a timely manner based on agreed acceptance criteria

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 implement Oracle Cloud Advisory in different ways depending on the Buyer's specific requirements. This can be delivered either as a defined project based on a set of requirements, on a time hire basis or as a fixed price offering.

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, Capgemini 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 Vendor Accreditations/Awards



Our expertise, accelerators and approach will enable your organisation to develop the case for change and, crucially, the roadmap that secures the support, enthusiasm and focus that unlocks business value. It is this approach that wins regular industry recognition for our excellence in delivering ERP programmes, most recently with the **Transformation Team of the Year** accolade in the 2021 ERP Today 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 has been an Oracle Partner since 1997, and has held the highest partnership statuses for many years. We participate in the Sell, Service, and License & Hardware tracks of the Oracle Partner Network Program. Capgemini's global Oracle SaaS, PaaS and IaaS teams comprise of over 11,500 Oracle professionals and enable Capgemini to service clients across geographies and Oracle solution sets. Capgemini's UK SaaS, PaaS and IaaS teams have been developing and delivering Oracle solutions for over 20 years with deep experience in Public Sector. Capgemini UK Oracle experts collaborate with our colleagues across the world to develop and share best practice in the relentless pursuit of excellence for our customers. Our approach has been recognised globally in the last few years with numerous awards and analyst recognition, including:

- 2025 EMEA Oracle Customer Excellence Award for Candidate Experience
- 2023 ISG Provider Lens™ Oracle Cloud and Technology Ecosystem 2023 Report Recognizes Capgemini as a 'Leader' in the US and Europe
- 2023: Oracle EMEA Business Impact Partner of the year for Cloud Technology
- 2022: Real IT Award for Cloud ERP
- 2020: OCI Partner of the Year Award
- 2019: UKOUG Industry Partner of the Year Award – Bronze
- 2019: UKOUG Middleware Partner of the Year Award – Bronze
- 2019: Oracle PaaS Forum; Best PaaS Contribution

Capgemini holds four published OPN Expertise in Western Europe region demonstrating our expertise in delivering Oracle Cloud Infrastructure solutions -

- Oracle Cloud Platform Integration
- Oracle Cloud Platform Business Analytics
- Oracle Cloud Platform Application Development
- Oracle Cloud Platform Security



IDC has positioned Capgemini as a "Leader" in their IDC MarketScape: Worldwide Supply Chain Oracle Ecosystem Services 2023 Vendor Assessment



Everest Group has positioned Capgemini as a "Major Contender" in its report Oracle Cloud Applications Services PEAK Matrix® Assessment 2023, and "Leader and Star Performer" in its report Application Automation Services PEAK Matrix® Assessment 2023



Capgemini is a Leader in Avasant's Oracle Cloud ERP Services 2023–2024 RadarView™.



ISG has positioned Capgemini as "Leaders" in all the regions and categories in its report Next-Gen ADM Services - 2023



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 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.

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