

Microsoft 365 Transformation G-Cloud 15





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1 Service Overview

The Capgemini Microsoft 365 Transformation offer is made up of separate components which can be bought individually or as a combined offer. Capgemini can offer consulting work to help develop a migration strategy, we can offer assessments to help clients understand the gap between their current environment and their 'to be' strategy, and we can offer design and deployment services to implement the new Microsoft 365 strategy.

Capgemini's Microsoft 365 offering is part of an extended enterprise Cloud strategy and is designed around the recognised enterprise standard for personal productivity and collaboration. Increasingly this includes the Microsoft 365 approach to licensing a Microsoft 365 solution.

Microsoft 365 brings together:

- Windows 11
- Microsoft 365 Apps Suite
- SharePoint Document Library / OneDrive Cloud Storage
- Power Automate / Power BI Data Services
- Teams Collaboration / Teams Rooms / Teams Enterprise Voice
- Intune Modern Device Management
- Automated setup and initial configuration for AutoPilot Device
- CoPilot AI, your knowledge Discovery companion.
- Advanced security services such as Identity & Threat Protection, Data Loss Protection (DLP), Information Protection (MIP), and Compliance integrated into a single licensing package.

Capgemini's Microsoft 365 offering can be used to migrate Google Workspace (formally G Suite) to Microsoft 365, and to conduct a tenant-to-tenant Microsoft 365 migration.

When using Microsoft 365 your users can work from wherever they want, whenever they need to. They will have the latest features such as Viva and CoPilot (a subscription is required) to help them to work smarter, plus, it's the Office they already know, so it's easy to use. User familiarity helps to transition smoothly with minimal business disruption with users remaining productive.

Capgemini clients are increasingly pursuing an evergreen strategy to implement Microsoft 365. This is to improve their end user experience through a stable, functionally rich collaboration, communications and email platform delivering an evergreen service based on a 'cloud first' strategy. Our assessment phase helps clients understand the best mix of Microsoft licensing plans, such as F series licensing for frontline workers, E series, and M series, based on user needs, and also Microsoft 365 and the Modern Desktop approach which can lead to a reduction in the annual Enterprise Agreement and deliver the most appropriate license for the employee role, therefore maximizing the value of Microsoft's flexible license models

Microsoft 365 is an alternative approach to licensing which brings together Windows 11, Microsoft 365 Apps for Enterprise, Intune modern device management, and advanced security services such as Identity & Threat Protection, Data Loss Protection (DLP), Information Protection (MIP), and Compliance into a single licensing package. Most customers already use these solutions but licence them separately, so an integrated single licence can deliver cost savings.

Capgemini and Microsoft have developed a strategic partnership over the past twenty years, and we have worked closely with Microsoft to develop a comprehensive service solution for the Microsoft 365 ecosystem. Our factory in Poland provides fast-track services on behalf of Microsoft, migrating 60,000 mailboxes per month.

Through our Microsoft 365 Transformation Service Capgemini can deliver the full transformation journey to Microsoft 365 whether it's hosted locally, in the cloud or a hybrid deployment. The Capgemini 'Microsoft 365 Transformation Service' will address the initial assessment, planning and analysis, design, deployment, pilot and migration, supporting a smooth transition to Microsoft 365 for your productivity and enterprise services.



Capgemini helps customers maximise the benefit from their Digital Transformation strategy through its Digital Adoption Services which are a combination of User Experience Management, Marketing and Organisational Change Management (OCM), and are designed to support our customers in change and transformation journey by driving adoption of digital tools, assets and processes to fully leverage them.

Capgemini will leverage existing knowledge and experience of supporting traditional Office deployments and Microsoft 365 to define the optimal implementation model for new instances of Microsoft 365 leveraging a blend of local, cloud and hybrid scenarios to meet organisations organisation's exact needs.

Microsoft 365 is more than a new version of the core office products, the extended suite offers a new way of working, improved collaboration through Teams and Planner, and innovative ways of delivering content and data through products like Power BI and Sway. Microsoft Viva offers employee communication and communities, workspace analytics, goal setting and management, and learning and knowledge management. Additionally, Microsoft 365 enhances collaboration with Teams Rooms for high-quality audio and video meetings. It also offers Teams Enterprise Voice, delivering cloud-based telephony services with advanced features such as interactive voice response (IVR) and seamless integration with third-party call recording solutions.

Microsoft 365 Copilot for Business (an add-on subscription) is a new AI-driven tool that enhances productivity by assisting in documentation creation and editing, creating compelling presentations, email management, meeting summaries, task management, information retrieval, and automation of repetitive tasks.

Capgemini's Adoption Change Management (ACM) can help clients to embrace these new products, early in their Microsoft 365 journey.

2 Business Need

Today, organisations require modern flexible solutions to support their business users and address corporate emphasis on security, costs, health, safety and sustainability. At a high level most, large organisations typically have up to four traditional user profiles, for example, local, remote with VPN, Virtual Desktop/App users through W365/Azure Virtual desktop/Amazon Workspaces/Citrix/Google Virtual Desktop Solutions and travelling users. Organisations looking to adopt Microsoft 365 services will have usually already identified shortfalls with their traditional local IT solutions and now require help to address and remediate application and infrastructure gaps, and to execute their Microsoft 365 migration programme. Many organisations will see Microsoft 365 as an opportunity to deliver on their Cloud First strategy.

3 Our Approach

Capgemini have a strong track record of successfully delivering complex projects using Microsoft technologies across many industries, Capgemini have a long-standing partnership with Microsoft and full-time Microsoft sales and technical teams are permanently aligned to Capgemini and can be called upon should the need arise.

Capgemini's range of transformational capabilities goes from initial consulting and assessment through to delivery, operation and run of the complete environment, and covers all of the associated Microsoft products in this space, including Exchange online, SharePoint online, Teams, Enterprise Mobility & Security, Planner, and underlying technologies including Active Directory (on-premises) and authentication services.



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

The Capgemini Microsoft 365 Transformation Service provides a technology vision and roadmap, which incorporates innovation, aims to minimise cost, reduce environmental impact, enhance end-user experience and improve overall value through the implementation of the Microsoft 365 suite of products.

Capgemini can provide skilled resources to perform the service.



The Capgemini Microsoft 365 Transformation Service comprises:

- Licensing Analysis, to help deliver cost savings and right sizing your M365 estate” to the list of service components in “Our Approach.”
- Gap analysis of current state with prioritised list of remediation activities to achieve minimum standardised pre-migration baseline
- A comprehensive project plan will address remediation of the current environment and set the stage for migration. The outline will cover steps for transitioning to Microsoft 365 Email, Teams, SharePoint Online, PowerApps, OneDrive for Business, and Microsoft 365 Apps for Enterprise (such as Word and Excel).
- Gap analysis assessments and mitigation strategies for each phase
- Detailed project plans to execute across global regions
- Staffing and budget estimates for program execution

3.1 Consult/Assessment Phase

The Microsoft 365 assessment plan will focus on up to seven key elements of a migration:

- **Network:** Determine Connectivity, Capacity & Bandwidth requirements for Migration and Operation
- **Active Directory (on-premises)/Entra ID:** Establish baseline configuration and recommendations to prepare the environment for Microsoft 365
- **Exchange:** Establish baseline configuration and recommendations to prepare for Microsoft 365 Teams , analyse current user profiles and capacity requirements for a migration, define outline migration schedule and inform appropriate licence requirement
- **Teams:** Establish baseline configuration and recommendations to prepare for Microsoft 365 Teams - analyse current user profiles and interface (voice/telephony integration), define migration schedule and inform appropriate licence requirement
- **SharePoint:** Establish baseline configuration and recommendations to prepare local SharePoint environment for Microsoft 365, analyse current user profiles and capacity requirements, define migration schedule and inform licence requirement
- **Security:** Establish baseline configuration and recommendation for Enterprise Mobility & Security, including Data Loss Prevention (DLP and Microsoft Purview Information Protection (service that now encompasses Azure Rights Management) from Azure Information Protection (AIP)
- **Microsoft 365 Apps for Enterprise:** Establish baseline configuration and recommendations to prepare local distribution of Microsoft Apps for enterprise services, determine complexity factors Including the update channels, frequency and evergreen deployment rings - Current, Deferred, and First Release Deferred for planning and schedules etc., define migration schedule and inform appropriate licence requirement.
- Assessment of Joiners/Movers/Leavers (JML) processes
- Early understanding of service workflows for effective service transition
- Assessment of end-user devices (EUC) to ensure compatibility with the future solution

3.2 Microsoft 365 Project Deployment Phase

Capgemini’s hybrid model enables you to adopt your chosen Microsoft 365 cloud features at your own pace, according to your business needs and objectives. The Microsoft 365 deployment plans will adhere to your own ITIL and Project Management governance throughout.

Capgemini’s proven Adoption Change Management Model ensures a successful journey towards Digital Transformation through measurable outcomes and a defined roadmap for sustainable change.

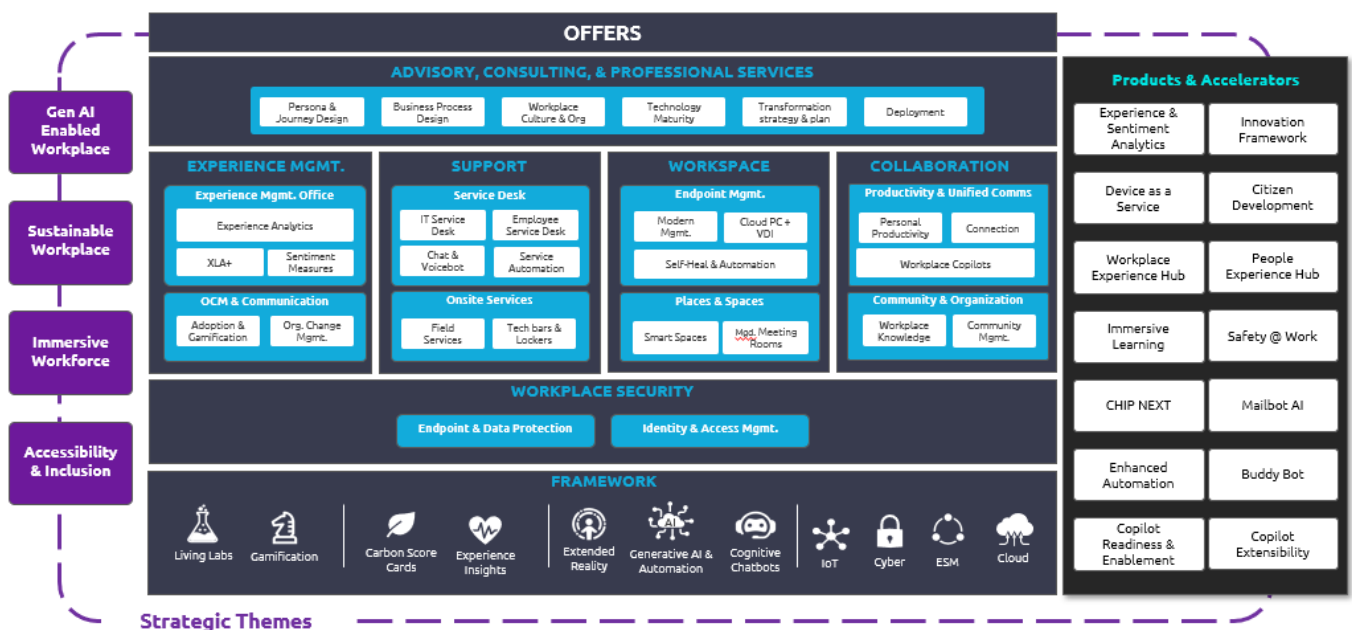


3.3 Microsoft 365 Support Phase

Once the project work has been completed, Capgemini can provide an option to transition the Microsoft 365 service into our global service centres to provide ongoing BAU support of Microsoft 365. See the Additional Associated Services section.

3.4 Microsoft 365 Transformation in the context of Capgemini's portfolio of service offers

Microsoft 365 - Is one component of a comprehensive suite of End User related services which combine under the Connected Employee Experience banner. The Connected Employee Experience is a suite of offerings providing a digital experience to every aspect of an end user's including:



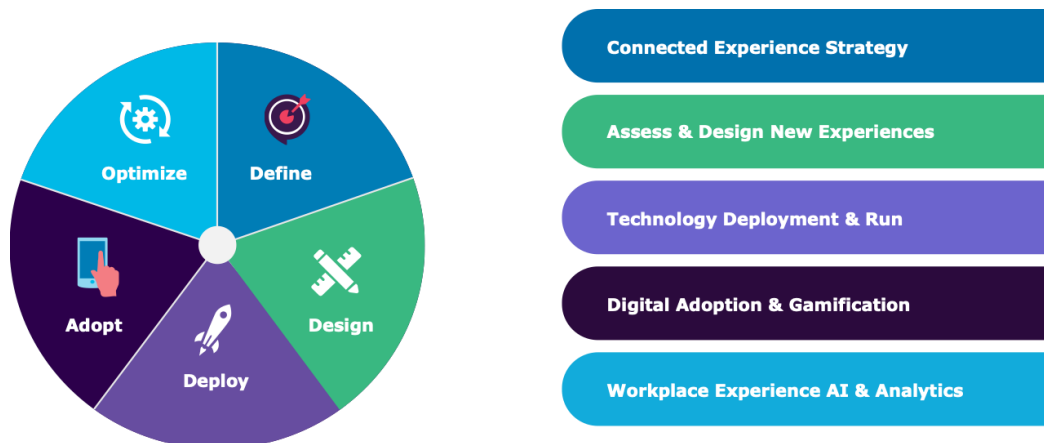
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- **Connected Workspace** - brings flexibility to the work environment by delivering fast and secure connectivity, intuitive interfaces, and simple access to all applications and data, anytime and from anywhere, using virtually any endpoint device, company-issued or personal, with personalised support whenever employees need help. Connected workspace can contribute to your sustainability goals as we transform endpoint management by including virtualisation reduces the need for physical hardware and optimize resources and minimize e-waste. Additionally, we operate sustainable Desktop as a Service(DaaS), provide device sustainability metrics, provide endpoint management and asset lifecycle management.
- **Connected Collaboration & Empowerment** – these services are all about bringing people together for better business results. Capgemini's solutions deliver an end-to-end, seamlessly connected, personalised, integrated experience across all user-preferred collaboration interfaces, including cloud-based digital productivity suites that incorporate leading communication and social collaboration tools.
- **Connected Office** – whether employees are working in a traditional office space, from home, airport, university, or some other location, they need a great experience, reliable network, easy access to services and smart solutions that make their workplaces smart and connected. Capgemini's Connected Office services address the challenges and opportunities that successful organisations need to address including employees' expectations, support new ways of working and at the same time improve office safety, lower real estate costs, reduce the environmental footprint, and get better information about building usage



patterns. Capgemini Connected Office portfolio focuses on enterprise connectivity, employee and visitor solutions, smart buildings, and smart places.

- **Connected Support** - Capgemini has designed a transformative support experience in Capgemini's Connected Support services, which provide a user experience that is both efficient and transformative. These services empower a happy and more productive workforce with a lower support cost. In addition, Capgemini offer a variety of managed support services that address on-site support needs to maximise uptime and enable productivity, including Tech bar, lockers, and Vending. With extensive use of advanced digital intelligence providing L0 support and self-help. Connected Support services can proactively identify potential issues and mitigate or eliminate them before they impact users. Simply put, Capgemini turn data into actionable information so you can solve issues sooner rather than later. The advantages for your business: An end-user experience that improves productivity, cuts costs, increases job satisfaction, retention rates, and attracts top talent.
- **Connected Experience** - a horizontal wrapper around the technology pillars of the Connected Employee Experience (i.e. Connected Workspace, Connected Collaboration, Connected Office, and Connected Support). It brings a set of accelerators for Digital Transformation and an iterative process to transforming Customer's employee experience. Capgemini can assist Customer's every step of the way – from defining Customer's strategy to designing experiences, deploying solutions, increasing adoption of new services and technologies, and optimising the quality of the user experience. Customers can leverage the Connected Experience Framework components as a complete, end-to-end solution, or choose one or more components to address Customer's immediate needs. The key elements of the framework are shown below:
- With deep sector and industry knowledge, Capgemini help its customers reinvent the workplace to focus on "Total Experience"; creating superior, connected experiences for customers and employees wherever they work.

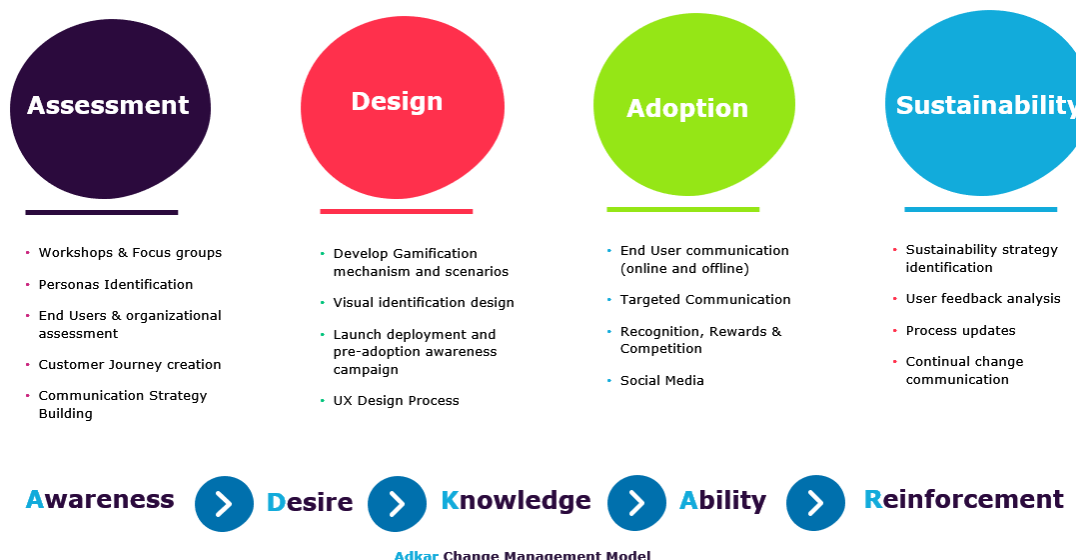


The modular components are grouped under the banners of Strategy, Assessment and Deployment and can be bought and delivered as individual components and combined to provide a broader service offering.

These transformational offerings are underpinned by three managed service offerings which in combination deliver a full scope end user service covering Service Desk and Onsite Support as well as third level support of the digital workspace environment.

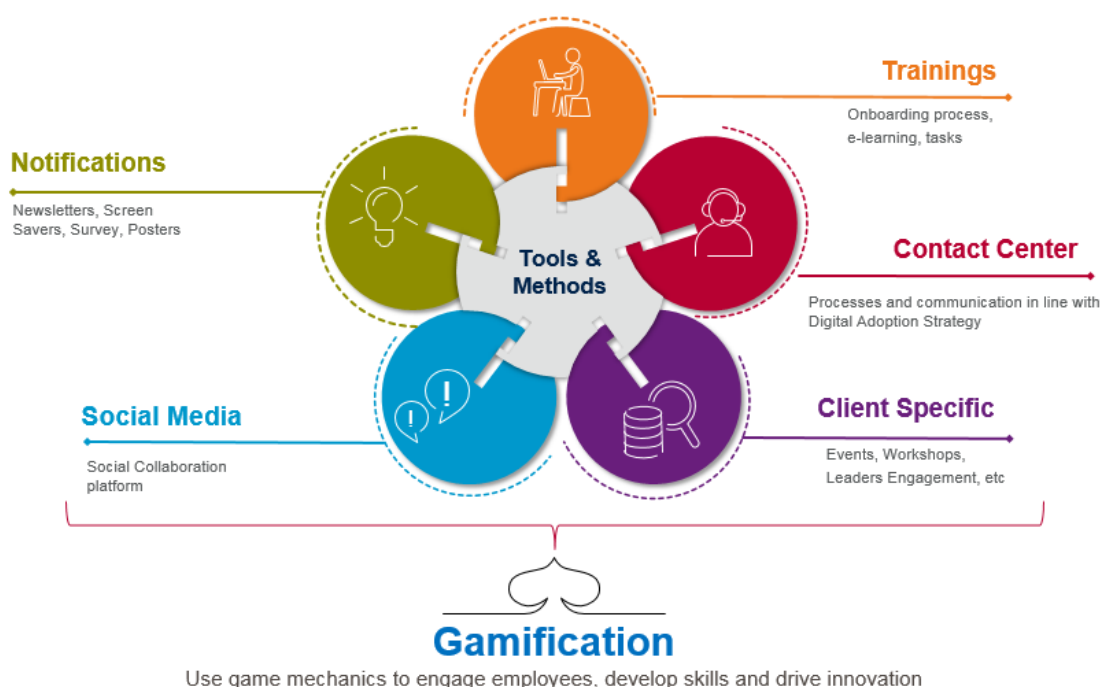
3.5 Digital Adoption

Capgemini Digital Adoption Services are a combination of User Experience Management, Marketing and Organizational Change Management (OCM), and are designed to support our customers in change and transformation journey by driving adoption of digital tools, assets and processes to leverage them to fully leverage them. Capgemini's approach to Digital Adoption follows the Adkar Change Management Model and is illustrated below:



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

Diagram below presents high-level representation of Adoption Tools and methods used during and after the Project.



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“Gamification has emerged as a significant trend in recent years. Gamification uses game mechanics and game design techniques in non-gaming context it's a powerful tool to engage employees, customers and the public to change behaviours, develop skills and drive innovation.

Gamification has become an essential part of any digital business strategy as a way of digitally motivating people and overcoming barriers of scale, time, distance, connectedness, and cost.” Gartner.com

4 Customer Responsibilities



Please refer to the Supplier Terms listed with this service on the Platform. These may contain additional Customer obligations/costs the Customer is subject to that are not identified anywhere else in the Supplier's Application or on the Platform.

5 Service Management

Capgemini Service Management provides a set of specialised organisational capabilities for providing value to clients in the form of services. It includes a full lifecycle approach to service management from service take-on, through strategy to operation and continual improvement. It can be offered either as a standalone service or in conjunction with other sourcing arrangements.

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.

This service meets the requirements for the Government Security Classification Policy (GSCP) OFFICIAL tier.

7 On-boarding and Off-boarding

Prior to the execution of the Order, the Supplier and the Customer 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



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 independently audited and certified to be in conformance with the below mentioned industry standards: ISO 27001: 2005, ISO 9001: 2008, ISO 20000-1:2005, ISO 9001: 2000, AS9100, TL9000

Capgemini has achieved Microsoft Gold Competencies in the following:

1. Gold Application Development
2. Gold Application Integration
3. Gold Cloud Customer Relationship Management
4. Gold Cloud Platform
5. Gold Cloud Productivity
6. Gold Collaboration and Content
7. Gold Data Analytics
8. Gold Data Platform
9. Gold Data Centre
10. Gold DevOps
11. Gold Windows and Devices
12. Gold Enterprise Resource Planning

10 Sub-contractors

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

- Capgemini Technology Services India Limited
- Capgemini Poland (Capgemini Polska SP z.o.o.)

11 Additional Associated Services

A number of additional associated services can be offered as shown below. Additional Associated Services shall be priced based on an individual basis.

- Capgemini 'Workspace' Service
- Capgemini 'Microsoft 365 Managed Service'
- Capgemini 'Windows 11 Transformation'

12 Business Continuity and Disaster Recovery

While a disaster recovery plan is not included as standard, Capgemini offers services to help deliver Business Continuity and Disaster Recovery. This includes support with the creation of documentation, design,



configuration, and implementation of the service. We also offer a review service that analyses your current BCP and DR documentation, providing a gap analysis and recommendations for improvement.

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 charges are exclusive of taxes.

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, 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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