

Windows 11 Transformation G-Cloud 15





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1 Service Overview

The Capgemini 'Windows 11 Transformation' offer is part of Capgemini's "Connected Employee Experience" framework and 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' Evergreen strategy, and we can offer design and deployment services to implement a Windows 11 Modern Desktop strategy. The Capgemini Windows 11 Transformation service allows our clients to benefit from the latest and most advanced client facing operating system from Microsoft. Microsoft describe Windows 11 as an "Operating System as a Service" that is Evergreen in that it will receive continual ongoing updates to its features and functionality automatically and more frequently than with previous operating systems. This continually up to date desktop operating system together with the enhanced security features available in Windows 11, Microsoft 365 and Azure are referred to by Microsoft as "Modern Desktop".

It is important to define the evergreen approach when deploying Windows 11 - which is addressed through deployment rings. Through the Semi-Annual Channel (SAC) Windows 11 devices can receive feature updates twice a year, and quality updates on a (typically) monthly basis. This is augmented with the ability for enterprise environments to receive non-critical updates at a slower pace through the Long-Term Servicing Channel (LTSC) channel, which more recently is referred to as Windows IoT. This provides updates every 2-3 years over the lifespan of mainstream support.

The device and user experience are now more closely aligned than ever and the journey to cloud technologies has never been easier, Windows 10/11 closes the gap between traditional I.T. and next generation I.T. Through our 'Windows 11 Transformation Service' Capgemini can deliver a full transformation journey to Windows 11 from initial assessment, planning and analysis, design, deployment pilot and full migration.

2 Business Need

As support for Windows 10 ends on October 14, 2025, customers are in the process of preparing for the migration to Windows 11. Capgemini strongly recommends all customers urgently migrate away from this legacy operating system as soon as possible. Microsoft will offer support for Windows 10 post the standard end of support date but will be at a premium price, and this price increases significantly year on year.

The Capgemini 'Windows 11 Transformation Service' is available to organisations requiring a partner to help them assess, plan and successfully migrate their estate to Windows 11.

Windows 11 offers several benefits for businesses. Here are some key points to consider:

Enhanced Security:

- Windows 11 Enterprise is designed to be secure by default, from the chip level to the cloud. It includes features like virtualization-based security and hypervisor-protected code integrity.
- Convenient and secure multifactor authentication with Windows Hello for Business helps eliminate the reliance on passwords.
- It helps protect your corporate data, apps, and people across various devices.

Technology:

- Integrated Windows Copilot (AI)
- Integrated Android applications
- Improved multiple desktop support
- Power Automate
- Direct Integration of Microsoft Teams
- Customization of virtual desktops



- Auto HDR
- DirectStorage Technology

Simplified IT Management:

- Streamline devices deployment and management for distributed workforces.
- Cross-platform endpoint management with Microsoft Intune ensures better control and compliance.

Powerful Experiences:

- Generative AI capabilities with Copilot in Windows assist users in answering questions, completing tasks, and improving productivity.
- Enjoy a modern and familiar user experience with improved visuals, inclusive video conferencing, and enhanced searches.

Application Compatibility:

- Windows 11 Enterprise ensures 99% application compatibility with Windows 10 apps, thanks to Desktop App Assure for app issue remediation.

Flexible Work Styles:

- Empower flexible work styles and smarter work with Windows 11's features.
- Automation and integration with Microsoft 365 Apps enhance productivity

3 Our Approach

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

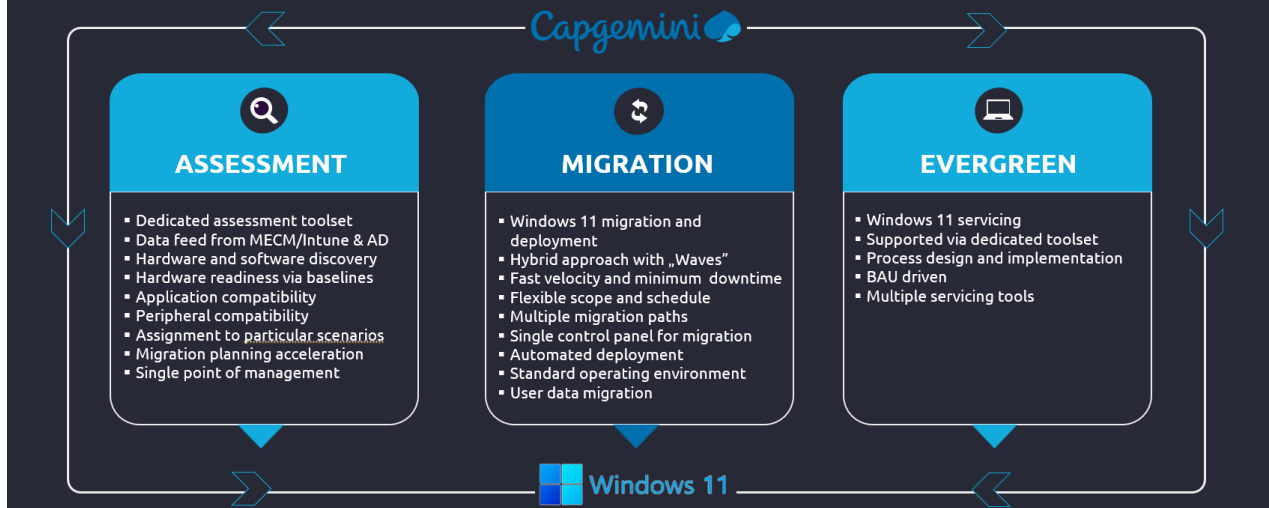
Capgemini's range of transformational capability goes from initial consulting and assessment through to delivery, operation and run of the complete environment, and comprehensively covers the associated services in this space, including Network (WAN / LAN / WiFi / Mobile), Active Directory and deployment technologies.

The Capgemini 'Windows 11 Assessment, Migration and Transformation Service' provides a technology vision and roadmap, which incorporates innovation, aims to reduce cost, reduce environmental impact, enhance end-user experience and improve overall value through implementation of Windows 11. Capgemini will use analytics to plan your move to Windows 11 with ease and are able to provide skilled and certified resource to perform the service.



WINDOWS 11 MIGRATION OVERVIEW

To address any potential scenario which customers would be willing to explore with regards to Windows 11 Capgemini proposes 3 major solutions, which can be targeted for various clients, depending on their business strategy and technological and procedural readiness.



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

At a high level the 'Capgemini Windows 11 Transformation Service' can:

Conduct an assessment

- Understand the client requirements
- Understand factors that determine the end user experience
- Understand what applications and websites users' access
- Conduct due diligence in order to understand the client's current environment (including Applications, IT Infrastructure, LAN / WAN)
- Highlight any remediation work, shortfalls and other potential areas of concern
- Understand if new hardware, software upgrades or unique deployment configurations are required

Migration

- Create a suitable design for a Windows 11 Enterprise environment including mobility, management, security and BYOD
- Plan the Windows 11 Migration, upgrades and deployment services
- Produce staffing and budget estimates for program execution
- Define deployment 'rings' and use these for subsequent feature release updates, dependent on business and application usage and criticality
- Roll-out Windows 11 to pilot users
- Roll-out Windows 11 to all users, using the 'ring' methodology (following successful pilot)
- Provide end user familiarisation training support on basic Windows 10/11 functionality (if required)

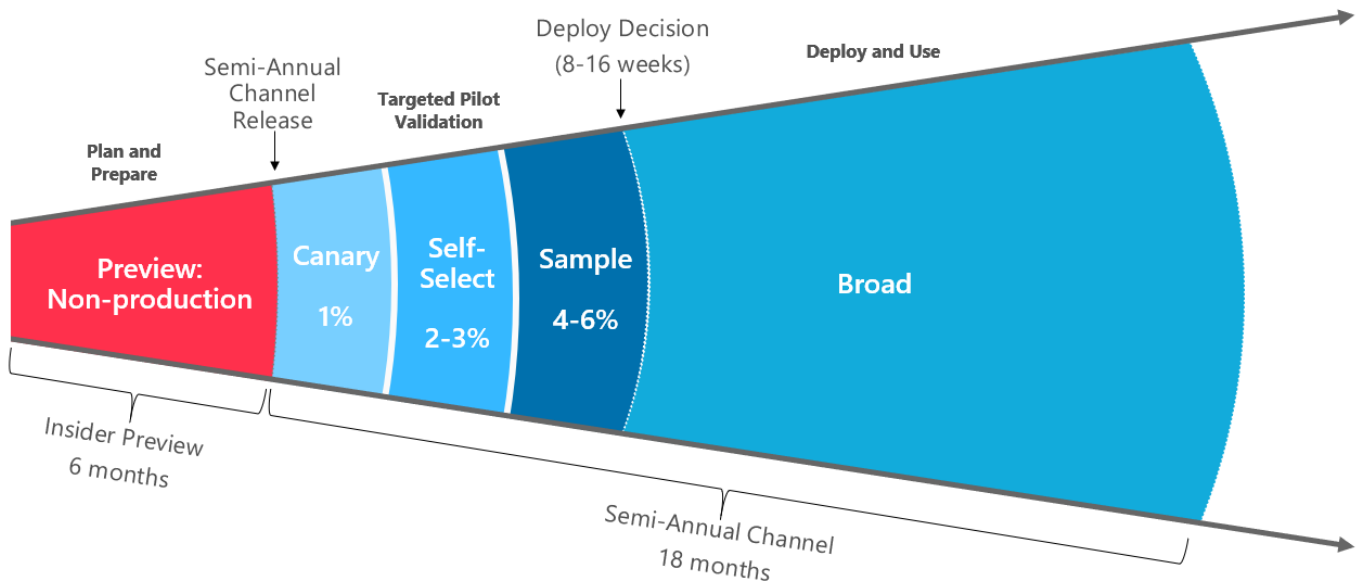
Evergreen

- Provide Windows 11 on-going operational support and 'run services' if required



At a lower level Windows 11 Deployment Considerations are explored:

- Evaluate which new Windows 11 features are required, there are many to choose from and security is key. Hardware and feature choices will drive a natural path towards the deployment method.
- Reconcile application lists, identify compatibility, and prevent future sprawl. Our proven “Workplace Assessment” assists with data collection, analysis, and remediation.
- Recognise the requirement for application compatibility. Microsoft state 99.6% of applications compatible with Windows 10 will work with Windows 11.
- Remediation plan for incompatible applications identified
- Remediation plan for any IT Infrastructure issues identified that may be a blocker
- Collect, visualise and report upon application and network data on desktops, laptops, and mobile devices
- Construct a client-specific phased deployment approach; identify business unit owners, technical teams and administrators of key enterprise applications. Report, review and verify process is followed
- Determine Windows 11 Deployment Rings required - whilst Capgemini always recommends customers define a strategy that is tailored to their environment, an example of a deployment ring approach is given below:



Windows 11 Deployment Options:

The Windows 11 deployment will be carefully planned and adhere to your own ITIL and Project Management governance throughout. One or more of the following deployment options would typically be adopted in the Enterprise environment; each method has its advantages and also its disadvantages. The most appropriate method(s) of deployment would be agreed during the assessment and planning stages.

- Replace the hardware (a) Deliver new hardware to the end users for a Intune Autopilot build
- Replace the hardware (a) Arrange on-site image deployment using Microsoft Endpoint Configuration Manager
- Carry out an in-place 'Windows 11 OS Upgrade' on compatible devices over the LAN or internet

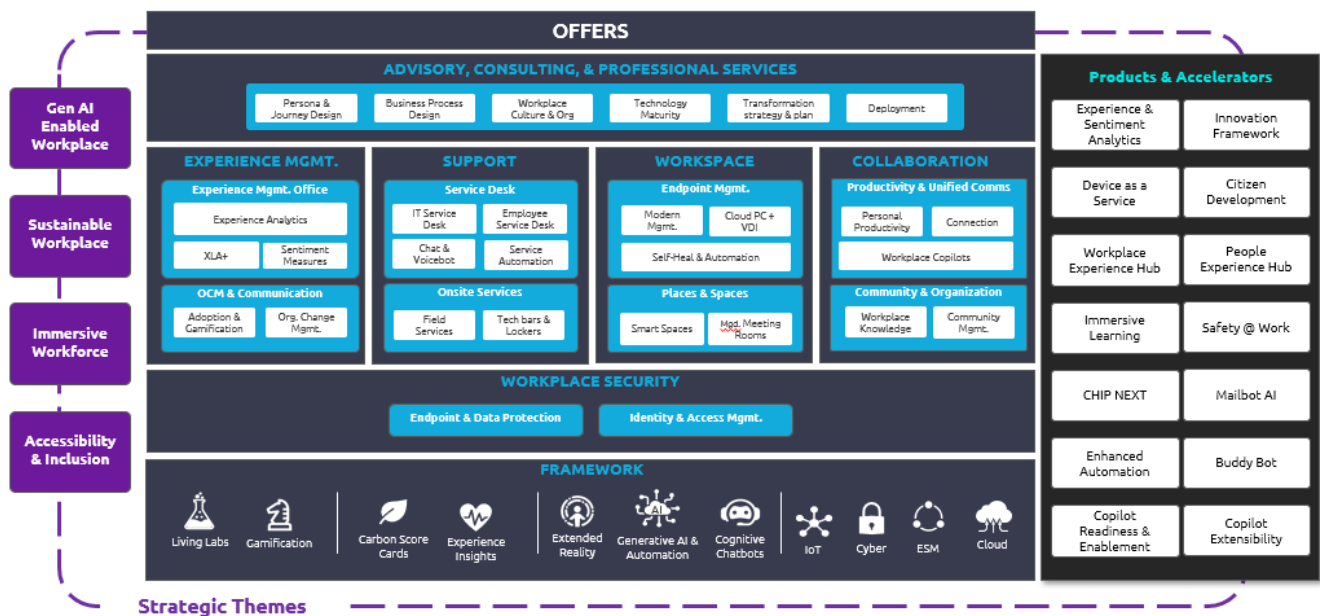


Windows 11 'Run' Support:

Following the successful deployment of Windows 11, as a separate offer, Capgemini can provide a comprehensive Windows 11 support and run service as part of our "Workspace" offer (if required). See the Additional Associated Services section.

Windows 11 Transformation in the context of Capgemini's portfolio of service offers

Windows 11 - is one component of a comprehensive suite of End User related services which combine under the Connected Employee Experience banner. The Connected Employee Experience describes all aspects of working life, outlining how Capgemini thinks businesses will evolve, how technology further integrates into the day to day, and how people balance their work purpose and home needs. It also provides a framework for Capgemini's future vision for the workplace, and is used as the "north star" for Capgemini's workplace strategy and thought leadership.



Capgemini Employee Experience Portfolio Overview

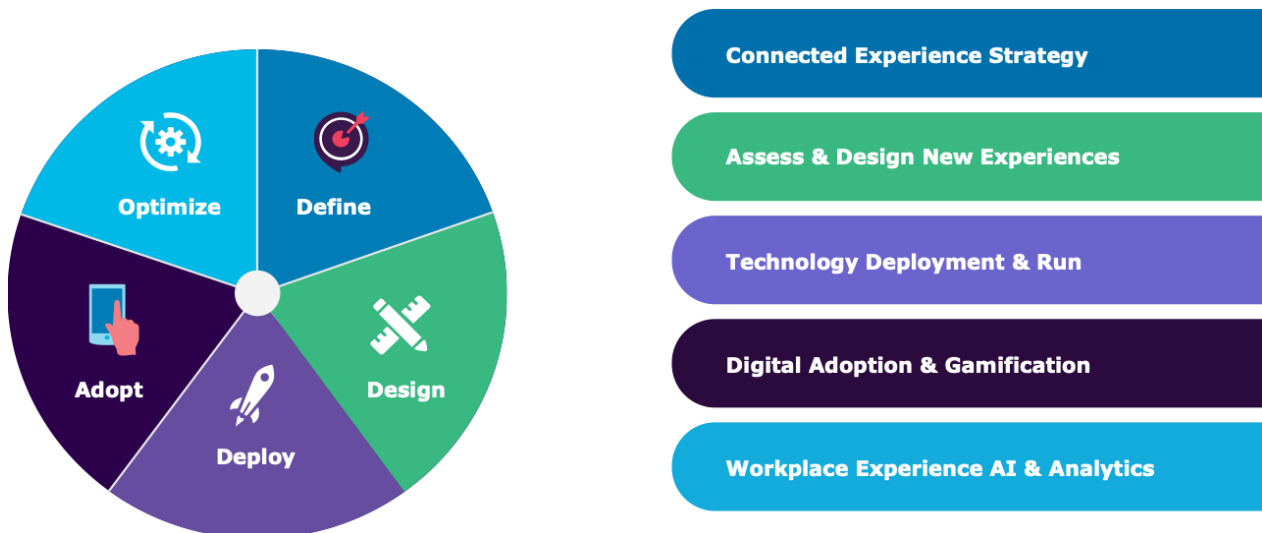
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The Connected Employee Experience is a suite of offerings providing a digital experience to every aspect of an end user's including:

- **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 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 Buyer's employee experience. Capgemini can assist Buyer every step of the way – from defining Buyer's strategy to designing experiences, deploying solutions, increasing adoption of new services and technologies, and optimising the quality of the user experience. Buyer can leverage the Connected Experience Framework components as a complete, end-to-end solution, or choose one or more components to address Buyer's immediate needs. The key elements of the framework are shown below:



With deep sector and industry knowledge, Capgemini helps its clients reinvent the workplace to focus on “Total Experience”; creating superior, connected experiences for clients and employees wherever they do 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.

Digital Adoption services help Customers maximise the benefits realised from a Windows 10/11 Modern Desktop programme. Capgemini Digital Adoption Services 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 leverage them to the fullest extent.

Capgemini's approach to Digital Adoption follows the Adkar Change Management Model and is illustrated below:



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



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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 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.

7 On-boarding and Off-boarding

Prior to the execution of the Order, the Supplier and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to ensure continuity of service.

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form and an exit plan in line with the Call-Off Contract terms which will be charged for in accordance with the Pricing section for this service.

8 Skills and Knowledge Transfer

Capgemini recognises that skills and knowledge transfer is a critical element in the provision of G Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients.

Where appropriate, we may use a standard approach, tailored to topic, skills gap and individual, to ensure consistency and effectiveness. The approach, Capgemini's Assess-Plan-Implement framework, has been used repeatedly by our teams to structure the work involved in transferring skills and creating new teams capable of driving and sustaining change long after the end of the formal programme. The framework can be applied throughout a project to understand knowledge transfer objectives, plan training delivery methods and materials, and deliver and evaluate success.

9 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

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 'My Workspace' Service
- Capgemini 'Office 365 Managed Service'
- Capgemini 'Office 365 Transformation'
- Capgemini 'Managed Print'

12 Business Continuity and Disaster Recovery

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

13 Pricing

This service is priced in accordance with the SFIA Rate Card attached. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis.

All 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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