

Business Intelligence Solutions Service G-Cloud 15





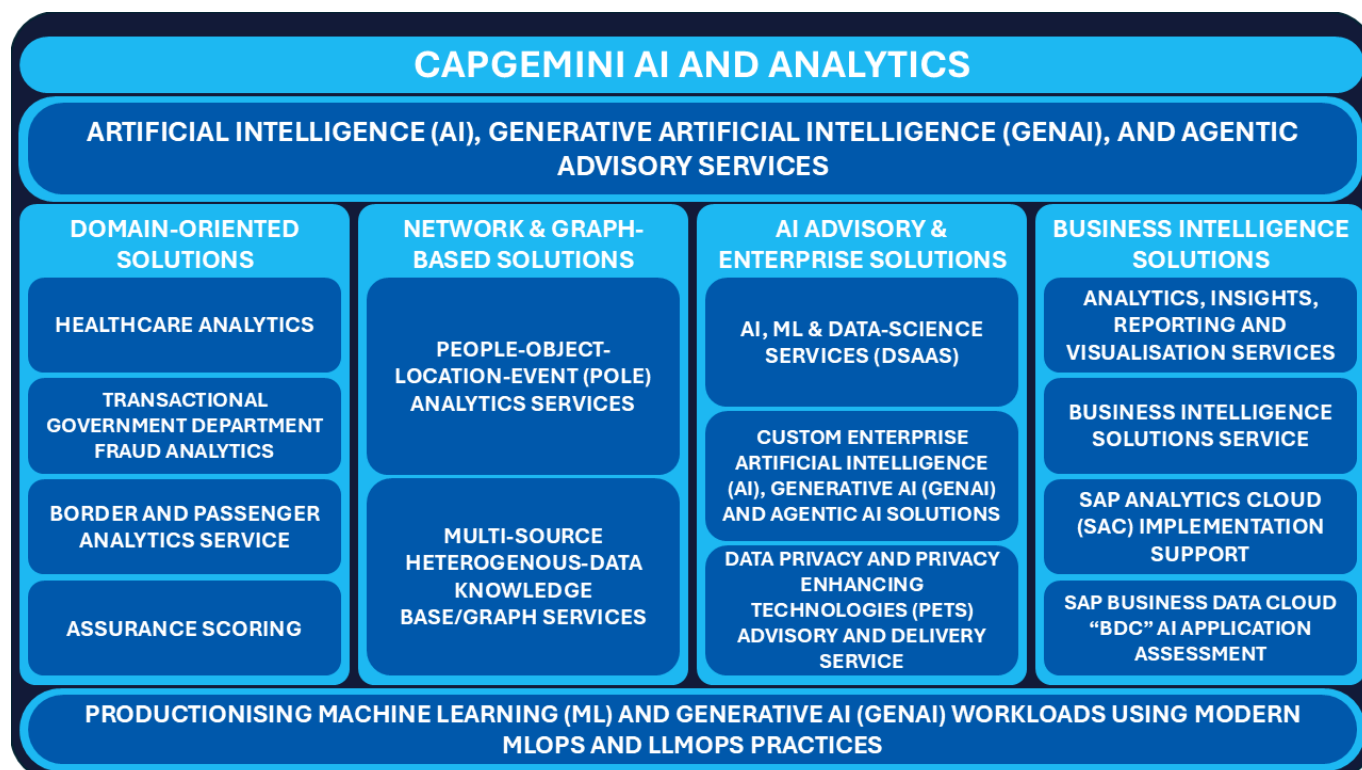
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1 Service Overview

Capgemini's Business Intelligence ("BI") solutions encompass different BI offerings, from information strategy and BI architecture design to data management, enterprise content management, reporting and advanced analytics, all fuelled by enterprise cloud services. These are complemented by innovation which has earned accolades and recognition from industry analysts.



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Capgemini offers a comprehensive suite of BI solutions and services designed to help organisations make better decisions by transforming their data into actionable insights. This service is designed to support the Buyer across every stage of the BI journey, from planning, solution design, implementation, security, and ongoing management of the tailored BI solution.

Key BI services include:

- **Business Data Strategy & Planning:** Capgemini can work with Buyers to develop strategies that align data and reporting systems with business objectives.
- **Data Warehousing:** Capgemini has capabilities in consolidating data from multiple source and operational systems, supporting secure storage and facilitating access for analysis.
- **Enterprise Resource Planning (ERP) Analytics:** Capgemini can enable analysis of business operations by integrating with systems including Microsoft, SAP, Salesforce, Oracle, etc.
- **Data Management & Integration:** Capgemini can assist Buyers in organising, cleansing, and connecting data from various sources to improve reliability and usability.
- **Cloud Transition & Rationalisation:** Capgemini has experience in supporting Buyers to transition from legacy systems to cloud-based BI platforms, which may contribute to cost reduction and increased flexibility for the Buyer.



- **Reporting & Visualisation:** Capgemini can build dashboards and reports using tools such as (but not limited to) Microsoft Power BI, Tableau, SAP Analytics Cloud, and Qlik, to present complex data in an accessible format.
- **Security & User Access:** Capgemini can implement security measures, including single sign-on and detailed access controls, to support safe and controlled access to data and BI tools.
- **Ongoing Support & Service Management:** Capgemini can provide maintenance and updates post-implementation, supporting the continued value of BI solutions as Buyer needs evolve.

Capgemini leverages a range of technologies, including (but not limited to) Microsoft Fabric / Power BI, SAP Analytics Cloud / Business Data Cloud (BDC), Tableau, Qlik and others. Technology selection is based on Buyer requirements, with integration into an organisation's existing environments as appropriate.

Subject to Buyer context, Capgemini's BI Solutions can offer the following benefits:

- Facilitation of data consolidation, supporting a unified and trusted single source of truth.
- Provision of timely and accurate insights to support decision-making at various organisational levels.
- Automation and simplification of data handling processes, potentially allowing Buyer teams to focus on value-adding activities.
- Opportunities for cost reduction through data platform consolidation and streamlining.
- Implementation of security measures to support data safety and controlled access, including single-sign-on, row level security, and role / attribute-based access controls
- Adaptability of services to Buyer organisational changes, with ongoing support available.

2 Business Need

Capgemini's Business Intelligence (BI) solutions and capabilities can be used to address and analyse a range of issues across organisations where data can be used to gain better insight and to make evidence-based decisions. One or more of the following issues and questions can be addressed:

Obtain and Maximise the Strategic Value of Operational Systems

Operational systems do not typically provide quick reporting vital for decision making. However with Capgemini's approach, organisations can use best fit tools like Microsoft Fabric workloads / Microsoft PowerApps etc. or SAP BW modules to bring operational data together and apply complex business rule logic to enrich the insights available from the operational systems, ultimately leading to improved data driven decision making. The prebuilt analytics content can provide source system information relevant to the industry or the functional area to the user through several prebuilt reports which can be made easily consumable and insightful.

Facilitate the journey to the cloud

Capgemini can provide customers with a roadmap and the technical expertise to help facilitate moving to the cloud from a BI perspective. The roadmap takes into account the customer's current maturity and focusses on keeping data at the heart of decision making. The service covers movement to an efficient cloud platform from existing on-premise, hybrid cloud or fully cloud based solutions at the client's end.

Help customers overcome pain points via Capgemini health check service

Capgemini has experience in delivering business intelligence which can provide subject matter specialists to help customers overcome issues with existing or obsolete BI solutions, such as with performance or trust in their data. Capgemini can follow this up with a roadmap for resolution or discrete services to address these issues.

Help customers upgrade to the latest release

The latest releases of BI tools and products offer improvements in functionality that can offer real value to customers, such as self-service and advanced analytics. Capgemini's experience in upgrading all major BI



solutions allows for complete upgrades in highly competitive timeframes, which can start from as little as 6 weeks (dependent on the complexity of existing system).

Gain Competitive Advantage from ERP and CRM Data

Many organisations experience difficulty in attempting to embed information and insight into their business processes to deliver quick and accurate strategic insights, owing to the complexity of being able to organise the data for reporting. Capgemini's expertise in Microsoft Fabric / Dynamics 365, Salesforce with Tableau and SAP BI solutions can enable organisations to unlock the value of data held in ERP systems to help extract actionable insights. These analytics solutions can provide the opportunity to use data visualisation capabilities and create connections between ERP/CRM data and other sources, such as spreadsheets to help enable and enhance analytics.

Reduction in Cost

Capgemini has found that the cost of deploying pre-packaged BI applications can be lower in comparison to a typical custom solution. There are a number of reasons for the differences in cost of a pre-packaged and custom solution, the main reasons being that pre-packaged solutions fulfil 70-80 percent of business requirements and the components have already undergone testing.

With the greater vertical integration of BI within vendor tech stacks, the trend has been to move to a cloud first and AI enabled world provided through Software as a Service offerings significantly reducing the cost of platform engineers to keep the services running. In addition, BI reporting is moving into the realms of automation / AI-augmented development significantly increasing productivity leading to reduced costs in the long term. Capgemini are a leader in adopting different vendor BI offerings and accelerating client migrations and transformations.

Organisations often find it difficult to generate useful summaries of KPIs and reports from their operational systems, either due to the complexity required to extract the relevant data or the effort and time involved in generating the reports prior to the data becoming obsolete. Microsoft Fabric workloads combined with Capgemini delivery strategies can enable customers to gain the information they require in near-real time and with minimal effort (reducing time to live), allowing organisations to focus on performance management. The self-service capabilities encourage users to investigate process anomalies and help discover the problem areas through Microsoft, SAP BO/SAC, Tableau or Qlik drill-down capabilities and guide clients to make informed decisions and actions.

Help customers reduce their reliance on IT department

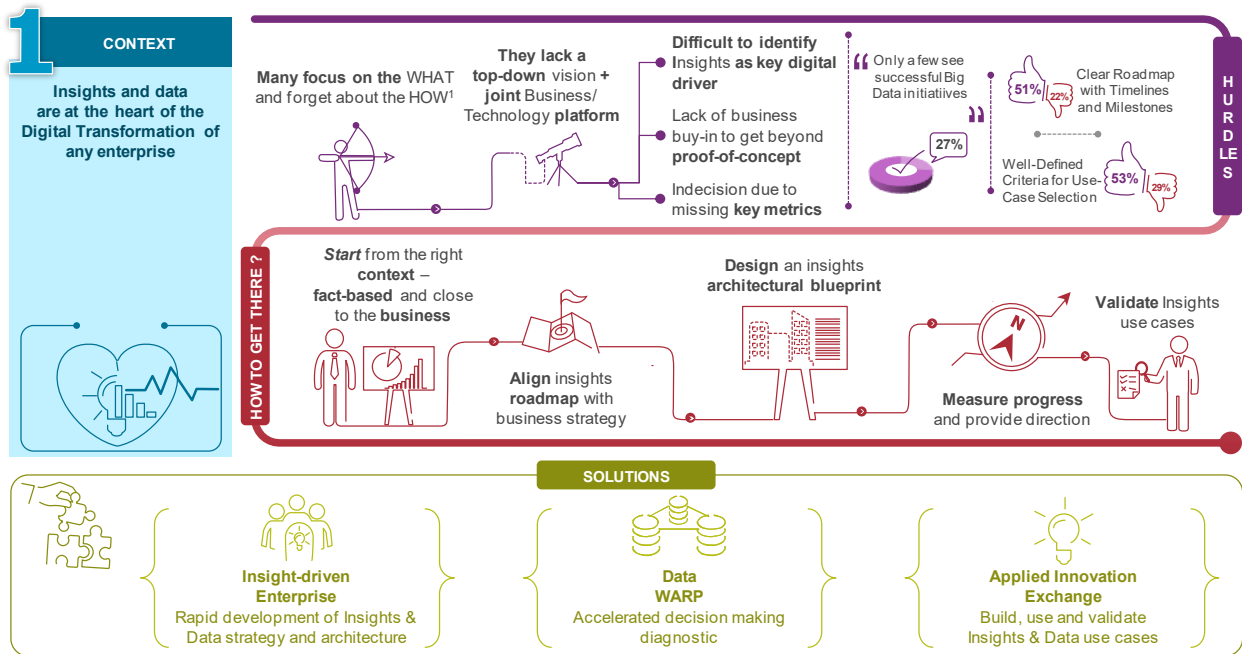
Upgrading to the latest BI technologies increase the agility of an organisation's users and can reduce the reliance on the IT department by providing users with the ability to create new visualisations themselves, and augment the data held within the corporate semantic model with data from other sources, with a similar user experience across desktop and mobile devices.

Capgemini is well placed to help organisations drive real insights from their Business Intelligence solutions and technology. Capgemini's portfolio of services from strategy, business case, innovation, delivery, run and improvement means we understand what it takes to deliver success and overcome business challenges. Capgemini has significant experience working with a number of solution vendors, by virtue of which we have access to some of the best solutions and technology insights available.

3 Our Approach

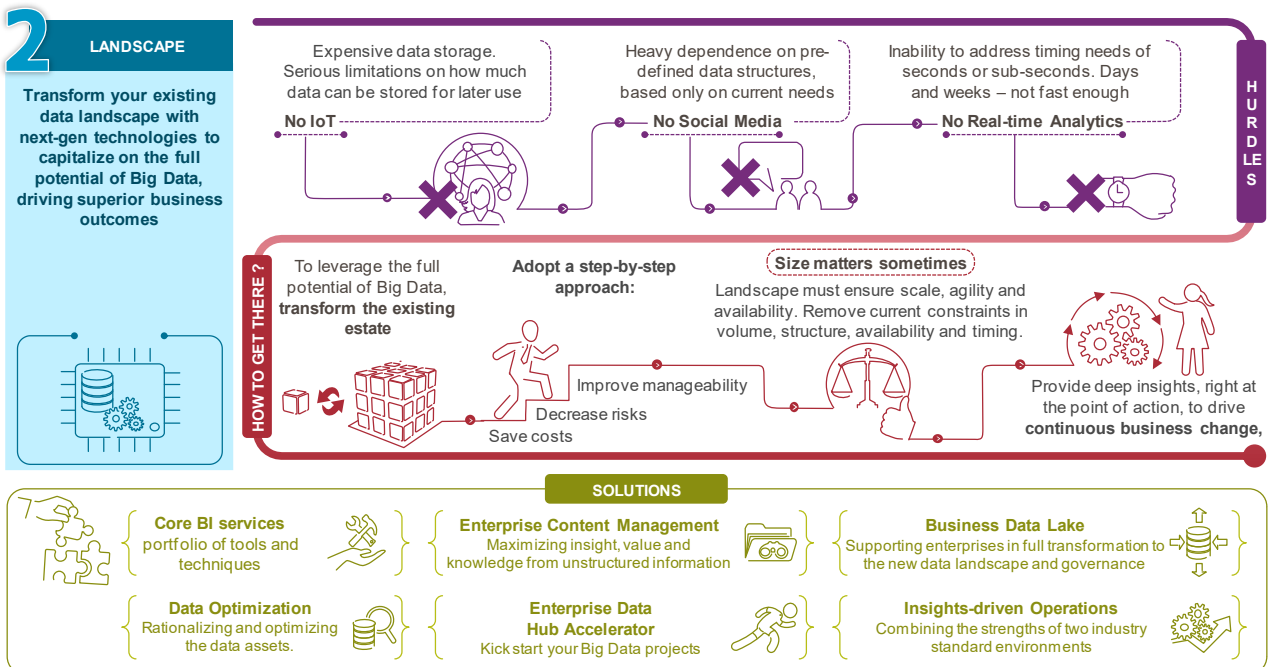
Capgemini's approach to BI solutions, in accordance with its global practice is driven by 7 principles. The below diagrams illustrate the context behind these principles, the hurdles that need to be overcome and some of the steps that need to be taken to get there. Each diagram also includes some example solutions that could be provided at each stage, these will be tailored to a client's project where Capgemini will look to bring in the latest assets and accelerators available:

Principle #1 – The 'Insights Journey' Must Start from a joint Business / Technology Context



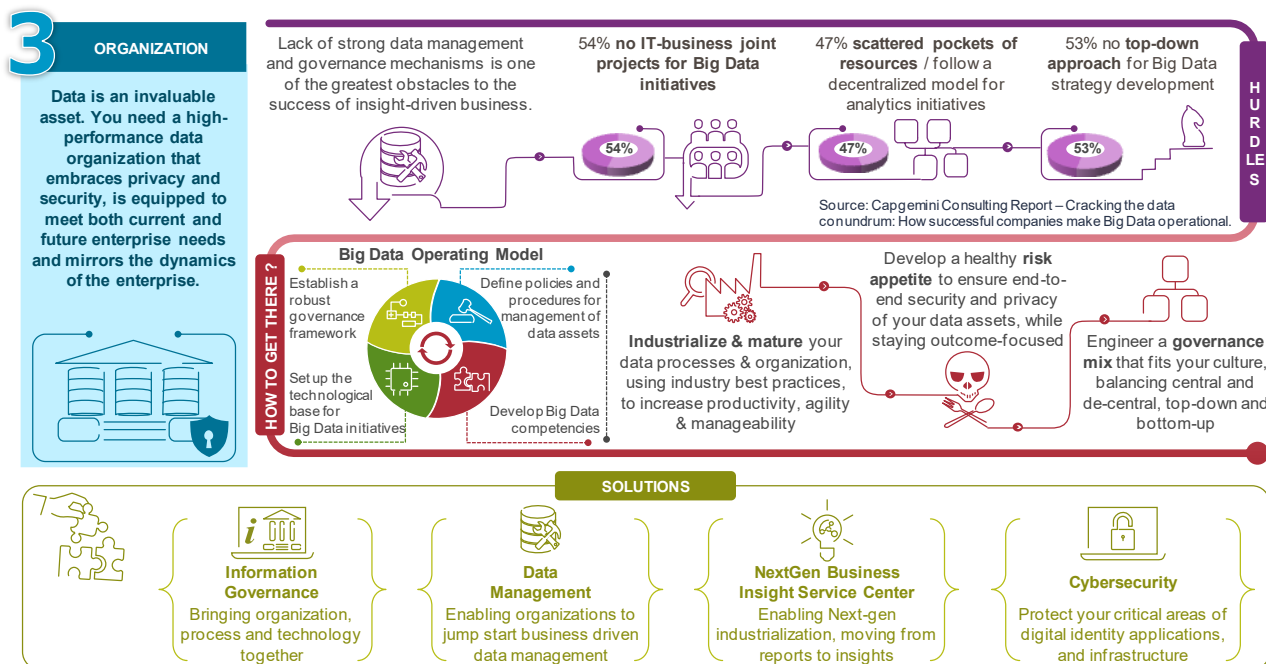
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Principle #2 - Equip your Data Landscape to Deal with the Flood from Connected People and Things



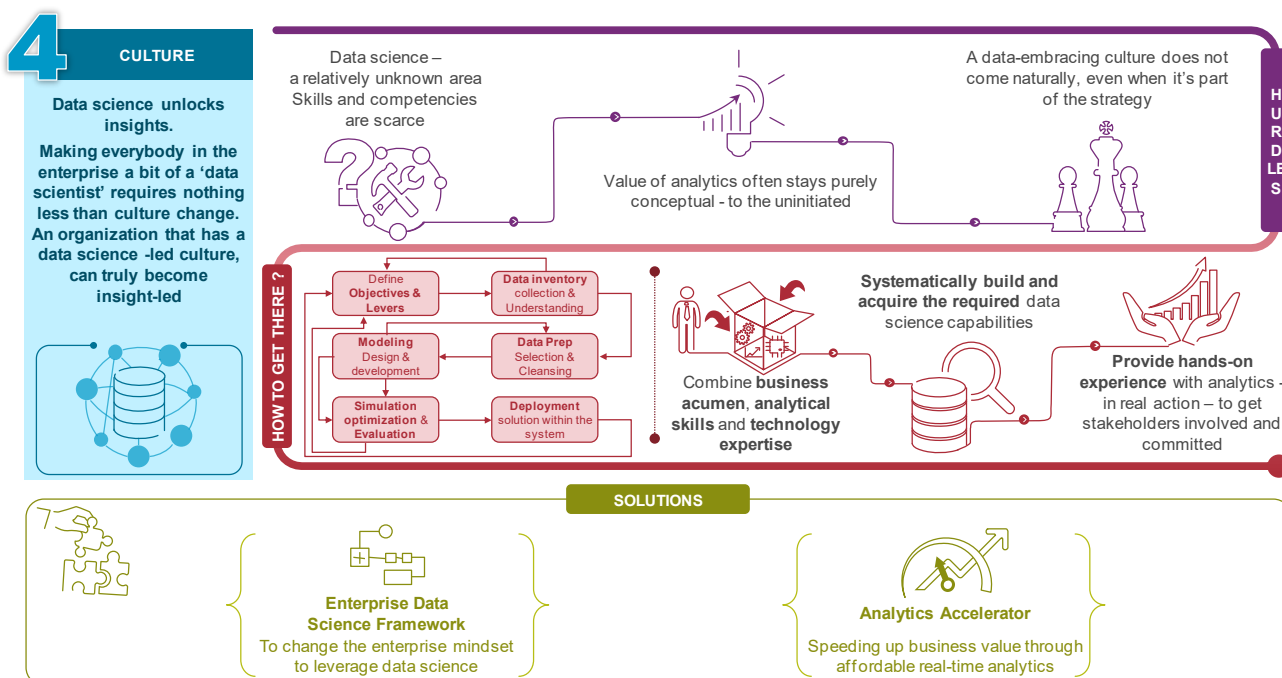
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Principle #3 - Master the Governance, Privacy and Security of Your Invaluable Asset - Data



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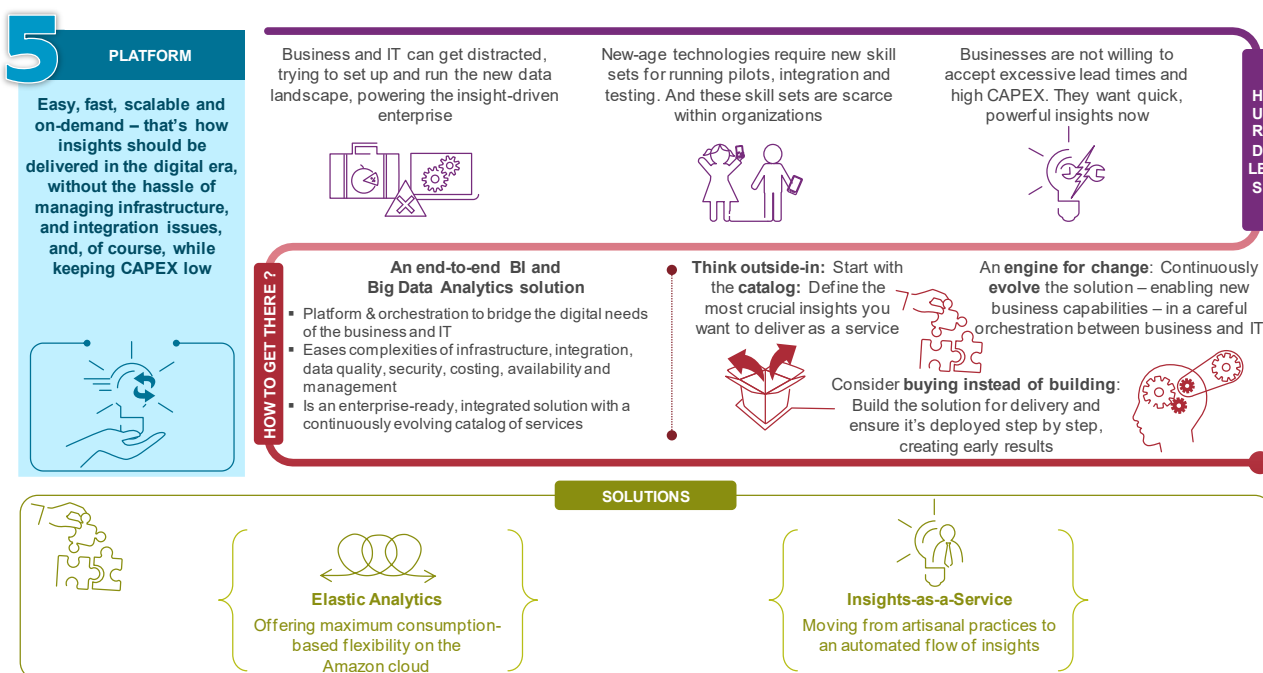
Principle #4 - Develop an Enterprise Data Science Culture



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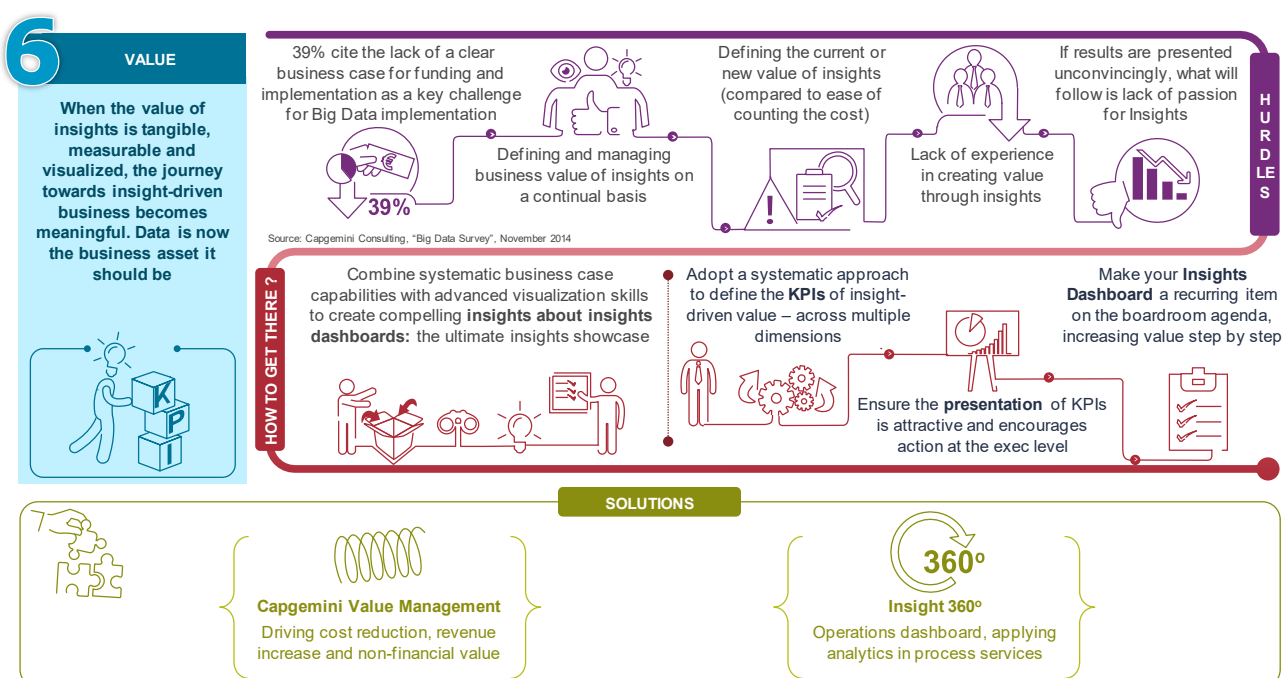


Principle #5 - Unleash the power of Data and Insights as-a-service



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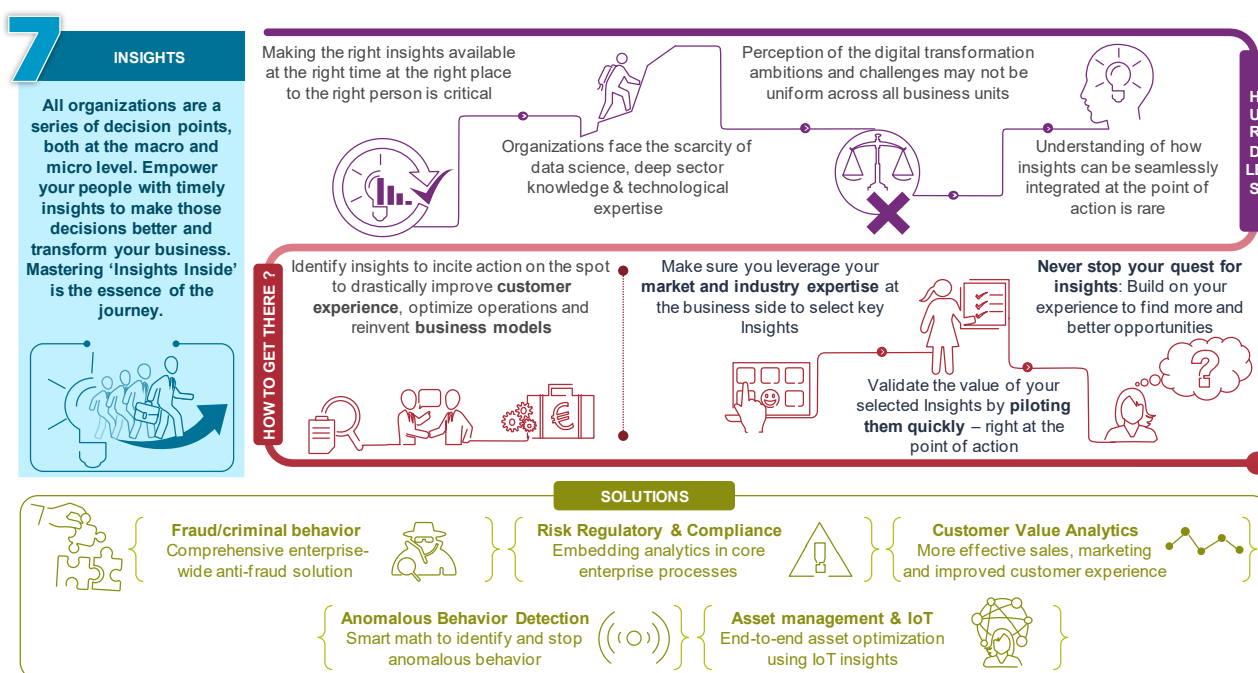
Principle #6 - Make Insight-driven Value a Crucial Business KPI



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Principle #7 - Empower Your People with Insights at the Point of Action



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The Capgemini approach is driven by customer needs and tuned for both phased and “big bang” deployments. This is customised based on the appetite of the client and their current organisational structure. Two of the most popular approaches are:

- **Agile:** An iterative, flexible, prototype driven approach that delivers outputs in short cycles (sprints), emphasising collaboration with the Buyer stakeholders with the adaptability to respond quickly to changing requirements based on continuous feedback.
- **Waterfall:** A linear, sequential approach where each phase (requirements → design → development → testing → deployment) is completed before the next begins.

Solution delivery is underpinned by Capgemini’s global programme and project management methodology (“UPM”) aligned to managing successful programmes (“MSP”) and Prince2 with pre-packed, integrated set of methods, tools and templates. Capgemini can also leverage client specific methods like PM4U and client’s own / in-house methods, as long as there is adequate mapping of the processes / activities involved to the deliverables required.

Capgemini can undertake several activities spanning new implementations, upgrades, cloud migrations and health checks for business users.

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:

- Buyer must ensure a project owner is available and empowered to make decisions when requested by the project delivery team, in a timely fashion.
- Buyer must ensure that changes to project goals are documented and communicated to the project delivery team, in a timely fashion.
- Buyer should ensure that the project owner attends regular project progress meetings.



- Buyer must provide access to the necessary data owners and documentation for the data sources involved.

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

Not applicable

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 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.

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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