

Business Architecture for Cloud Exploitation G-Cloud 15





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1 Service Overview

Capgemini's Business Architecture for Cloud Exploitation designs business models to secure the benefits of cloud services.

Cloud services, through a software-driven approach to products and services have enabled greater agility, scalability, collaboration, automation, and performance insight from technology. Capgemini's Business Architecture for Cloud Exploitation extends these properties of cloud services into the fabric of the business by designing overall business services that are customer-centric, performance aware, and adaptable.

Capgemini's Business Architecture for Cloud Exploitation applies common standard architecture frameworks to define and document organisations' business architecture. Capgemini support clients with decision making and design of business services through production of the following artefacts:

- Business Strategy View: assuring alignment of business architecture with broader enterprise objectives, modelling of outcomes to be delivered, providing traceability of strategy to elements of the target operating model through business capabilities.
- Capability View: setting out the enterprise's current and demanded business capabilities, their road map to introduction and maturity improvement.
- Value Stream View: linking strategy view and capability views to the activities undertaken by the enterprise to delivery customer value.
- Organisation View: defining the organisation and roles needed to operate the value streams.
- Knowledge View: defining the information that is created and used to operate the value streams.
- Service Blueprints: Capgemini business architecture services can produce Service Blueprints or collaborate with delivery teams building service blueprints. Blueprints interlock how customer needs are fulfilled through interactions that invoke processes, are operated by people, and use systems to create and read information.

It is underpinned by a comprehensive reference architecture applying Capgemini technology research to practical business service design. This enables enterprises to exploit the opportunity of cloud services realising cloud analytics, collaboration, AI/ML, intelligent automation, IoT, and core SaaS business applications such as Service Management, CRM, Marketing Automation and Corporate Services.

Through a structured architecture maturity assessment Capgemini supports clients to select an approach to business architecture that provides sufficient rigour without over-engineering. The approach will be suitable for their context and objectives and aligned with their related disciplines for strategy, transformation, and continuous improvement.

Capgemini's Business Architecture approach prioritises alignment with technology enabled business change projects, building a comprehensive documentation set that assures portfolio delivery activity and detailed design will achieve business strategy.

2 Business Need

The need for Business Architecture can be driven by:

- Moving from developing a new strategy to initiating a transformation programme and needing to disaggregate strategic objectives into components of new business services
- Achieving Portfolio alignment with strategy and assuring achievement of strategic objectives
- Cloud technology adoption programmes demanding or offering the opportunity for improvement of business operations
- Achieving delivery alignment with portfolio objectives



- Identifying new sources of business value
- Diagnosing the root cause of business challenges
- Optimising return from new cloud technology services by aligning business practices with technology opportunities
- Improving the connectedness of architecture functions with business leadership
- Becoming an agile enterprise. Improving the cycle time from development of new strategies to their enactment and from the detection of new market demands to the formulation of new strategies

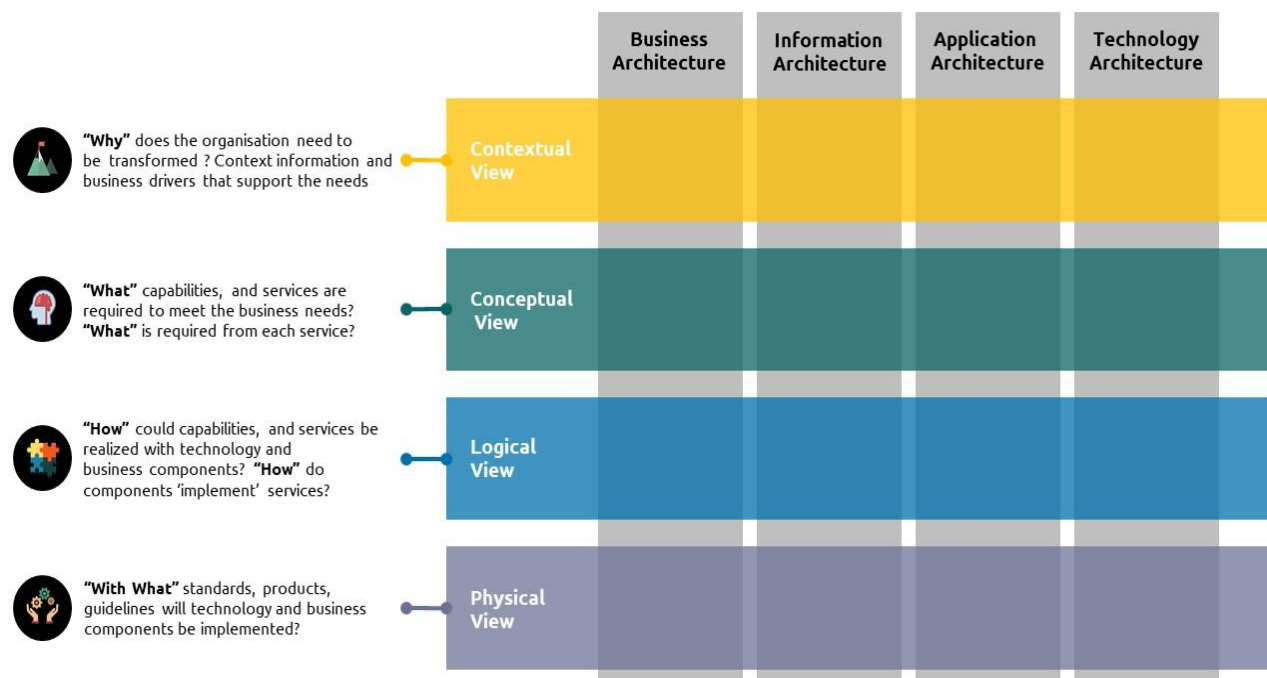
3 Our Approach

Capgemini applies proven architecture frameworks and modelling standards, tailoring these to the unique demands of client culture, established frameworks, transformation strategy and current stage of transformation development/delivery. Capgemini commonly apply TOGAF and BIZBOK aligned approaches.

Capgemini define our Business Architecture approach for a given engagement with attention to the context of which current architecture practices are operating. Capgemini do this to avoid duplication and enable the smooth flow of delivery activity well aligned with planned outcomes of business strategy.

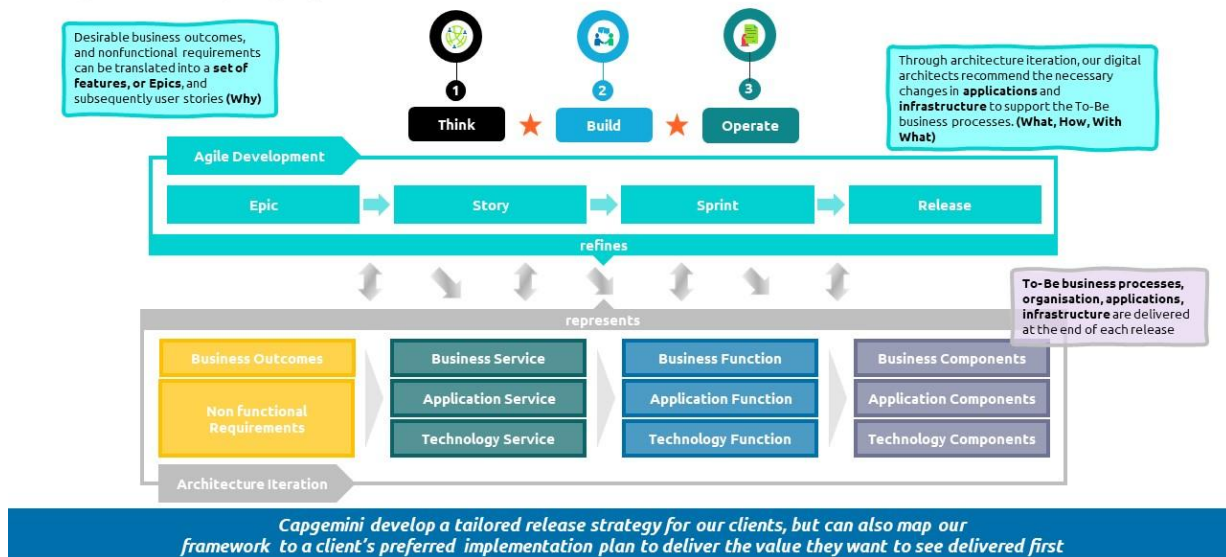
Capgemini deliver architecture services to support agile strategy and delivery, applying our Just-In-Time, Just-Enough-Architecture way of working to align business architecture with related architecture disciplines and delivery teams' cadence.

Applying JIT-JEA Capgemini produce progressively more detailed artefacts defining the business architecture from the conceptual to the physical, focused on the Business Architecture vertical of the below diagram and building linkages to the Application and Technology Architecture verticals via the Information Architecture.



Following a simple three stage Think-Build-Operate concept Capgemini synchronise and embed with both business direction setting and delivery team activity achieving rolling definition and delivery of cloud solutions.

THINK, BUILD & OPERATE OUTPUTS ARE DELIVERED IN SPRINTS USING AGILE PRACTICES



Capgemini can also support organisations with well-defined and established Business Architecture functions, providing experienced business architects to augment capacity with delivery of specific components of the business design.

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 the business strategy or problem context for the engagement
- Provide access to related architecture and delivery practices' leadership to enable the definition and agreement of complementary business architecture practices and deliverables
- Identification of a Senior Responsible Owner(s) to sign off the business architecture deliverables

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

This service can be delivered to produce a business architecture for a defined strategic outcome(s)/business problem(s) or for supply of capacity on a day rate basis.

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, Capgemini adopts a standard approach, tailored to topic, skills-gap and individual, to promote 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 Partnerships/Alliances

There are no partnerships and/or alliances included as part of these services.

10 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.



ISO 9001 Quality Management for Management Consultancy and IT Implementation and services to the Public Sector



ISO 27001:2013 - Provision (Delivery) of IT services including business applications development, maintenance and Data, Digital and Cloud technologies.



NelsonHall has identified Capgemini as a Leader in its 2022 NEAT Vendor Evaluation for Learning Services due to its ability to meet future client requirements as well as its capability to deliver immediate learning benefits to them.



Capgemini is the first amongst consultancy and technology firms to be recognized six times in a row for its thought leadership reports.



2023 Ecovadis Platinum Rating: We maintained a platinum rating, recognising us as a responsible and sustainable business in the top 1% of companies assessed.



Better Society Awards: Our collaboration with Code Your Future to offer digital skills training won a Better Society Award in 2022. The awards celebrate efforts by commercial organisations to create a better society.



Inclusive Top 50 UK Employers List: We achieved second place in the Inclusive Top 50 UK Employers List 2022/23 – a list that assesses companies for best practice on diversity, equality and inclusion



UK Best Workplaces for Women: We were listed as a Best Workplace for Women by Great Place to Work®. This listing is based on responses from our team to an anonymous survey about their employee experience.



UK Best Workplaces for Wellbeing: We are listed by Great Place to Work® as a Best Workplace for Wellbeing



Great Place to Work: We were certified as a Great Place to Work® in 2023, reflecting our employees' experience of working at Capgemini in the UK.

11 Sub-contractors

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

- Capgemini Technology Services India Limited.

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.



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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