

Data Quality Centre of Excellence

G-Cloud 15





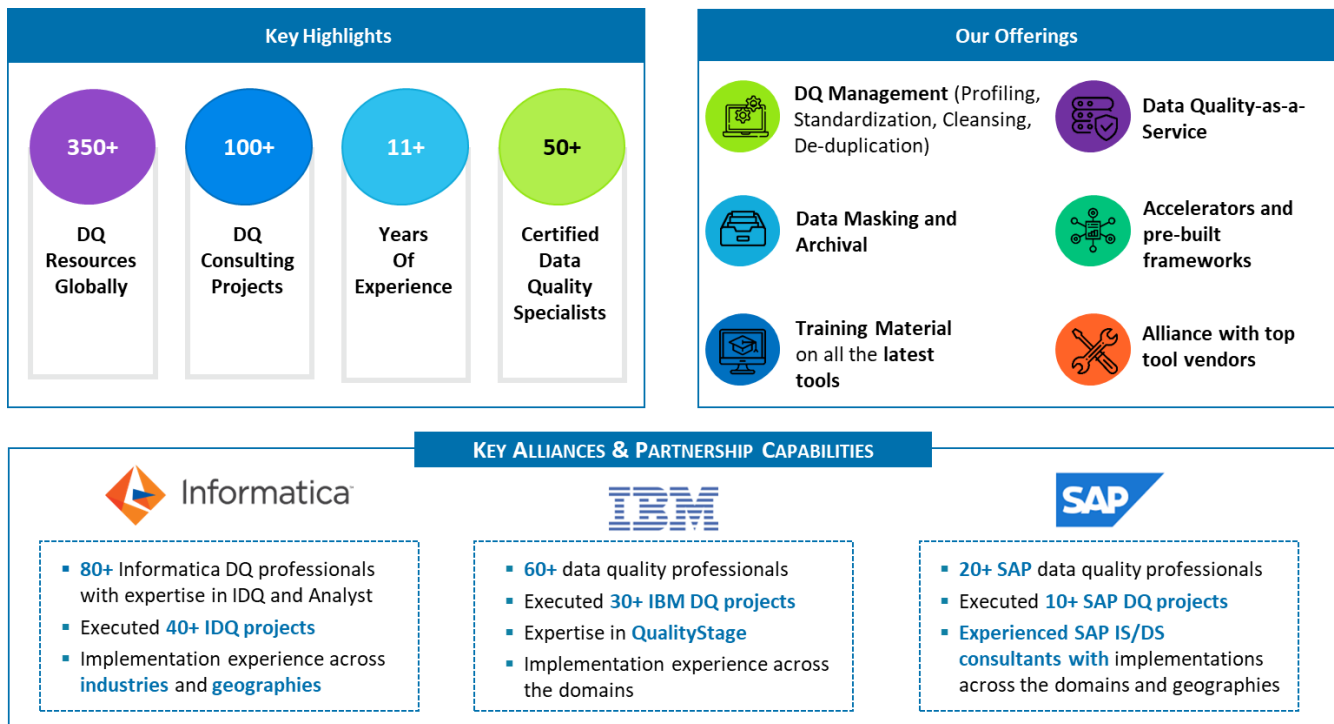
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1 Service Overview

Capgemini Data Quality Centre of Excellence is designed to resolve data challenges. It provides a complete range of AI enabled data service offerings. These offerings are scalable and flexible allowing Capgemini to work with the client to inform and resolve their data issues. Capgemini has alliances and partnerships with the major data tool vendors. Enabling Capgemini to provide expertise in all fields.



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Capgemini's "as a Service" offerings allow Capgemini to tailor the engagements to meet the scale required, whether working with a single file or providing continuous enterprise data monitoring. The following service catalogue shows Capgemini's main offerings. Prospective clients are encouraged to contact Capgemini to explore any data issues, including those not directly covered in this document.



Service Catalogue for Data Quality



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Consulting

- **DQ Discovery:** Experts and AI agents help organisations identify key data across the landscape. Information modelling expertise establishes common models for lineage, traceability, and data quality (DQ).
- **Tool Selection:** Ensures chosen tools meet current and future business requirements. Includes comprehensive criteria for selection/elimination and expert guidance.
- **AI-enabled DQ Profiling:** Uses Capgemini's DQ Assessment Framework for holistic data assessment, providing insights into data structures, processes, usage, and value.
- **Strategy at Enterprise Level:** Aligns enterprise strategic goals with data quality needs. Helps design roadmaps by integrating process improvement, technology implementation, and business engagement.

Implementation

- Our DQ Framework combines best practices and AI adaptive rules to address pain points. Key components:
 - Rule Development & Profiling
- Data Cleansing & Standardisation
 - Duplicate Identification (De-duplication)
 - Data Consolidation & enrichment
 - Exception report generation

Operationalisation

- **DQ Monitoring:** Empowers organisations to monitor data quality and identify issues proactively, ensuring continuous vigilance.
- **Issue Resolution:** Methodology/workflow to track and resolve DQ issues, leading to measurable improvements.
- **Continuous Improvement:** AI-driven optimisation predicts future DQ risks, enabling preventive measures before issues occur.

2 Business Need

Quality Data forms the foundation for effective business operations. Without reliable and accurate data, organisations cannot function efficiently or make informed decisions. High-quality data unlocks numerous benefits, including improved performance, better insights, and enhanced customer experiences. Some of the impacts are captured below.



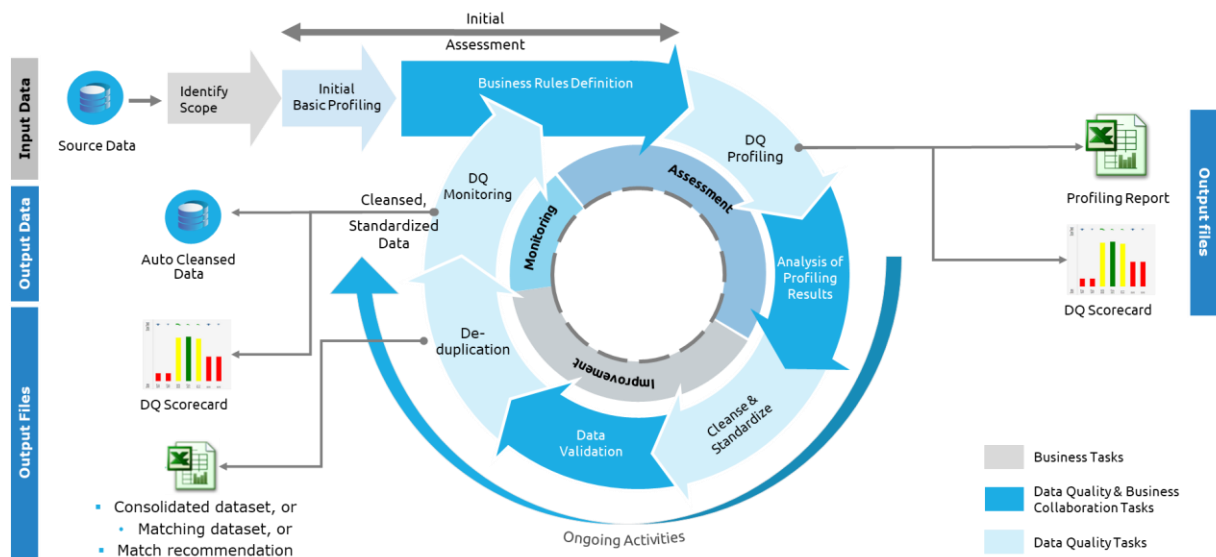


Poor data quality impacts organisations across multiple dimensions:

- **Cost & Efficiency:** Detecting and correcting bad data increases resource costs, penalties, and workload. Operational efficiency suffers due to slower processes and higher data management overhead.
- **Trust & Data Integrity:** Multiple versions of records and inaccurate reporting erode trust internally and externally, weakening relationships in B2B and B2C environments. Outdated, incomplete, and inconsistent data further complicates supplier and customer interactions.
- **Business Performance:** Compliance risks rise with inaccurate data, driving up reporting costs and exposing organisations to non-compliance. Revenue declines due to delayed collections, lost opportunities, and customer churn. Customer service deteriorates with ineffective cross-sell, higher complaint rates, and loss of confidence. IT agility is compromised as data issues hinder digital transformation, while analytics and BI deliver flawed insights and predictions.

3 Our Approach

A typical data quality engagement will begin with understanding the scope and outputs required. Based on these requirements the initial discovery phase will gather the information required to deliver the outcomes.



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When analysis of data is required, various options can be used, including Capgemini's "as a Service" offerings. These provide a flexible method for buying data services. This service can be used to investigate the issues and then implement the solution.

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 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.

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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