

Software Engineering Services

G-Cloud 15





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1 Service Overview

1.1 Introduction

In today's rapidly evolving digital landscape and increasing moves to digital and cloud enabled services, every organisation must become a software company, regardless of its industry or sector. Software is a strategic capability, transforming the way businesses design their products and services, function, compete, and provide value to their customers.

To stay competitive, organisations are accelerating their investments in software transformation. Capgemini works with buyers by combining strategic advice, operations know-how and technology expertise to reduce time to deployment, improve the flexibility of software products and optimise the performance of software engineering operations.

Capgemini offer these services across Embedded Software, Software Product Engineering, Software Driven Transformation and Lifecycle Services.

1.2 Software Engineering Services

Capgemini help our clients to move their organization from a physical-led culture to a Software-Native Enterprise (the integration of technology driven practices, incorporating cloud-based software to enhance efficiency and adaptability in the digital space). Capgemini enable them to master a software-driven transformation, where products, organizational structures, processes, methods, and tools are defined, designed, or operated by software.

Optimizing Software Product Portfolios

Capgemini support our clients that can be “Digital Natives” or Public Sector Organisations sustain existing software products whilst developing new software products, which enables them to retain users, optimising Total Cost of Ownership (TCO) and addressing declining product revenues. Capgemini’s Software Engineering Consultants work with clients in the following areas:

- Discovery and discussions with Stakeholders
- Analysis of current state and preliminary outcome
- Value Driven Assessment to extract the strategic drivers and challenges in an iterative manner.
- Results in organization alignment, documented business and technology agreed priorities.
- Outcome presentation and workshop to refine recommendations.

Monolith to MACH

Organisations are pushing to innovate faster to support their citizenship, while sustaining existing propositions. Many would like to take a MACH approach to Software Development. MACH approach is defined as below.

- Microservices enable the integration of loosely coupled, independently deployable components or “services”, resulting in faster, more reliable, and more frequently deployable applications.
- API-first – Leverage over 300 commerce APIs to compose unique experiences and incorporate best-of-breed components according to your specific needs.
- Cloud-native – Built in the cloud means on-demand computing, scalability and reliability with Google Cloud and AWS. Plus, as you only pay for what you consume in the cloud, you can enjoy a lower TCO.
- Headless Architecture – A decoupled frontend and backend provides organisations with flexibility to develop and plug in new touchpoints without friction while mission-critical operations are managed in the backend.



Industrialised DEVSECOPS

DevSecOps, which is short for development, security and operations, is an application development practice that automates the integration of security and security practices at every phase of the software development lifecycle, from initial design through integration, testing, delivery and deployment

Organisations are seeking to improve their software processes to achieve digital-native innovation at speed and scale across their operations. At Capgemini we enable successful migration of Software Development Lifecycle activities to industrialise DevSecOps through the adoption of continuous delivery with the latest processes and tools. Capgemini's has capabilities in:

- Maturity assessment & roadmap for DevSecOps adoption;
- Design & deployment of DevSecOps pipelines;
- Unified operations of DevSecOps pipeline;
- Software accelerators to make transition to DevSecOps fast and effective:
 - Engine Platform – Industrialized DevSecOps engine;
 - Unified Test Automation Platform:
 - UTAP – TA – Test Automation framework;
 - UTAP – IT – Machine learning models for Adaptive Test Selection & Prioritization;
 - UTAP – CQ – Identify riskier code components.

Digital Assets & Immersive Experience

Capgemini partners with organisations to build a new Digital Asset Ecosystem incorporating the creation, management, delivery, and scale of Next Gen digital assets. Capgemini maximize our client's User Experience investments by ensuring the interactions are relevant, personalized, intuitive, habit forming, and memorable – driving adoption and advocacy. Our approach:

- Discover: Existing Digital assets and methodologies, are evaluated and incorporated to accelerate and identify opportunities
- Design: Ideation around Strategy, Use Cases and full solutions to address client needs are developed
- Deliver: Digital assets are developed and launched
- Sustain: Maintain and sustain digital assets and experiences

2 Business Need

Software is bringing a new age of disruptions and opportunities. Organizations are recognizing the fundamental role that software plays in digital transformation. Software is dramatically changing how businesses operate, compete, and deliver value to their clients.

Software is transforming client expectations of products/services and the organizations from which they buy them. Capgemini helps clients to develop new, software defined, intelligent and connected products and services, and new business and operating models.

The demand on organisations is reinforced with competing demands from citizens, public sector organisations, and end citizens, internal stakeholders, and end clients. These needs can be summarised:

- New Revenue Streams by deploying software defined products and services.
- Agile R&D Cycle required to Proof of Concept (POC) their existing propositions and services.
- Competitive Advantage by leveraging software as a core differentiator.
- Cost Reduction across their organization whilst improving client satisfaction and engagement.



- Improve Client Experience to offer personalised and enhanced offers and engagement.

3 Our Approach

Capgemini's approach to software engineering is built on six key pillars.

1. Strategize buyer's approach to software products and services.
2. Design for human centric, sustainable, and scalable software
 - Place client experience at the core of software strategy
 - Define an architecture roadmap for standardization, modularity, and scalability.
 - Integrate sustainability as a key element in software decisions.
3. Collaborate within the ecosystem.
 - Engage with strategic partners and the ecosystem on key initiatives.
 - Foster a collaborative software excellence culture.
4. Strengthen your talent and skills by creating a comprehensive talent and skills strategy.
5. Organize your team to be software product and services centric.
6. Streamline through one or a combination of Agile Methodologies, Software Factories and GenAI.

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 minimal responsibilities as part of this service are as follows. Other responsibilities' will be agreed prior to commencement of contract:

- The Buyer will provide a project/engagement manager to act as a single point of contact and an escalation route for the full duration of the project/engagement;
- The Buyer will make available appropriate subject matter experts (business and technical) as appropriate to support the project or delivery plan.

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 will be managed by a UK service delivery manager who will be responsible for meeting agreed service performance targets.

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 GCloud 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 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 Partnerships/Alliances

Capgemini works with vendors and software suppliers and are familiar with all key software environments and platforms. These relationships and experiences will be used when appropriate to add real value to client's needs.

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.

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.

Capgemini 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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