

Database Transformation, Migration and Support Service G-Cloud 15





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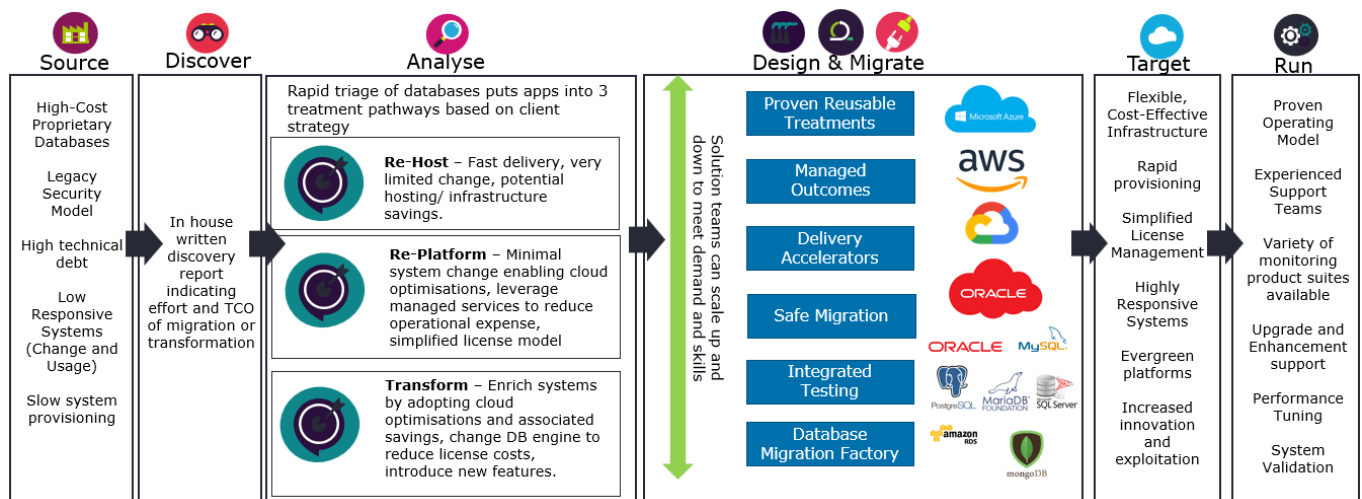


1 Service Overview

Capgemini's Database Transformation, Migration and Support Service is based on the database knowledge and experience coupled with partnerships with database vendors and cloud providers. Capgemini underpin the service with Capgemini's Migration toolkit. This determines the viability of transforming a database by:

- Helping the Buyers to choose the optimal hosting scenario via Capgemini's Cloud Suitability Assessment
- Defining Buyers target hosting architecture and designing the architecture and blueprints
- Using Capgemini's factory-based migration approach to bring Buyer data to the hyperscale of Buyers choice
- Leveraging Capgemini's comprehensive managed services and operations centre to manage workloads
- Minimising downtime using change tracking (for certain database types) and AI-driven synchronisation.

Capgemini is experienced in a wide variety of database technologies and vendor migration tools for on premise and Cloud platforms and can provide the ongoing 24/7 associated database support.



Service Framework

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

1.1 Buyer Landscape

Capgemini's experience shows that often clients have overly complex database environments with vendor lock-in, making them difficult to manage and often incompatible with migrating to the Cloud. Capgemini's service helps clients transform or migrate existing on-premise databases e.g. (Oracle, SQL Server, MySQL, MariaDB, MongoDB and Postgres) to Cloud platforms by applying one of the following solutions:

- Re-Host it in Public Cloud, like-for-like, with the option of database vendor upgrades configured to operate in Public Cloud
- Re-Platform the database onto Platform as a Service (PaaS) with fully configured Public Cloud benefits
- Transform the database to change the database engine.

1.2 Benefits

The benefits of using our service to migrate to a Cloud platform include:

- Enabling the acceleration of Buyers digital transformation and facilitating the update of complex legacy systems with minimal disruption by moving to cloud native
- Enabling the modernisation of Buyers database estate



- Reducing operating costs, effort and license requirements through utilising the cloud's subscription model or transforming Buyers database to an open-source database
- Building a platform for the future that aligns with Buyers business goals

1.3 Why Capgemini

Capgemini Database Delivery Team will provide the Buyer with knowledge and experience to support large scale database migrations, ensuring the right business outcomes are delivered in line with Buyers requirements.

We have highlighted our value proposition in the table below:

	Our value proposition	Proof of how we provide value	Benefits to Client
1	Highly experienced team of database specialists that have performed migrations of similar scale and complexity before 	▪ Experienced team that have performed multiple database migrations at scale within a highly regulated UK government entity and other private-sector Clients ▪ Strong Technical expertise, with a team of specialists currently supporting a wide variety of database technologies and through the full project life cycle and production support.	▪ Experience of team results in fast delivery and earlier realisation of benefits. Risk of delivery failure is also decreased by experience of team
2	Ability to customise our proven automated approach to your business environment 	▪ Component based solution which allows multiple execution patterns across the migration lifecycle e.g., pre-migration assessment, automated migration process ▪ "continuous improvement" factored into entire lifecycle	▪ Continuous Service improvements to drive efficiency and productivity gains ▪ Reduce time to migrate databases in a business-controlled manner
3	High degree of quality assurance factored into approach, enabling us to provide a strong warranty 	▪ Ability to trace back database migration, e.g., through Dataflows that are mapped and stored ▪ Database design patterns ▪ Multiple bespoke monitoring and performance tools designed by Capgemini such as Postgres workload monitoring tool.	▪ Risks once validated with client can be eliminated, adjusted or monitored and managed ▪ Production-ready databases to be migrated
4	Competitive unit pricing for database transformation/migration 	▪ Migration accelerators and shadow resources to be used in the engagement ▪ Run book for database migration can be re-used ▪ Ability to scale and deliver with a factory model	▪ Access to highly-skilled resources on demand and technology aligned talent ▪ Proven toolkits and accelerators will be reused to de-risk and improve velocity of delivery

Capgemini's Value Proposition

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Capgemini invests in the team to provide Buyers with key knowledge and skills which allows the team to:

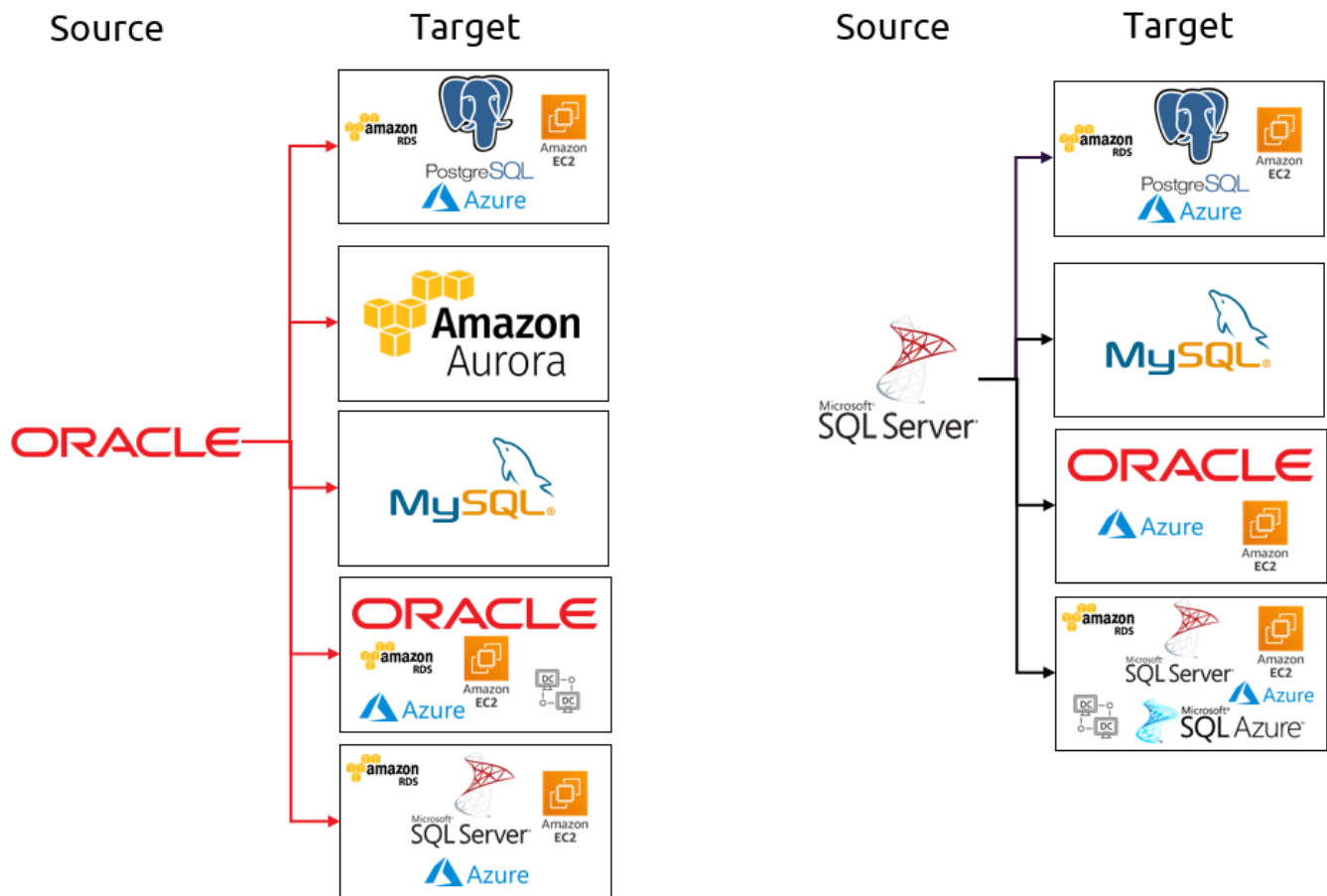
- Understand the requirements taking into consideration Buyers approach to technology and business goals
- Create a collaborative environment – using collaborative tools Capgemini works with the Buyers from day one allowing the Transformation, Migration or Support strategy to evolve
- Provide capability and availability from a pool of experienced resources - Capgemini has many skilled resources in database technologies including Oracle, SQL Server, Postgres, MySQL, MariaDB, Informix and MongoDB
- Keep skills relevant - we have a culture of continuous improvement where learning is enabled by a wide range of accredited curricula/educational tools, delivered through various channels to motivate and retain our high performing resources
- Bring their experience from more than 25 large migration projects for public and private sector clients to navigate risk and implement best practice
- Leverage our strong partnership and close collaboration with SAP, AWS, Microsoft and GCP to provide you an excellent and effective service
- Undertake functional analysis and advisory, technical assessment and design, planning and migration, operation and optimisation.
- We have resources with various degrees of security clearance available to tackle the specific security needs of clients – BPSS, SC and DV.



1.4 Transformation

Capgemini's proven technology-agnostic database assessment tool provides:

- the cost to migrate or transform databases from one technology to another.
- an unbiased cost-comparison informing the clients selection of the most appropriate option.



The sub-sections below illustrate transformation patterns from the most common source databases, Oracle and SQL Server.

The Capgemini Migration Framework and Toolkit

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1.4.1 Oracle

A pre-migration report details information for each database, using native Oracle PL/SQL to produce an output in HTML. This report can be configured to suit client requirements. The assessment has been tested against Oracle versions 10g to 19c. It can be configured to run automatically and will categorise the database into small, medium and large. This gives an estimation around the cost of transformation or migration. The assessment process can be automated or scheduled to run using the client's own scheduling tool. The report highlights:

- Object break-down
- Number/type
- Lines of stored routines
- User-defined types
- Sizes of objects
- Object status



- Issues that should be addressed prior to attempting migration
- Objects and/or stored routines that require manual re-working
- 'Significant re-write required' vs. 'simple re-writes' giving an indication of effort involved.

1.4.2 SQL Server

SQL Server Database Migration Assistant (DMA) will give an indication as to the complexity level of each database and indicate what features are used by the database. This gives an estimation around true cost of the transformation or migration and an overview of the target options and the features that will be helpful to implement, but there are further business and technical factors to consider that will influence the final decision.

DMA allows Buyer to analyse a database targeted for migration to determine how compatible it is with Azure SQL database offerings and different versions of SQL Server. In addition to this, it can analyse captured workload information to provide target sizing recommendations and to highlight any application code running from the client side that would need remediation (application code review is in public preview).

DMA checks for the following -

- SQL Server feature parity – identifying features or components that are unsupported on the target platform. For example, Analysis Services is not supported on Azure SQL Database
- Compatibility issues with the destination platform
- Behaviour changes – objects in the database schema that will behave differently in later or different versions of SQL Server
- Deprecated features – features that have been removed from a specific version of SQL Server, but may still be available under compatibility mode.

Additionally, DMA will give suggestions on how to address the incompatibilities raised, but it is important to review these before implementing them as there may be knock-on effects – for example, changing a data type in a database table could have an impact on the application connecting to it.

1.5 Migration

The migration service provides options for the migration of production databases and their data that will take account of the database and the client requirements. Capgemini will work with the Buyer to understand the business needs and recommend a migration method and technology which meets their criteria.

1.5.1 Re-Platform - Cloud Managed Database

Most cloud suppliers offer a cloud managed database service such as Amazon Relational Database Service (Amazon RDS) or Azure SQL database. These services can provide a cost-efficient, resizable capacity for an industry-standard relational database and manage the common database administration tasks.

Capgemini can help Buyer assess the suitability of the database that Buyer wishes to migrate to use the managed service. Analysis will be conducted on technology-related features and functionality of the database. This will be done using a combination of database vendor tools and Capgemini's database migration accelerators which will flag issues and determine the factors that could affect the compatibility of Buyers database with the target platform of choice. If the database is compatible, then Capgemini will advise on the best migration plan which fits the Buyers needs. If the database is not compatible, Capgemini will work with the Buyer on the best options to migrate Buyers database to the target platform.

1.5.2 Re-Host - EC2 or Azure VM with own installation of Database

This option offers a replication of the existing database to a cloud provider. It is recommended for Buyers requiring a simple migration initially followed by a more comprehensive transformation at a later stage, retaining control of patching, upgrades and backups.



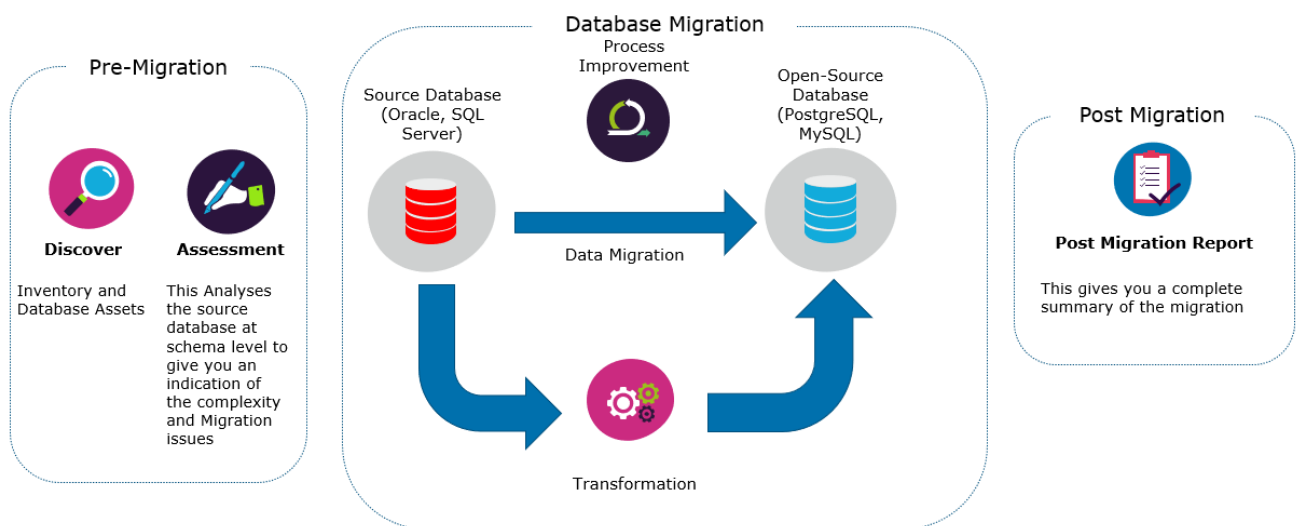
This option offers the most similar target to on-premises database as it's essentially replicating the existing source – a VM is provisioned, with Buyers choice of database installed on it. It is a good choice for a simpler migration, giving the opportunity to later perform a more comprehensive transformation.

The benefits include:

- A quick, minimal transformation where a low-cost migration is required - it buys time to plan a more comprehensive transformation
- Complete control over the patching and maintenance windows
- Complete control over the database instance and underlying OS

1.5.3 Migration Factory

Capgemini can set-up a database migration factory model for Buyers taking legacy databases as input and delivering transformed cloud-hosted databases as output. Capgemini's migration toolkit is designed with automation in mind and has distinct phases for pre- and post-migration. The factory model is continually improved using lessons learnt from previous migrations. It allows the automation of the distinct phases to be re-started if required, allowing an agile testing approach.



Capgemini's migration Factory Model is designed into distinct phases which allows continual improvements to be applied to the migration process

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1.6 Transform or Migrate Decision Factors

Capgemini will help the Buyers to decide which approach to take – Transform or Migrate. Things to consider are:

- **Transformation effort and cost** – balancing effort for transformation and long term run cost
- **Time constraints for the migration** – similar to transformation effort, if a quick migration is needed (for example, a hosting contract coming to an end), a 'lift and shift' migration could be a quick way to get time to plan a more comprehensive transformation.
- **Support skills** – the managed option offer the opportunity to offload tasks like patching and backups, leveraging these options can reduce support effort and costs
- **Existing investment in licenses** – existing Database and Server licenses with active Software Assurance can be used to gain savings on Cloud run costs.



1.7 Database Support

Capgemini has a team of multi-skilled, industry certified, DBAs available to provide long-term and short-term support, database development in a wide range of technologies, including Oracle, SQL Server, MySQL, Postgres and MongoDB.

The team can provide the following:

- Automated database build processing using Capgemini and industry standard RedHat Package Manager (RPM)
- Standardised blueprints and build patterns
- Cloud / on-premise platform support
- High availability database architecture options such as Clustering, Oracle RAC, GoldenGate, Mirroring, MySQL NDB
- Support - 24/7/365
- Personalised health check/status scripts and reporting
- Use of multiple monitoring tools, including OEM, MEM, SSMS, OpsView, Splunk, AppDynamics and PMM
- Regular maintenance through patching and emergency bug fix application
- Trouble shooting and incident management providing root cause analysis (RCA)
- Diagnostics and Performance Tuning, both application SQL and Database
- Backup and Recovery design and solutions
- Storage Management
- Security, encryption, and certificate management. (TDE, TLS).

Capgemini's team can provide onsite or remote support and have experience of supporting numerous global clients, many of which have varying levels of security requirements, either directly or collaboratively with the client resource.

2 Business Need

A growing proportion of Enterprises are realising that making the move from an on-premise database environment to a cloud-based database environment offers them:

- Flexibility
 - If Buyers needs increase, cloud capacity can be scaled up, drawing on the cloud service. Likewise, if Buyers needs to scale down, the flexibility is available in the service.
 - Cloud Update Suppliers take control of regular software updates—including security updates.
- Capital-Expenditure Free (Opex vs Capex)
 - Cloud computing cuts out the high cost of hardware. You simply pay as you go and enjoy a subscription-based model.
- Security
 - Cloud offers layers of protection, built in controls and intelligent threat detection keeping your data secure.
- Environmentally Friendly
 - Moving to the cloud can reduce your carbon footprint as the ability to scale up and down to fit your workload allows you to only use the energy you need.



3 Our Approach

Capgemini's proven methodology, offered in partnership with Oracle, AWS and Microsoft, is based on the global application and database implementation experience and industry-specific knowledge for business process modelling and helps the Client realise actionable business solutions.

Capgemini-developed toolsets and processes enable our global consulting team to apply industry best practices and standards to help reduce risk, configuration effort and customisation. The accelerators developed by Capgemini enable easy categorisation of complexity and effort involved in the migration and we provide defined outcomes and a smoother transition using our migration and transformation accelerators.

Capgemini leverages its experience with the Cloud, its partnership with database vendors and its proven implementation methodology and experience in the areas of database management solutions and other Platform as a Service (PaaS) and IaaS solutions to align the platform to the client's specific needs.

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.

Software licencing will be the responsibility of the Buyer.

For all other responsibilities please refer to the Supplier Terms listed with this service on the Digital Marketplace.

5 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.

6 On-boarding and Off-boarding

Capgemini will 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.

7 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.



8 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.

In addition, Capgemini has the following accreditations and awards:

- Over 11,000 Oracle expert consultants worldwide, more than 1000 trained specialists across Oracle Cloud Applications around the world
- Oracle Partner Award MySQL EMEA System Integrator – 2019/20
- Oracle Master certification
- Azure DB migration - Microsoft Accreditation
- Delivered on 5,000+ Oracle engagements from across all industries, sectors and major geographies
- 45 years of global cross-discipline experience
- Oracle Cloud Infrastructure (OCI) Partner of the Year France Award in 2020
- Positioned as a Leader in Gartner's 2019 Magic Quadrant for Managed Workplace Services, CRM and Customer Experience Implementation Services worldwide
- Gold, Silver & Bronze UKOUG Partner of the Year Awards in 2017, 2018 and 2019
- Top Contributor Award at the Oracle IaaS & PaaS Forum in 2019 in Italy
- Vertical Alliance Awards in Warehouse/Distribution and Advertising, Media and Publishing at the SuiteWorld event in 2019 in North America
- Vertical Alliance Awards in Retail, Manufacturing and North America at SuiteWorld 2018
- Best PaaS Contribution Oracle Partner Award in 2018 and 2019
- Best API Contribution Oracle Partner Award in 2018 and 2019
- Oracle Cloud Platform Innovation Award at Oracle OpenWorld 2018
- Outstanding MSP Maximum Performance Oracle Partner Award in 2018
- Oracle Cloud Excellence Implementer (CEI) accreditation: November 2017
- Chatbot PaaS Community Award in 2017
- Global Excellence Award for Extend and Connect in 2017
- API PaaS Community Award in 2017.

9 Sub-contractors

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

- Capgemini Technology Services India Limited.

10 Business Continuity and Disaster Recovery

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



11 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.

12 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.

13 Termination Terms

Please refer to the Supplier Terms for this service.

14 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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