

Employee Transformation Service G-Cloud 15





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1 Service Overview

Capgemini's Employee Transformation service provides Design, Consultation and Business Analysis in support of the design and implementation of employee services.

Employee Transformation can work with clients across a range of sectors to address the people implications of strategic change initiatives, to help build organisational capability and talent and to enable Human Resource (HR) functions to meet the changing demands of the business.

Capgemini's Employee Transformation team can focus on two main areas: HR transformation and people transformation.

HR transformation is about transforming the operations of the HR function itself so that it can add greater value and support to the business. Activities can include one or more of the following: design of the HR operating model, organisation and roles, implementing shared services, developing change capability and streamlining HR processes and systems.

People transformation can help the business with HR, to increase the capability of their people, with the aim of transforming the performance of the workforce and organisation. Activities can include one or more of the following: people strategy development, organisation design, talent management, digital culture change, creating a digital workplace, people development, and performance management.

Throughout an Employee Transformation engagement Capgemini can help clients to identify and implement Cloud-based solutions and services to enable performance improvement.

Our component services can comprise of consultancy related to:

1. HR Transformation
2. Smart Working;
3. Talent Management;
4. Digital Workplace
5. People Change;
6. Capability Building;
7. HR Outsourcing and HR Shared Services;
8. Organisation Design (OD);
9. HR Systems & SaaS;
10. Performance Management.

This service supports Cloud based projects and services.

2 Business Need

Client needs for these services may consist of:

1. The need to change HR to fit a new digital operating model;
2. The need to redesign the HR Operating model to reflect wider organisational change or to realise efficiencies;
3. A change in the HR systems platform or landscape (such as the delivery of Cloud-based systems);
4. The introduction or development of an HR Shared Services Centre;
5. The outsourcing of HR processes;
6. The development of HR Business Partners to fit with a more strategic role for HR;
7. Unreliable and costly HR processes;
8. Inaccuracies in HR reporting;



9. The need to help the wider organisation streamline their functions and implement large scale workforce changes (e.g. management of (voluntary) redundancy programs);
10. Misalignment between the business strategy and the people strategy (e.g. what digital capabilities will people need in the future and how can these be developed?);
11. Difficulty in attracting and retaining the right talent;
12. The need to build a compelling employee proposition;
13. The need to minimise risks to the business caused by employee behaviour;
14. The need to develop create new ways of working that appeal to the Digital Workforce;
15. The need to integrate learning and development technology with capability development and talent management.

Capgemini's Employee Transformation team comprises of professionally qualified consultants who can provide function-specific services to HR directors and their teams. Capgemini can cover the employee lifecycle and related change management arena. Capgemini has particular expertise in shared services, BPO and support services strategies and operating models.

3 Our Approach

Capgemini has a broad perspective on HR through its Business Transformation legacy and its access to its technology and BPO expertise. Capgemini can advise on the value that support functions can contribute; on how they can be shaped to fit the business; and how change can be undertaken. Depending on the client's requirements, Capgemini's solutions and advice may help clients to:

- Redesign structures;
- Streamline processes;
- Improve systems architectures;
- Strengthen internal controls;
- Enhance staff capability;
- Simplify and strengthen data structures;
- Align planning and decision-making cycles across functions, geographies and hierarchies.

Employee Transformation can work with HR directors to help them improve their return on investment in HR systems, undertake change, deliver results and improve the outcomes of HR and people decisions. Capgemini has worked with top companies in a wide range of industries.

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.

5 Service Management

This service can be delivered as a defined project or 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

Prior to the execution of the Order, the Supplier and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to ensure continuity of service.

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form and 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.



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.

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.

All prices are in GBP and exclude VAT

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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