

Cloud Application Observability

G-Cloud 15





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1 Service Overview

Capgemini's Cloud Application Observability offer is provided as part of our portfolio of next generation application management offers and services, known as AI-Powered ADM Services. This offer will help you introduce full stack monitoring of your IT estate giving you full visibility of you Cloud (and legacy) application performance and improving business and IT operations.

Digital Transformation and working in the Cloud has changed the way companies do business, but it can often bring increased complexity, which can result in inefficiencies and sub-optimal performance. Application and full stack observability is critical for identifying and resolving performance issues promptly. Continuous monitoring allows organisations to track the health, responsiveness, and reliability of their applications, ensuring a seamless user experience. By proactively identifying bottlenecks, resource constraints, or potential failures, businesses can minimise downtime, optimize user satisfaction, and safeguard their reputation.

So, Capgemini is able to offer observability solutions to meet these needs and to foster agility and resilience by enabling continuous monitoring for your critical value chains thereby driving solution adoption, agile innovation and better user experience. We can help deliver the following key capabilities:

- Out of the box monitoring capabilities for your IT estate
- Context on critical business processes and associated business performance
- Data literacy and insights to drive better business and IT operations
- Command centre to orchestrate proactive resolutions to issues
- Ability to make informed decisions to optimise processes & increase efficiency
- Drive innovation with agility with user experience at the heart of the service

Our offer includes:

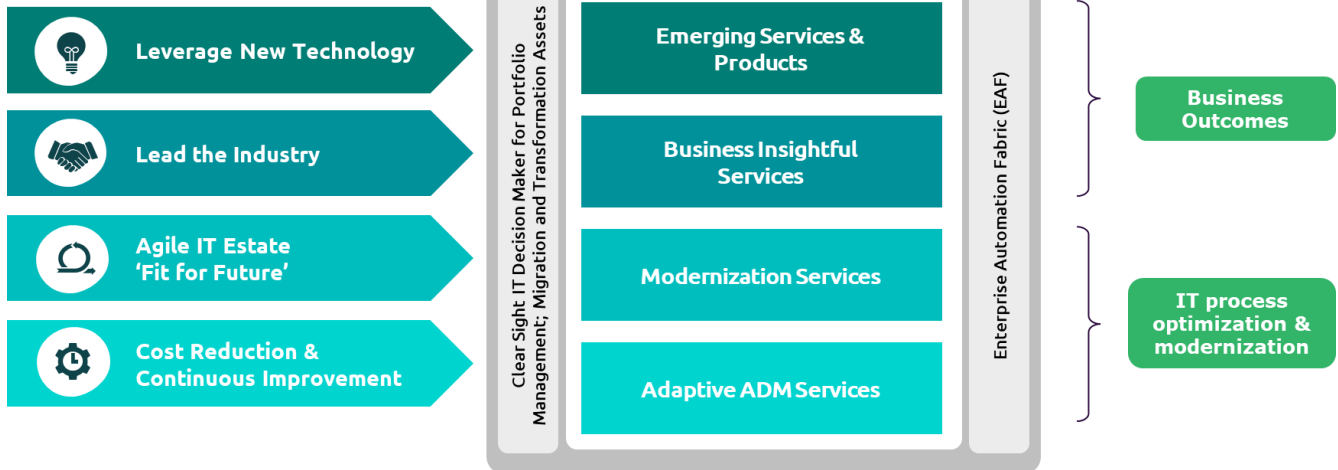
- A discovery assessment and requirements gathering phase
- Installation of Full Stack Observability (FSO) monitoring capabilities for your IT estate
- Configuration and implementation of standard business dashboards
- Ongoing business and application monitoring via FSO dashboard and native capabilities
- Monthly Smart Analytics and insight based Failure Mode Analysis for implemented journeys
- Business value manager to orchestrate and manage backlogs for process optimisation
- Ongoing innovation and support for FSO and monitoring capabilities

1.1 Additional Associated Services

Capgemini's Cloud Application Observability offer is a service within AI-Powered ADM Services, our industry leading adaptive portfolio of business aligned next generation ADM Services illustrated in the following diagram.



Key market trends delivered through **AI-Powered ADM Service** layers.....



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

2 Business Need

The expectations of a Buyer's business on IT have shifted from being a cost centre to a business partner. Developing, deploying and maintaining IT systems is simply not enough. It is about aligning IT services with measurable business goals and outcomes, as the applications have become the face for business services delivered to customers and end users. So, reactive SLAs based on response and resolution times are not able to support the increasing need to minimise disruption and enhance the experience of the end consumers of IT systems and services.

This means that the focus of a successful Application Development and Maintenance (ADM) service moves from speed of response to proactively maintaining stability not only of IT landscapes but more especially the business value chain in its entirety. To this end, the ability to measure the availability of a business process - based on the stability of the applications and infrastructure, whether Cloud based or on premise, that supports it, and its efficiency - based on KPIs relating to specific steps in the process, becomes of paramount importance to deliver expectations. Introduction of this service:

1. Provides deep application visibility enabling correlation with real time business performance
2. Increases operational efficiency and industrialisation to drive cost reduction
3. Enables real time tracking of business outcomes with visibility into underlying business performance and metrics that drive revenue generation and cost savings
4. Helps Improve business throughput and availability of business critical applications via monitoring of key customer journeys and critical transactions
5. Reduces financial and time impacts from downtime to business via faster detection, isolation, and troubleshooting of issues within end-to-end processes across composable architectures
6. Improves user experience via proactive service orchestration across technology vendors leading to improved resolution times when issues are experienced

Enables continual improvement through actionable business/service insights leveraging data on business and IT metrics



3 Our Approach

Recognising that each customer's journey will be different, we avoid a one size fits all approach and work to define a specific implementation for each customer. This usually starts with a 2-to-3-week discovery and requirement assessment phase where we begin to understand key business processes and metrics. Connectivity is established and the necessary agents installed as we agree the metrics that need capturing and configure the default dashboards. Following service commencement, we spend a period baselining agreed metrics and reporting and configuring and testing alerting.

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:

- Supply the relevant access to data, business processes, tooling, and resources required to allow Capgemini to perform the FSO configuration and implementation.
- Software licensing for FSO product.

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

The ongoing 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 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.

Capgemini maintains strong strategic alliances with leading technology providers to deliver innovative Application Development and Maintenance (ADM) solutions in the cloud. Through its extensive "Cloud Alliance," Capgemini partners with industry leaders such as Microsoft, Oracle, AWS, Salesforce, SAP, Google Cloud, VMware, MuleSoft, and others to enable end-to-end digital transformation for clients. These partnerships empower Capgemini to leverage cutting edge technologies across cloud, AI, and automation. Capgemini has consistently been recognised with numerous awards and accreditations from its partners and industry analysts, including multiple Google Cloud Partner of the Year awards for Generative AI, Sustainability, and Industry Solutions. These accolades underscore Capgemini's commitment to delivering innovative, secure, and scalable solutions that drive measurable business outcomes for clients worldwide.

10 Analyst Recognition



11 Oracle

As a key global strategic partner, Capgemini continues to participate in the Sell, Service, and License & Hardware tracks, and holds recognized Expertise across Oracle's SaaS, PaaS, and IaaS portfolio. Capgemini brings deep



capabilities in Intelligent Cloud Operations, ERP Cloud Advisory, and industry-specific solutions, supported by over 11,400 Oracle-certified consultants worldwide and more than 85 OPN Expertise areas.

The power of our collaboration with Oracle continues to earn global recognition, with recent highlights including:

- **2025:** Capgemini named Regional Best-in-Class Service Partner for Technology/Cloud – EMEA at the Oracle Partner Awards, reflecting excellence in Oracle Cloud implementations and business impact across Europe, Middle East, and Africa.
- **2024 -2025:** Recognized as an Innovator in Avasant's Oracle Cloud ERP Services RadarView™, for embedding generative AI in delivery platforms and accelerating ERP transformations.
- **2025:** Winner of multiple Oracle Partner accolades for cloud transformation projects and industry solutions, reinforcing our leadership in Oracle SaaS and PaaS deployments.

12 SAP

Capgemini remains a certified Global AMS and Cloud Services provider for SAP, with over 25,000 SAP practitioners worldwide and more than 8,000 certified resources. It continues to lead in SAP S/4HANA certifications in Europe and ranks among the top globally for overall SAP certifications. In 2025, Capgemini strengthened its SAP partnership through initiatives like the Sovereign Technology Partnership, aimed at delivering secure, AI-powered enterprise transformation across highly regulated European sectors.

Analyst Recognition:

Capgemini is consistently recognized as a Leader in SAP services. In 2025, it was named a **Leader in The Forrester Wave™: SAP Services in Europe, Q2 2025**, earning top scores for SAP S/4HANA transformations, AI innovation, and data-driven strategy.

Gartner continues to position Capgemini as a Leader in **its Magic Quadrant for SAP S/4HANA Application Services, Worldwide**, maintaining its leadership for multiple years.

Awards:

- **2025 SAP Pinnacle Awards:** Capgemini was a finalist in the SAP Business AI – Partner Innovation category for delivering advanced AI use cases on SAP Business Technology Platform.
- **2025 SAP Innovation Awards:** Winner in the Transformation Titan category for leveraging SAP S/4HANA Cloud and SAP Analytics Cloud to drive enterprise agility and automation.

13 Microsoft

Capgemini is a strategic global partner of Microsoft, driving innovation across development, integration, and Application Lifecycle Management. Today, Capgemini has **over 28,000 Microsoft-certified professionals** worldwide, including Microsoft Certified Professionals (MCPs), Azure® certified architects, and Microsoft Cloud Solution Architects.

Capgemini holds **Microsoft Solutions Partner** designations across all six solution areas and continues to maintain advanced specialisations in key domains such as Application Development, Data & AI, Security, and Azure Expert Managed Services (MSP).

As a leading partner for Azure Cloud, Dynamics 365, and AI-driven solutions in Europe and globally, Capgemini has strengthened its position in delivering end-to-end cloud transformation and industry-specific solutions.

In recognition of its impact, Capgemini was honoured with multiple **2024 Microsoft Partner of the Year Awards**, including global awards for SAP on Azure, AI Innovation, and Sustainability Transformation, reinforcing its role as a trusted advisor for enterprise modernization and digital acceleration.



14 AWS

Capgemini has partnered with **Amazon Web Services (AWS)** since 2008, building a strong collaboration across **sales, delivery, and innovation**. Today, Capgemini is recognized as a **Premier Consulting Partner and an AWS Managed Service Provider (MSP)**, part of AWS's elite MSP program, with advanced specialisations in **migration, SAP on AWS, AI/ML, and industry-specific solutions**.

Capgemini's global team of **AWS-certified architects and consultants** delivers end-to-end cloud transformation, from **discovery and planning to migration, optimization, and operations**, ensuring workloads and cloud-native applications are fully optimized on AWS.

With **over 6,500 successful cloud projects** and deep industry expertise, Capgemini offers a comprehensive portfolio of **cloud hosting, modernization, industry solutions, and continuous improvement services**.

In 2024, Capgemini earned **multiple AWS Partner of the Year Awards**, including global recognition for **AI/ML Innovation, Industry Leadership in Automotive**, and **Global Innovation Partner of the Year**, reinforcing its position as a trusted leader in cloud-driven business transformation.

15 Salesforce

Capgemini has been delivering **successful Salesforce implementations and integrations for over a decade**, helping organisations make **SaaS solutions a strategic component of their IT landscape**. As a **Salesforce Global Strategic Consulting Partner**, Capgemini operates across key geographies with a team of **over 3,000 Salesforce-certified specialists**, enabling businesses to deliver **cloud-based processes seamlessly integrated with enterprise systems**.

Capgemini continues to drive innovation in **Salesforce Customer 360, Industry Clouds, and AI-powered experiences**, supporting clients in achieving **personalised engagement and data-driven decision-making**.

Recent recognitions highlight Capgemini's leadership:

- **2024: Salesforce Partner Innovation Award for AI-Driven Customer Experience**
- **2024: Named among the Top Global Strategic Partners for Industry Solutions**
- **2023: Best Salesforce Partner to work for in the UK (Digital Revolution Awards)**

Capgemini's Salesforce practice is focused on **accelerating digital transformation through AI, automation, and industry-specific solutions**, ensuring clients maximize the value of their Salesforce investments.

16 MuleSoft

Capgemini has been a trusted **MuleSoft global partner** since 2008, initially as a reseller and later as a **supplier partner** from 2014. Today, we have a strong global network of over **1,100 MuleSoft specialists** and more than **800 certified professionals** across architecture and development worldwide.

Our leadership in the MuleSoft ecosystem has been consistently recognized through multiple awards:

- **2023: Global Practice Development Partner of the Year, LATAM Partner of the Year, UK Partner of the Year, France Partner of the Year, JAPAC Partner of the Year, ANZ Partner of the Year, Asia Partner of the Year, and JAPAC Practice Development Partner of the Year.**
- **2025: Capgemini continued to be recognised for innovation and practice development, maintaining its position as a leading MuleSoft partner globally.**

These accolades reflect our commitment to driving innovation, scaling MuleSoft expertise, and delivering transformative integration solutions for clients worldwide.



17 Sub-contractors

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

- Capgemini Technology Services India Limited.

18 Business Continuity and Disaster Recovery

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

19 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.

20 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.

21 Termination Terms

Please refer to the Supplier Terms for this service.

22 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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