

Mobile Testing and Customer Experience G-Cloud 15





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1 Service Overview

Creating native mobile consumer applications can lead to an increase in accessibility, engagement, and ultimately, cost savings in business processes. Organisations need to see a fast return on their investment in mobile applications. This could be from increased productivity or by better and more frequent engagement. Whichever it is, the return will originate from how easy it is for the user to interact with the mobile app.

With Sogeti's Xamarin services, sharing the code and simplifying the build it is likely to reduce development time and therefore cost, while enterprises gain native mobile applications that work with each of the main mobile operation systems. The Buyer can also be confident that it is building quality apps that perform seamlessly across 2,000 devices from all the major manufacturers and make maintenance and upgrade efficiencies.

2 Business Need

Build mobile applications for every major mobile OS using just one codebase.

Do any of these challenges sound familiar?

"Our mobile applications are taking too long to get to market."

"We're not getting enough engagement on our mobile platforms."

"We need to improve user experience and our teams must collaborate more."

Sogeti's (part of Capgemini group) Mobile App Development and Testing skills can assist with enabling agility and speed in the development of mobile applications, with the expertise to create native apps built with a user centric approach.

2.1 Increase engagement and sales by creating native apps

An added complication to building a mobile app can be the differing skills needed to code on the main operating systems. What works well on one, may not work well on another. For this reason, apps built specifically for a platform (native apps) can be twice as likely to be successful in terms of engagement.

With the ability to use the same codebase – Xamarin for Visual Studio can offer:

- Platform-native UX.
- Full Performance testing of the app.
- Native Platform Service Integration.
- Increase your return on mobile app investment.

2.2 Fast-track speed to market

Research suggests that **56%** of mobile leaders say it takes from **7 to 12 months** to build an app.

However, organisations with a mature DevSecOps strategy are deploying code **30 times** more frequently and getting their code into production **200 times** faster.

The pressure is on to get mobile applications to market swiftly and at a lower cost than ever before.



Using Xamarin, Mars Petcare was able to get their mobile applications to market

50% quicker. ***

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

Sogeti's Mobile DevSecOps approach means the Buyer can:

- Get code to production 200 times faster.
- Increase their speed to realise business benefits.
- Eliminate costly redundant development.

3 Our Approach

3.1 What is Sogeti's Xamarin Solution?

Xamarin is the only platform available for building and testing mobile apps in iOS, Android using just one codebase. The mobile solution that Sogeti provides, using Xamarin, can give the Buyer access to the platform, devices and people the Buyer needs to build, test, and deploy amazing native apps cost effectively, and fast.

Demand is high for more interactive applications but with more than two million apps in each of the leading app stores, it is highly competitive. If you are going to do it, you must do it right.

And this is where Xamarin can excel:

- More than 15,000 companies rely on Xamarin.
- Over one million developers have built amazing apps with Xamarin.
- Xamarin integrates seamlessly with Microsoft Azure's mobile app services.

"With Xamarin, we're essentially writing one codebase to target all mobile platforms. We get Android, Windows, and iOS versions at a fantastically reduced cost." ***

Ken Hosch, Director of Innovation, Research, and Strategy Siemens PLM Software



3.2 Get the results you need with Sogeti's managed mobile services

With access to 400 mobile experts skilled in cutting edge technology in Sogeti's Mobile and Xamarin Centres of Excellence, and over 13,500 Test professionals worldwide, Sogeti can scale up and down according to Buyer requirements. Sogeti proven results can help Buyer to deliver:

- Increased speed to benefits realisation by 15%.
- A lower cost of testing by 30-50%.
- Higher performing apps, with defect leakage reduced to < 0.9 %.

"Sogeti's ability to ramp up and down, the availability of the digital innovation lab – Sogeti Studio, and the fixed price commercial arrangement really made them a fantastic partner to work with."

Robbie Wright, ICT Project Manager,
Southampton

3.3 How do you develop, test and maintain your apps?

How does an organisation go about building multiple native mobile apps without having to develop, test and maintain them for each mobile operating system? It is a challenge. Compounded by device fragmentation, app complexity, fast release cycles and high user expectations.

If you are operating multiple applications then the challenge multiplies because in order to achieve 90% device coverage, your mobile app must have been tested across 185 physical devices. There are not many organisations who have an IT department with the skill, time or test environments to do this. But Sogeti can simplify your mobile app testing, with access to over 2,000 devices in Xamarin Test Cloud.

3.4 Ensure project success

As a Microsoft Cloud Solutions Provider, Sogeti has local, near shore and offshore dedicated delivery centres that specialise in building cloud native apps on the Azure platform. In addition to Sogeti technical services, Sogeti helps organisations build out their digital strategy to make sure their apps are solving real business challenges.

For more than 25 years Sogeti has delivered high-quality applications, tools, and development and testing resources across the globe. By combining Xamarin with Sogeti mobile DevSecOps approach, Sogeti enables you to deliver great apps and provide connected experiences.

By utilising Sogeti experience as a Xamarin Elite and Microsoft Gold partner, the Buyer can design, develop, and test its mobile apps. Whatever the Buyer requirements, Sogeti act as an extension of its team, or as the team itself.



Microsoft can provide elevated Xamarin technical support resources and a lead engineer to work with the Sogeti team. This injection of additional technical skills and close collaboration with the Xamarin Development Team can ensure the apps Sogeti creates will solve the business challenges that the Buyer sets us.



3.5 Sogeti's Accelerators

3.5.1 Generative AI

Sogeti's Generative AI accelerator – Amplifier, augments product owners, architects, and quality engineers from the inception of requirements and infrastructure design to software testing, by forging a streamlined journey to execution.

Amplifier allows us to;

- Build a platform that covers all the use cases of Quality Engineering & testing from test case design to test reporting ensuring entire Software Testing Lifecycle is covered.
- Improves productivity for test case design and automation development.
- Point zero testing approach resulting in significant cost savings for testing.
- Eliminates person dependency making it more process driven.

Key Benefits include:

- **Streamline Team Collaboration:** Connect requirement engineers, product owners, and quality engineers with Sogeti's Amplifier ecosystem integrations such as JIRA, ensuring all disciplines stay in lockstep from requirements to release.
- **Accelerate Product development flow:** Facilitate rapid design validations for architects by translating discussion into Sogeti's Amplifier diagrams and data models, reducing time from whiteboard to development.
- **Optimise QE Processes:** Enhance test case creation for quality engineers with Sogeti's Amplifier TMAP – informed prompts, yielding thorough test scenarios that mirror real-world use without the need for deep manual effort.

3.5.2 End to End Quality Engineering Accelerators

Our accelerators for end-to-end Quality Engineering enable various areas of the end to end quality lifecycle

- **Requirement Mapper** accelerates the manual test design process by using the Model Based Test design technique.
- The **Automation Feasibility** analyser provides an upfront view on automation feasibility of manual test cases. This provides you with clear insight on what the benefit and ROI of automation will be.
- The **Test Script Generator** generates test scripts in an automated fashion by combining tags established in the Requirement Mapper



- The **Quality Engineering Maturity Modeler** is designed to help assess the current level of Maturity of the organization in their DevOps transformation journey, Performance Engineering Assessment, Test Data Management (TDM) and Test Environment (TEM) assessments.
- The **Automation Framework Chassis** provides ready to use CI/CD pipeline setup at the start of new projects.
- **Unified dashboard** generates near real time reports and actionable insights to enable rapid decision making.

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

Customer-focused approach to delivering information technology. It focuses on providing value to the customer and, also on the customer relationship.

If you've migrated to cloud but need a capability to control of your newly modernised applications, things can get very complicated very fast. Our managed Service Solutions are designed to solve that challenge.

Sogeti is only one of 16 partners worldwide to be accredited as a Microsoft Azure Managed Services Provider (MSP) and our services help streamline operations with use of industrialised tools for effective Service Management and Service Delivery.

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

Sogeti – the part of the Capgemini Group, is an award-winning company both globally and nationally. The below list presents companies' names that Sogeti has won series of awards with over the years:



2025 winners of Best Advancing Software Testing Practice, awarded to the team or initiative that has made a positive contribution to the software testing profession. This is in recognition of those that go above and beyond to make the testing industry or practice better. It means breaking down barriers, thinking beyond our employers or clients, and using our skills and knowledge for the betterment of the profession.

Microsoft, IBM, Intel areas of Testing, HPE, Oracle, Digital, High Tech related awards, ESRI S-GROUP, Delivery, awards related to technologies and solutions.



For the 13th year in a row, Capgemini has been recognized as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgment 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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