

Oracle Digital Back-Office Solution G-Cloud 15





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1 Service Overview

Capgemini's Oracle Digital Back-Office service has been developed to assist all public sector bodies to deliver efficiency savings and service delivery improvements across all aspects of the back office, whilst also providing a platform for rapid Return on Investment. Capgemini's Digital Back-Office solution can provide an ERP and HCM solution through a standard specific configuration of Oracle Cloud Applications.

Cost-cutting continues to have a high profile across the public sector, there is also a strong push to move back-office applications to the Cloud, reaping the benefits of an ever-green managed subscription service. The Oracle Digital Back-Office solution can assist with the client's delivery of an integrated Cloud ERP solution by providing an approach and a solution designed to reduce implementation risk, providing a robust, transparent design, and help maximise ease of business adoption.

The approach assumes that most of a public sector organisation's business and transactional processes and requirements are similar and aligned to the Government process standards and design principles. This provides an 80% 'core' solution design, utilising the Oracle business process flows embedded in the native software. Emphasis will be placed on the remaining 20% of requirements which are unique to the specific department.

The digital back-office implementation can help the organisation to reduce recurring operational costs and facilitate change by considering the organisation structure, business processes, policies as well as the Oracle Cloud applications and technology to help deliver a more efficient back-office platform, and can consist of:

1. An integrated multi-Cloud ERP solution. Migration of buyer's data and processes to Capgemini's standard public sector template configuration based on the latest version of Oracle Cloud Applications, utilising the core HR, Payroll, Finance, Procure to Pay, Planning and Budgeting processes, alongside Self-Service functions, and Business Intelligence Dashboards.
2. Organisation transformation can support and assist with client benefit realisation through the transition to simplified best practise processes and a standard operating model.
3. Application Support, as agreed with the buyer, to complement and enhance the product maintenance support provided with the Oracle Cloud subscriptions.

The Digital Back-office solution is made up of a number of different Oracle Cloud modules. With the help of Capgemini, the buyer will be able to determine exactly which of those modules they need to meet their business requirements. Oracle licenses for this service would need to be obtained by the buyer. Capgemini Digital Back-office Services can provide Business Analysis, User Research, Service Design, Product Management, Testing, Design / Consultation, and Service Management in support of the design and implementation of the Oracle Cloud Applications technical solution, and the associated business processes.

Digital Back-office solution is designed to help accelerate client implementation of Oracle Cloud Applications for the back office in the public sector. The Capgemini team of consultants is experienced in local government, central government, shared services, and the Digital Back Office standardised design and processes are deployed utilising a set of pre-designed templates and tools, including Oracle's Cloud Success Navigator.

2 Business Need

Capgemini's clients are looking to move away from on-premises applications and adopt a Cloud approach for their back-office systems, whilst continuing to achieve cost efficiencies and minimise their Total Cost of Ownership. Depending on the specific issues facing the organisation, the Digital Back-Office approach, technical solution, and processes can be used to address the typical business needs:

- Improved visibility across a government organisation of its financial health and people at a macro and detailed level with a single, trusted source of information.
- Improved decision making through more accurate and timely information.



- The ability to plan and manage resources dynamically.
- Effective resource management control and transparency.
- Effective workforce planning for the medium term.
- Simplicity to reduce the administrative burden on front line staff and managers.
- Efficient and intuitive processes that reduce corporate support costs.
- Simplification of the business IT estate, and the ability to capitalise on the benefits of Cloud, including regular updates and scalable solutions.
- Reduction in the reliance on diverse, costly custom developments, and simplification of business and transactional processes.
- Creation of a continuous improvement culture within the back office that will encourage improved service to the business and perceived Value for Money.

Capgemini has developed a templated solution to transform resource management and the back office and include the deployment of Cloud-based enterprise resource planning systems, best practice business processes and a proven implementation & change management approach.

3 Our Approach

The Capgemini Digital Back-office solution is designed to be implemented as a templated solution that will bring together the elements for technology-enabled transformation:

- A solution designed for the public sector, with 80% of the system configuration predefined, allowing for 20% to truly address a buyer's local requirements. Oracle Cloud Success Navigator will be used to define the additional configuration required enabling accelerated definition of an initial configuration for testing.
- A pre-packed and integrated set of methods, tools, templates, and techniques that have been designed and brought to market to help simplify and de-risk the process of moving back-office systems to the Cloud.
- The Business Templates for a Target Operating Model which can act as a Business Accelerator. This model comprises a proposed approach for a flexible and scalable organisational structure, and a templated set of business roles and responsibilities. This Model is designed to give buyers something they can move towards and challenge rather than taking a traditional approach. Adopting this style of delivery can enable buyers to deliver their project more appropriately than a traditional ERP project by helping to streamline the debate on what it is they are seeking to achieve.
- The Application Templates have been designed and built to help enable buyers to speed up and take cost out of the IT delivery elements of a project, which means budget that would otherwise have been expended on the IT element of a project can be diverted into addressing the necessary Change Management and Benefits Realisation.
- The Management Information Templates that can give buyers a pre-defined baseline of information and key performance indicators against which they can report and measure performance improvement and return on investment, as well as meeting day to day reporting needs.
- A templated data migration approach as well, helps to shift the focus from implementing technology to adopting and using the solution, ensuring a more engaged user community which in turn drives up process compliance.

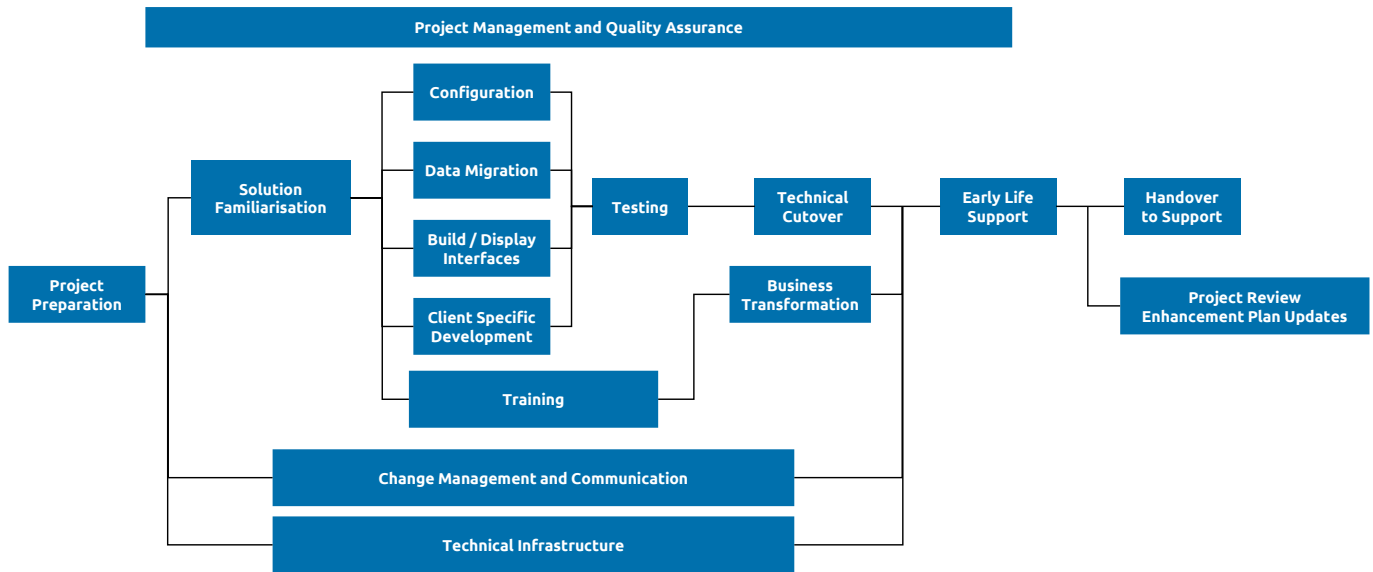
The Digital Back-office solutions allows organisations to capitalise on the back office and shared service centre benefits in HR, Payroll, Procurement and Finance but can help drive efficiencies into front line services through:

- Improved visibility of staff competence and skills and any expiry dates in skills certification that will help drive workforce planning and scheduling.



- Device agnostic applications, to help staff on the move to engage with the solution and perform updates, approve transactions, and view data on any device with access to the system.

This is underpinned by Capgemini's global Program and Project Management Methodology (Unified Program Management) aligned to Managing Successful Programs (MSP) and Prince2.



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

Not applicable.

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 program. 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



Our expertise, accelerators and approach will enable your organisation to develop the case for change and, crucially, the roadmap that secures the support, enthusiasm and focus that unlocks business value. It is this approach that wins regular industry recognition for our excellence in delivering ERP programmes, most recently with the Transformation Team of the Year accolade in the 2021 ERP Today awards.

Capgemini has been an Oracle Partner since 1997, and has held the highest partnership statuses for many years. We participate in the Sell, Service, and License & Hardware tracks of the Oracle Partner Network Program. Capgemini's global Oracle SaaS, PaaS and IaaS teams comprise of over 11,500 Oracle professionals and enable Capgemini to service clients across geographies and Oracle solution sets. Capgemini's UK SaaS, PaaS and IaaS teams have been developing and delivering Oracle solutions for over 20 years with deep experience in Public Sector. Capgemini UK Oracle experts collaborate with our colleagues across the world to develop and share best practice in the relentless pursuit of excellence for our customers. Our approach has been recognised globally in the last few years with numerous awards and analyst recognition, including:

- 2023: Oracle EMEA Business Impact Partner of the year for Cloud Technology
- 2022: Real IT Award for Cloud ERP
- 2020: OCI Partner of the Year Award
- 2019: UKOUG Industry Partner of the Year Award – Bronze
- 2019: UKOUG Middleware Partner of the Year Award – Bronze
- 2019: Oracle PaaS Forum; Best PaaS Contribution

Capgemini holds four published OPN Expertise in Western Europe region demonstrating our expertise in delivering Oracle Cloud Infrastructure solutions -



- Oracle Cloud Platform Integration
- Oracle Cloud Platform Business Analytics
- Oracle Cloud Platform Application Development
- Oracle Cloud Platform Security



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.



IDC has positioned Capgemini as a “Leader” in their IDC MarketScape: Worldwide Supply Chain Oracle Ecosystem Services 2023 Vendor Assessment



Everest Group has positioned Capgemini as a “Major Contender” in its report Oracle Cloud Applications Services PEAK Matrix® Assessment 2023, and “Leader and Star Performer” in its report Application Automation Services PEAK Matrix® Assessment 2023



Capgemini is a Leader in Avasant's Oracle Cloud ERP Services 2023–2024 RadarView™.



ISG has positioned Capgemini as “Leaders” in all the regions and categories in its report Next-Gen ADM Services - 2023

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

As defined in the Oracle Cloud Services contract.

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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