

Effective Information Delivery

G-Cloud 15





Table of Contents

1	Service Overview	3
1.1	What can the solution deliver?	3
2	Business Need	3
3	Our Approach.....	4
4	Buyer Responsibilities	5
5	Service Management	5
6	Protection of Data	5
7	On-boarding and Off-boarding	5
8	Skills and Knowledge Transfer	5
9	Vendor Accreditations/Awards	5
10	Sub-contractors	6
11	Business Continuity and Disaster Recovery	7
12	Pricing	7
13	Ordering and Invoicing	7
14	Termination Terms	7
15	Further Information	7



1 Service Overview

Capgemini's Effective Information Delivery service provides Design, Consultation and Business Analysis in support of the design and implementation of Cloud based services.

Capgemini's Effective Information Delivery (EID) solution is a set of methods and approaches that can improve organisational performance by enabling clients to manage the information demand and supply in order to generate better insights, and it can enable the client to realise greater value. The Capgemini solution can enable:

- People to receive the information to make effective decisions.
- Insightful analysis to guide business direction.
- Resource to be allocated to optimise value.
- Simple information for the accomplishment of common goals.
- An Information Operating Model to be in place that can deliver services and capabilities in relation to BI, Information Management, Big Data and Analytics.

Capgemini recognises the expectations of the Government organisations to minimise cost, effort and wastage on information delivery and their need to focus on generating valuable insight from a wide variety of internal and external data sources. Cloud based products and services can be a key enabler in supporting this solution.

This service supports Cloud based projects and services.

1.1 What can the solution deliver?

The Capgemini EID solution can provide one or more of the following.

- The operating framework for the services and capabilities that can be required to manage and deliver information effectively.
- Approaches for establishing information competency centres including BI Competency Centres and Centres of Excellence for Reporting and Advanced Analytics within an organisation.
- The framework for information governance.

A reference architecture for technology services and capabilities that can be necessary for meeting the client organisation's information needs including Cloud based products and services.

2 Business Need

Capgemini's Effective Information Delivery services can assist clients to address the following issues:

- No single version of the truth in the organisation – varying numbers across different reports that prevent detailed analysis.
- Information delivery is too slow and does not meet the organisation's requirements.
- Poor user adoption of existing information and reporting solutions.
- Organisational information needs that are not clearly understood.
- Unsustainable increases in the cost of producing reports.
- Lack of a clear information strategy aligned to the organisation's goals.
- Poor management of information demand and requirements gathering.
- Uncertainty about how to operationalise advanced analytics integrated with other reporting functions.
- Lack of governance and ownership of information and management reporting.
- Unclear ways of working between information consumers and information providers.

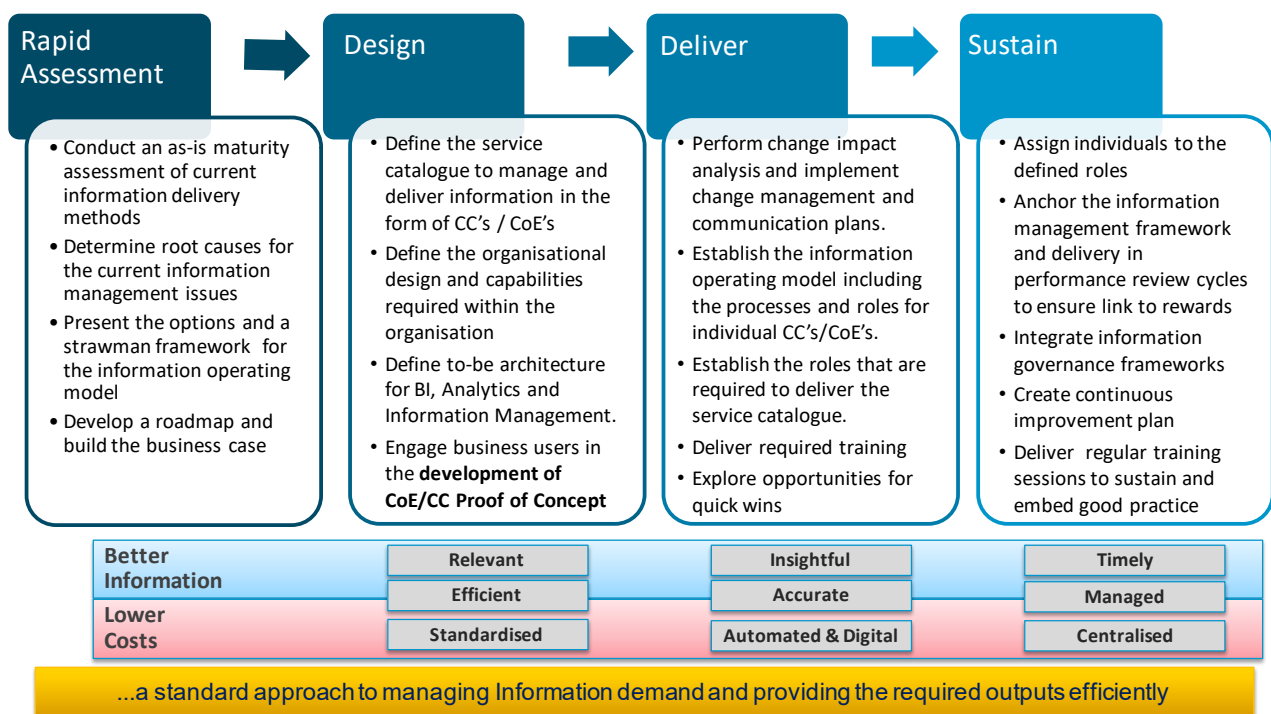
Capgemini is well positioned to deliver this solution and has experience of designing and implementing Effective Information Delivery solutions for various organisations.

3 Our Approach

Capgemini has a structured approach to enable the delivery of EID solutions that can enable lasting business value. Our approach can tackle the business issues around one or more of people, processes, and management tools, to implement clear ways of working so information can be delivered. It can identify where reporting and analysis is being undertaken and can propose changes against a reference model for improved delivery of many types of performance information. It can also consist of the implementation of new organisational structures, roles, processes and controls required to deliver information cost effectively.

Every organisation is unique. Capgemini can adopt a collaborative approach that can involve using a team of experienced consultants and client subject matter experts to define the information operating model and architecture in order to meet the organisation's information needs.

Capgemini's methodology to deliver a typical full EID solution is illustrated in the following image:



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

Depending on the services that are selected, the benefits of this approach are that it can define and implement an Information Delivery operating model that can enable:

- Delivery of information to people when they need it, in the format they require and through the channel they wish.
- Improved insight for improved client decision making and increased organisational performance.
- Robust information governance and sustainability of information delivery solutions.
- The use of tools by different teams and roles that can enable appropriate access to the required information.
- A balance between routine analysis and advanced analytics that can improve the quality of decision support.
- Cost-effective allocation of resources that can increase value in dynamic and rapidly changing environments.



- Delivery of consistent and reliable information that can be actionable, relevant and aimed at reducing overload.

Efficient ways of working across organisational teams to deliver information that can improve user adoption.

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 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.

Make it real. | www.capgemini.com



This presentation contains information that may be privileged or confidential and is the property of the Capgemini Group.

Copyright © 2026 Capgemini. All rights reserved.