

Developer Experience Workshop

G-Cloud 15





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1 Service Overview

Capgemini's Developer Experience Workshop helps organisations improve developer productivity and platform value by aligning teams around shared goals and surfacing real-world challenges from operating in the cloud. Delivered in-person by experienced Capgemini facilitators, the workshop creates a safe space for developers, platform teams, product owners, and other stakeholders to collaborate and co-create actionable next steps.

The workshop is structured to reinforce learning through interactive activities, discussion, and reflection. It introduces key concepts such as Platform Engineering and Platform as a Product and helps participants understand what "good" looks like in their context. The format is flexible and can be tailored to the client's maturity and needs.

Following the session, Capgemini provides a synthesis of findings and recommendations to support the client's cloud platform evolution journey.

2 Business Need

Public sector organisations are increasingly adopting DevOps and Platform Engineering practices to improve software delivery and operational efficiency. However, many still face challenges in realising the full value of these transformations, particularly around Developer Experience. This stands in the way of realising organisational mandates around digital transformation, cost optimisation and adherence to compliance and security standards at the desired speed.

Common issues include unclear platform responsibilities, misalignment between teams, and a lack of shared understanding of what good Developer Experience looks like. These challenges can lead to friction, reduced productivity, and missed opportunities for innovation.

Capgemini's Developer Experience Workshop addresses these issues by bringing together key stakeholders in a structured, collaborative environment. The workshop helps surface pain points, align expectations, and generate momentum for change.

3 Our Approach

Capgemini delivers the Developer Experience Workshop using a structured, interactive format designed to surface real challenges, align stakeholders, and co-create actionable next steps. The workshop is grounded in principles of behavioural science, organisational change, and Platform Engineering best practices.

Pre-Workshop Planning

Capgemini works closely with the client to define the workshop's objectives, identify key participants, and tailor the agenda to the organisation's context. This includes identifying relevant stakeholder groups (e.g. developers, platform teams, product owners, security), agreeing on focus areas such as Platform Engineering, Developer Experience, or Platform as a Product and preparing logistics, communications, and pre-reading materials.

Workshop Delivery

The workshop is delivered in person by two Capgemini facilitators - one focused on content delivery and one on group facilitation. The session typically lasts four hours and begins with introductions and icebreakers to establish a safe, collaborative environment.

This is followed by topic modules, with each module introducing a concept (e.g. "What is Platform Engineering?"), followed by a group activity, discussion of results, and a presentation of "what good looks like." Interactive Activities designed to surface real-world pain points and foster cross-functional dialogue follow, and participant input is recorded using sticky notes and boards, which are later digitised.



The format is flexible and can be adapted in real time based on participant engagement and emerging themes. The workshop encourages open discussion and helps build empathy between teams that may not typically interact.

Post-Workshop Follow-Up

After the session, Capgemini Invent digitises and analyses the workshop outputs, and synthesises key themes, challenges, and opportunities.

Capgemini also provides a summary report with tailored recommendations for next steps, and conducts a follow-up call to review findings and discuss potential support for implementation.

This approach ensures that the workshop is not a one-off event, but a catalyst for ongoing improvement in developer experience and platform maturity.

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.

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 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

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 Partnerships/Alliances

Capgemini has strategic alliances with Amazon Web Services, Microsoft and Google. Capgemini can leverage these alliances to find potential funding and preferred rate negotiations with these Cloud Service Providers. This option can be requested by you when you request this service.

In addition, Capgemini can use its partnerships with Cloud Cost Management and Optimisation software organisations to accelerate the service. This option can be requested by you when you request this service.

10 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.

X



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.

11 Sub-contractors

Capgemini UK may use the following subcontractors to aid in delivering this service:

- Capgemini Technology Services India Limited.

12 Business Continuity and Disaster Recovery

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

13 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.

14 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.

15 Termination Terms

Please refer to the Supplier Terms for this service.



16 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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