

Product centric Transformation G-Cloud 15





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1 Service Overview

Capgemini's Product-Centric Transformation service helps Public Sector organisations shift from project-based delivery to a product operating model aligned to service ownership. We work alongside leadership and delivery teams to design, pilot and scale a product model that is right for your organisation, aligning business and technology around outcomes, value streams and enduring product teams.

Using proven methods, we combine a structured maturity and ambition assessment with a practical transformation roadmap and hands-on coaching. We set up initial product teams and governance, adapt finance and funding to product lifecycles, and focus on organisational change management to embed the behaviours needed for sustainable, user-centred delivery.

2 Business Need

Public Sector organisations undertaking digital and cloud-enabled change increasingly need to deliver continuous value, respond quickly to user needs and ensure clear accountability for outcomes. Traditional project approaches can result in long lead times, fragmented ownership and a disconnect between strategy and delivery.

A product operating model addresses these challenges by aligning business and IT around clearly defined products, services and value streams, with enduring, multi-disciplinary teams and outcome-based funding. This service supports organisations that want to adopt product-centric ways of working in line with Government Digital Service / CDDO expectations while maintaining appropriate governance and control.

3 Our Approach

Capgemini product managers and transformation consultants begin by shaping a shared understanding of what product-centricity means for the organisation. This starts with a structured Maturity and Ambition Assessment, which helps leadership teams define their ambition, assess readiness, and identify the characteristics needed to evolve from project-based delivery to a product and service operating model.

Capgemini works collaboratively with stakeholders to design a product model that aligns business and technology around outcomes. This includes defining value streams, services, product taxonomies, governance frameworks, and funding models that support enduring product teams. Our product managers draw on proven playbooks and templates to accelerate setup and ensure consistency across teams. We adapt our model to meet the needs of the organisation, drawing on best practices from different frameworks such as scaled agile, kanban at scale, scrum and agile methodologies.

To build momentum, Capgemini supports clients in piloting the product model through targeted interventions. This includes standing up initial product teams, embedding Product Management as a Service, aligning with service owners and coaching delivery and engineering teams. Early metrics such as cycle time, release frequency and user satisfaction are used to validate the approach and inform scaling.

Capgemini then helps scale the product model across the organisation. This involves organisational change management, including developing capability through training, career path development, and communities of practice. Our Product Manager Assessment and Improvement Plan identifies areas for uplift and supports the transition to high-performing product leadership.



4 Throughout the transformation, Capgemini embeds a Continuous Improvement Framework. This ensures that product teams remain responsive to user needs, adapt to changing priorities, and deliver measurable value. Regular feedback loops, lean metrics and benefits tracking help sustain momentum and drive long-term success.

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

This 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

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 Partnerships/Alliances

This section is intentionally left blank.

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.

Product Management Accreditation

- SAFe – Leading SAFe and SAFe PO/PM
- Agile EEE – Scrum.org PSM & PSPO
- scrum.org PSPO1
- scrum.org PSPO2
- scrum.org PSPO3
- scrum alliance CSPO
- scrum alliance A-CSPO
- SAFE POPM
- SAFE APM

11 Sub-contractors

Capgemini UK may use the following subcontractors to deliver 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.

All prices are in GBP and exclude VAT.

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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