

Digital Culture Transformation

G-Cloud 15





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1 Service Overview

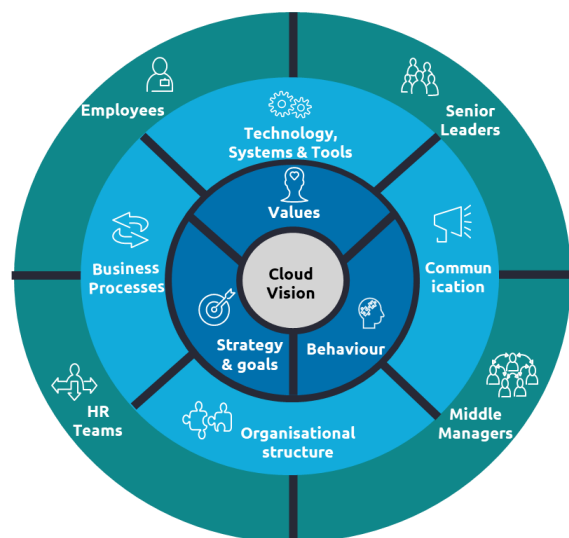
Government departments need to stay adaptive to new digital and cloud-enabled tools, and the department's underpinning culture and ways of working is key to adopt these. Our cloud culture transformation offer ensures departments redefine their core values and behaviours, elevate employee engagement, and foster lasting growth

Our comprehensive culture transformation solution is tailored to individual departmental needs, and is designed to help organisations to:

- Define a compelling culture vision and principles based on your cloud technology ambitions
- Assess your current culture across our people, process and technology dimensions
- Develop a strategic culture roadmap
- Prioritise and implement high impact initiatives using our culture shift approach
- Measure and evaluate impact

Our data-driven approach places people at the centre, involving stakeholders at all levels of the organisation. This fosters a bespoke, agile, and iterative cloud transformation journey characterised by incremental cultural shifts that are continually measured and improved upon.

Our culture model enables a holistic assessment of your current culture and the mobilising drivers and influencers to enable a culture of continuous cloud experimentation.



2 Business Need

The world in which we live is rapidly changing through disruptive digital and cloud-enabled technology, which is shifting customer's expectations of the service they receive. Government departments need to create an environment which is curious (by design) of how cloud enabled digital technology can deliver a step change of service to the business and customers. The outcomes include cloud-based innovation, cloud-savvy talent, and a culture of continuous cloud experimentation.

To ensure a successful transformation in the digital age, culture must be aligned to an organisation's digital strategy. However, organisations typically start by deploying digital capabilities without investing in required people and leadership capabilities to drive culture change.



Capgemini's Cloud Culture Transformation approach can help determine the maturity of cloud culture within government departments. It can be used to develop a culture vision and identifies the culture priorities aligned with technology strategies and so unlocks the power of cloud technology capability.

3 Our Approach

Capgemini's approach to cloud culture transformation is implemented through iterative and measured incremental cultural shifts and typically follows 4 phases:

Assess

- Conduct an as-is-analysis using our culture assessment tools and identify digital and cloud-enabled cultural focus topics
- Conduct employee listening to understand current cloud sentiment
- Develop a culture vision, that is aligned with the cloud technology strategy

Define and Design

- Align on vision, scope, culture principles and critical success factors
- Document to-be options (including organisational structure, capability frameworks aligned to cloud technologies, key behaviours, and governance)
- Translate the culture vision and principles into concrete technologies, processes and structures
- Ideate an exhaustive list of potential culture initiatives that will support the cloud adoption

Implement and Embed

- Prioritise the bespoke initiatives based on their impact and effect
- Test and learn from each initiative using quantitative and qualitative feedback from pulse surveys and focus groups
- Anchor the cloud mindset and new behaviours in the daily business by providing key messages, training and artifacts to leaders and managers
- Scale effective measures to spread the success stories within the whole organisation using cloud culture champions

Sustain

- Build cloud language into core processes and systems
- Implement continuous feedback loops to iterate on initiatives that have the most impact

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

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

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

There are no partners and/or alliances included as part of these services

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.



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 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.



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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