

Achieve Process Intelligence Excellence G-Cloud 15





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1 Service Overview

Capgemini's Process Intelligence (PI) capability places data and analytics at the heart of Cloud transformation. Our expert-led approach enables Public Sector organisations to deeply understand, monitor, and optimise their operations without the need for costly software investments.

By analysing operational data, we uncover inefficiencies, identify root causes, and prioritise high-impact improvement initiatives. Through process standardisation and optimisation, we help drive productivity, reduce costs, and support sustainable bottom-line growth. Our approach enhances customer experience by aligning key touchpoints with optimised operational practices, all without requiring long-term tool commitments.

We bring together deep, multidisciplinary expertise across process intelligence, intelligent automation, and process excellence to deliver actionable insights and unlock transformative opportunities for optimisation and automation. Our approach is powered by a global network of over 35,000 data and AI specialists with a proven track record of delivering more than 2,000 AI and data science solutions, driving measurable improvements in customer satisfaction and market share.

Our approach combines process mining, business intelligence, and automation insights to provide real-time, data-driven views of how processes truly operate, not just how they're designed to.

Our core PI capability is comprised of:

1. **Process Mining** - Uses event logs from IT systems to reconstruct and visualise actual process flows.
2. **Task Mining** - Captures user interactions on desktops to understand how tasks are performed at the individual level.
3. **Analytics & KPIs** - Measures performance indicators like cycle time, bottlenecks, rework rates, and compliance deviations.
4. **Automation Insights** - Identifies opportunities for automation and tracks the impact of existing automations.
5. **Continuous Improvement** – Action insights to provide process improvements while tracking the benefits of the change.
6. **Upskilling** – Transfer knowledge from our team through shadowing and integrating our team within yours.

What makes our service unique:

- **Data-driven insights:** Enables fact-based decision-making, providing clarity on process inefficiencies and opportunities for improvement.
- **Cost-effective and fast:** Offers a quicker and cheaper alternative to traditional process assessments without the need for costly software.
- **Continuous monitoring:** Provides ongoing tracking of process performance and compliance, ensuring sustained improvements.
- **Simulation capabilities:** Allows clients to simulate changes and test improvements before implementation, offering a 'try before you buy' approach to our consulting engagements.

2 Business Need

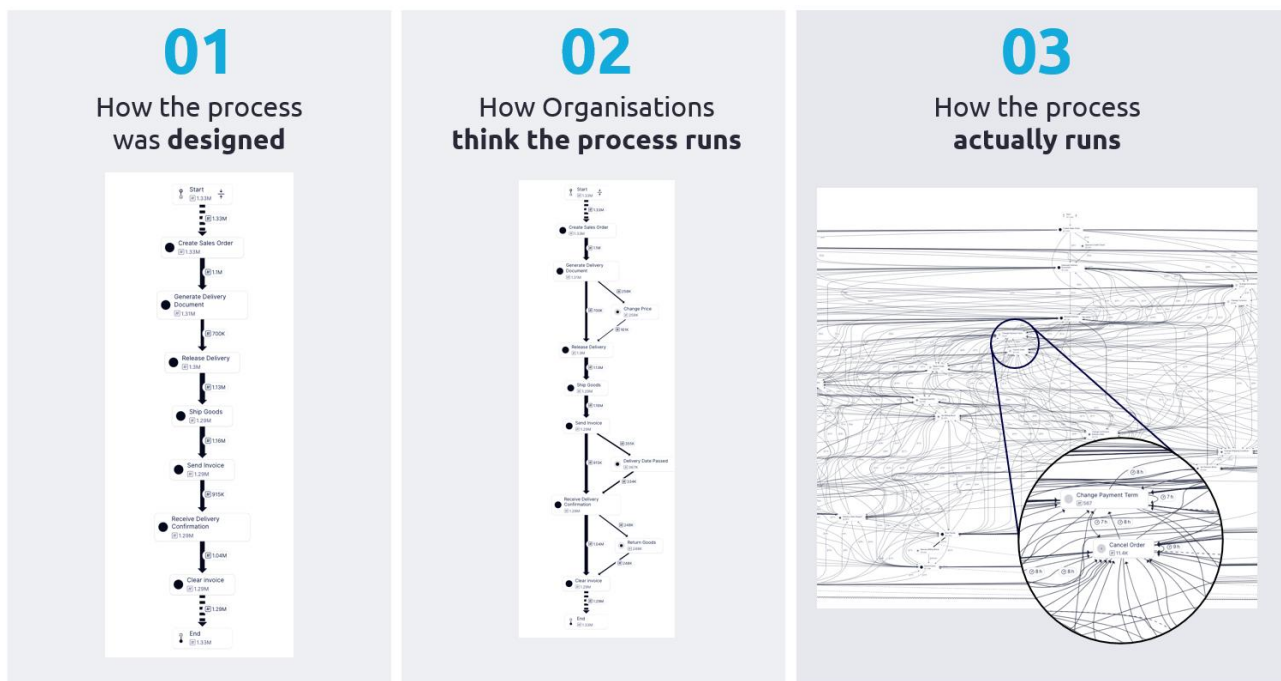
In today's fast-paced and data-rich business environment, organisations face increasing pressure to deliver operational excellence, enhance customer experience, and remain competitive, all while managing costs and navigating complex legacy systems. Traditional methods of process assessment are often time-consuming, subjective, and reliant on manual interviews or workshops, which can miss critical inefficiencies and fail to capture the true nature of how work gets done. This is where Process Intelligence becomes essential.

Organisations need a scalable, data-driven approach to understand and improve their operations in real time. Process Intelligence addresses this need by providing a transparent, objective view of end-to-end processes, revealing hidden inefficiencies, compliance risks, and automation opportunities that are otherwise difficult to detect. It empowers decision-makers with actionable insights derived directly from operational data, enabling faster, more informed interventions that drive measurable impact.

As businesses strive to become more agile and customer-centric, the ability to continuously monitor and optimise processes is no longer a luxury, it's a strategic imperative. Process Intelligence supports this transformation by:

- Accelerating digital maturity through data-led process optimisation
- Reducing operational costs by identifying and eliminating waste
- Improving compliance and governance with real-time monitoring
- Enhancing customer satisfaction by streamlining key touchpoints
- Enabling automation at scale by pinpointing high-value opportunities

By embedding Process Intelligence into the fabric of operations, organisations can unlock sustainable performance improvements, foster innovation, and build resilience in the face of evolving market demands.



Processes are often designed with a clear, linear flow, the so-called "happy path", where each step follows logically and efficiently from the last. Organisations may even believe their operations run close to this ideal. However, reality tells a different story. As illustrated above:

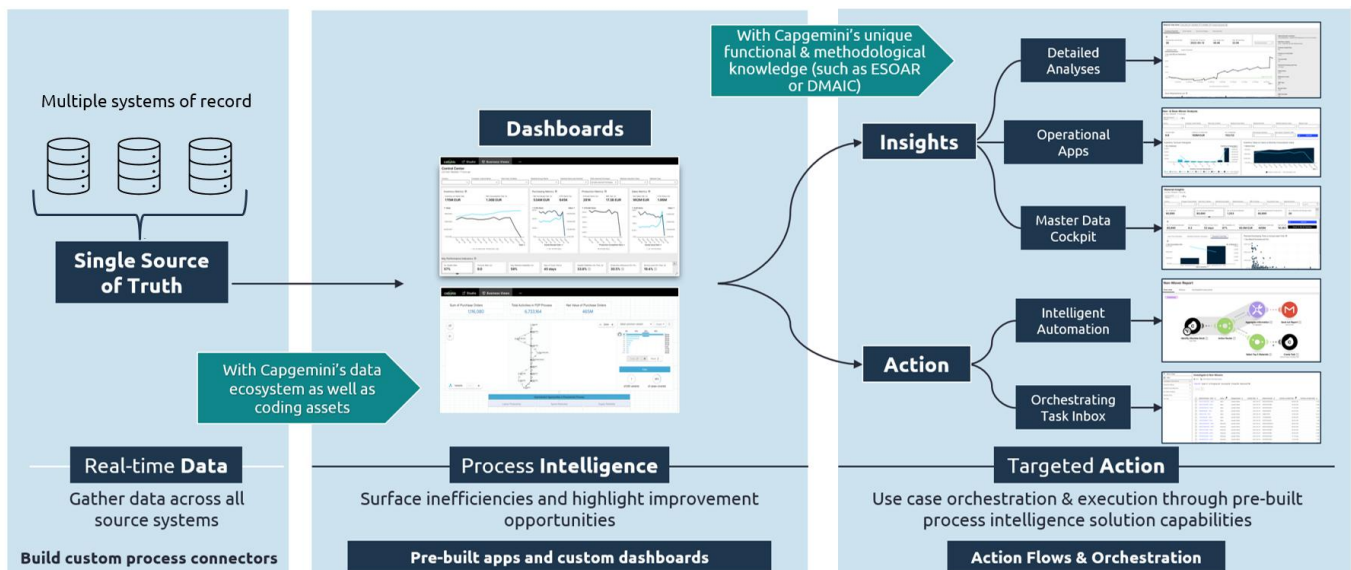
- Designed processes are simple and structured.
- Perceived processes acknowledge some complexity with some exceptions.

- Actual processes are often tangled, non-linear, and riddled with inefficiencies, workarounds, and compliance risks.

This disconnect between expectation and reality is where Process Intelligence proves invaluable. By analysing real-time operational data, it uncovers the true nature of how work gets done, revealing hidden loops, bottlenecks, and deviations that traditional methods miss.

3 Our Approach

Our approach to process intelligence is built around creating a single source of truth by integrating real-time data from platforms like SAP, ServiceNow, Salesforce, and AWS. Leveraging Capgemini's data ecosystem and coding assets, we develop custom process connectors that ensure seamless data flow across systems. This data is then visualized through pre-built apps and custom dashboards, which surface inefficiencies and highlight opportunities for improvement. Using Capgemini's proven methodologies such as Eliminate, Standardise, Optimise, Automate, Robotise (ESOAR) and Define, Measure, Analyse, Improve, Control (DMAIC), we refine these insights to drive targeted actions via operational apps, intelligent automation, and orchestrated task inboxes. This end-to-end orchestration enables organisations to execute use cases efficiently, ensuring continuous process optimisation with measurable outcomes.



To help you maximise the value of any process intelligence tools already available within your organisation's estate, we offer a flexible 12-week approach tailored to your specific goals, whether you're seeking targeted insights, scaling capabilities across the organisation, or driving measurable transformation.

Option 1: Deliver Insights

Ideal if you're looking to uncover opportunities within a specific process. This 12-week approach includes:

- Data Feasibility Assessment:** Evaluate the availability, quality, and completeness of relevant datasets.
- Process Mining Setup:** Understand the process, create an event log, integrate data into the mining tool, and define key performance indicators (KPIs).
- Insight Development:** Build dashboards, benchmark performance against industry standards, and identify areas for improvement.
- User Upskilling:** Conduct dashboard training sessions and facilitate knowledge-sharing to empower users.

Option 2: Scale Process Intelligence across the Organisation



Designed to expand your process intelligence capabilities enterprise-wide. This 12-week approach includes:

- **Current Capability Assessment:** Review the maturity of existing process intelligence initiatives and ongoing projects.
- **Accelerated Insight Generation:** Activities may include creating event logs for complex, multi-system processes, enhancing insights from current projects, and developing business cases to act on findings.
- **User Upskilling:** Deliver targeted training and knowledge-sharing sessions to build internal capability.
- **Future Operating Model Proposal:** Identify gaps and provide recommendations to achieve a best-in-class process intelligence function.

Option 3: Optimise the value of Process Intelligence projects

Focused on translating insights into measurable outcomes. This 12-week approach includes:

- **Process Assessment:** Review insights, KPIs, and pain points to prioritise areas for transformation.
- **To-Be Process Design:** Recommend future-state processes using our ESOAR framework (Eliminate, Standardise, Optimise, Automate, and Robotise)
- **Transformation Roadmap:** Develop a phased plan, short-, medium-, and long-term, to guide implementation.
- **Benefits Tracking:** Define KPIs to monitor and measure the impact of each transformation initiative.

4 Buyer Responsibilities

The Buyer responsibilities as part of this service are as follows:

- Ensure relevant process intelligence solution is available with appropriate licensing
- Ensure the required process data is readily available and accessible
- Ensure availability of database administration team to support extraction
- Ensure the relevant business and data experts are readily available
- Responsible to obtain all governance and technical approvals

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

This engagement is a time-bound project with a duration of 12 weeks and does not constitute a 'mining as a service' offering. We do not provide or operate mining as a service under this offer.

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 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 Business Continuity and Disaster Recovery

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

11 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.

12 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.

13 Termination Terms

Please refer to the Supplier Terms for this service.



14 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:

7. The name of this service.
8. The name of your organisation.
9. Your name and contact details.
10. A brief description of your business situation.
11. 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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