

Digital Strategy and Roadmap Services G-Cloud 15





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1 Service Overview

Capgemini is a recognised leader in Digital Transformation, helping organisations unlock value through innovation and technology. Drawing on research with MIT Sloan School of Management, which benchmarked 600 organisations globally, we understand the characteristics that define successful digital businesses. This insight enables Capgemini to guide UK government bodies in shaping robust digital strategies and actionable roadmaps that deliver measurable outcomes.

Our Digital Strategy and Roadmap Service provides end-to-end support for cloud-enabled transformation, including:

- Business Analysis to align digital initiatives with organisational objectives.
- Legacy-to-Cloud Rationalisation for cost efficiency and agility.
- Digital Enterprise Architecture ensuring scalability and compliance.
- Design, Development, Testing, and Consultation for intuitive, user-centric solutions.
- Service Management to maintain performance and continuous improvement.

This service accelerates the design and implementation of secure, accessible, and future-ready cloud-based services, aligned with GOV.UK Service Manual standards and best practice delivery frameworks. By combining proven methodologies with deep sector expertise, Capgemini empowers government organisations to modernise operations, enhance citizen engagement, and achieve sustainable digital outcomes.

2 Why Capgemini

Capgemini has been working in Digital and Cloud services delivery in the public and private sector for over twenty years, helping to transform hosted platform services into managed services and enabling the integration of standardised Cloud platforms into existing organisations. Capgemini's independence supported by alliances with many major (and more specialist) Digital and Cloud providers (including Amazon Web Services, Google Cloud, Microsoft, IBM, Oracle, SAP, Salesforce and MuleSoft) together with a proven Architectural and Technical delivery capability allows Capgemini to support Capgemini's Digital offers with a breadth of knowledge and real-world experience.

3 The Capgemini Proposition

Digital is transforming how services are delivered to both businesses and citizens. Customers now expect a digital-first experience, and employees seek the same intuitive, interactive engagement they enjoy in their personal lives. This shift demands organisations to:

- Continuously evolve engagement channels as technology trends accelerate.
- Build flexible processes that adapt to changing needs.
- Support ongoing platform modernisation to remain competitive and compliant.

Capgemini's research shows that organisations embedding digital into their core DNA outperform their peers significantly. The benefits include:

- Higher customer satisfaction through insight-driven, personalised engagement across all touchpoints.
- Greater efficiency via process digitisation, workforce enablement, and performance optimisation.
- New business models enabled by innovative digital technologies.



Through our Digital Strategy and Roadmap service, Capgemini helps government organisations define a clear vision and actionable plan for transformation. We combine proven frameworks, deep sector expertise, and cutting-edge technologies to deliver strategies that are future-ready, compliant, and citizen-centric.

4 Our Approach

Capgemini adopts a **user-centric methodology** to help organisations define a **Digital Vision and Roadmap**, working closely with Buyers to identify opportunities that deliver tangible benefits through digital transformation.

Digital Strategy & Roadmap

The first step in Capgemini's transformation journey is developing a Digital Strategy and Roadmap, typically completed within 2–4 weeks. This sets the direction and priorities for implementation.

Capgemini advocates leveraging cloud-based services to enable innovative technologies that transform how government interacts with citizens and stakeholders. As part of the roadmap, Capgemini helps identify cloud solutions that accelerate delivery.

Key Activities

Capgemini's approach generally includes:

- **Customer Journeys** Using qualitative (and quantitative where available) research, combined with Buyer and Capgemini expertise, to map how stakeholders interact with services. These visual journeys highlight touchpoints and inform required business capabilities.
- **Opportunity Assessment** From these journeys, Capgemini identifies opportunities to maximise digital benefits, drawing on case studies from government and other sectors. These insights support:
 - New business models
 - Enhanced customer experiences
 - Technology innovationOpportunities feed into the business case for investment.
- **Roadmap Development** Capgemini facilitates executive alignment through its **Accelerated Solutions Environment (ASE)**, using proven techniques to build consensus on priorities. The roadmap typically includes:
 - Governance and funding models
 - Business capability frameworks (based on Capgemini's reference models)
 - Technology capabilities leveraging Capgemini's Digital Customer Experience Framework, including emerging tech such as Generative AI.
- **Security & Privacy by Design** Security and privacy are integral to Capgemini's approach. Requirements are assessed early and embedded throughout:
 - Functional and technical design
 - Delivery environments
 - Ways of working This ensures solutions are secure by design and privacy by design.

5 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.

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.

Capgemini has been recognised as a Leader in Gartner's "Magic Quadrant for CRM and Customer Experience Implementation Services" for five years in a row.

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.

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.

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