

Custom Enterprise Artificial Intelligence (AI), Generative AI (GenAI) and Agentic AI solutions

G-Cloud 15





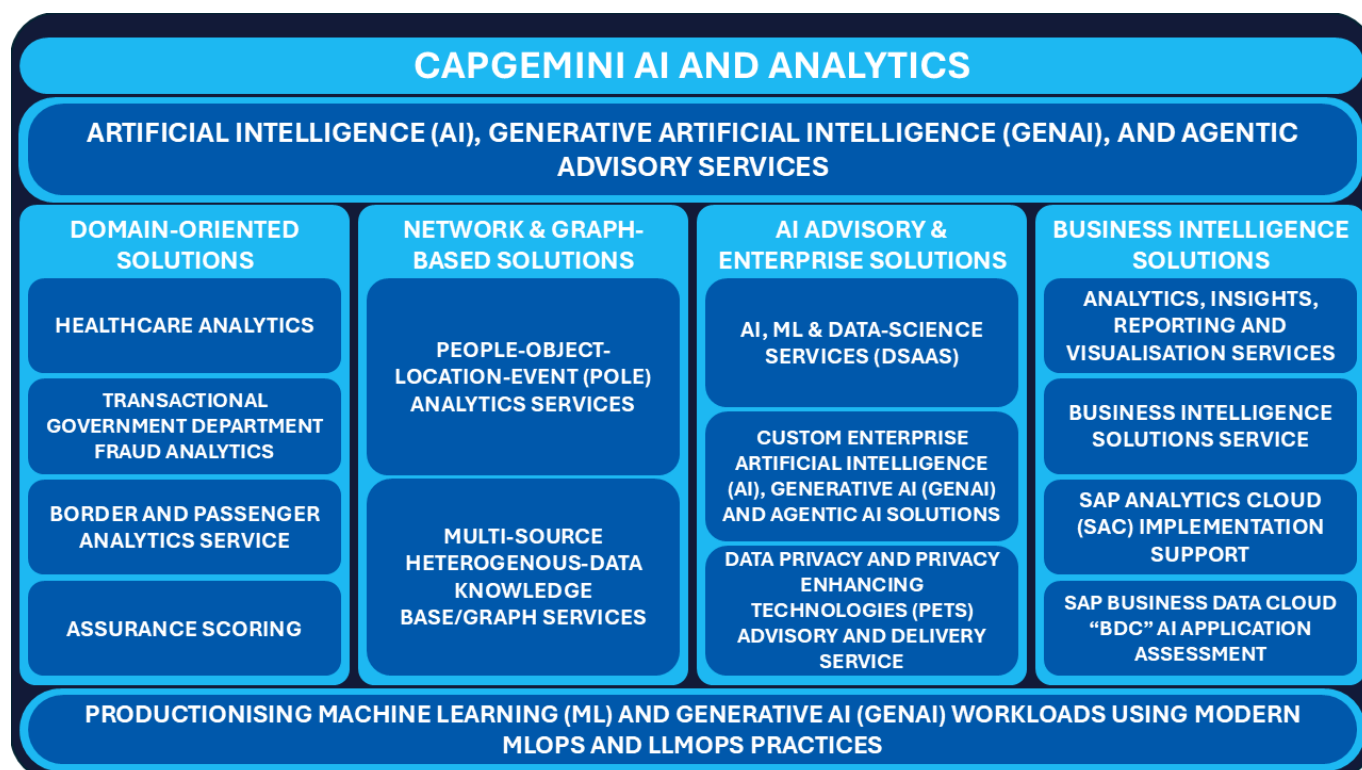
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1 Service Overview

Capgemini's Custom Enterprise Artificial Intelligence (AI), Generative AI (GenAI) and Agentic AI service leverages the power of Capgemini assets and accelerators designed to fast-track the adoption of AI, GenAI and Agentic AI solutions while emphasising safety, trust, cost efficiency, and scalability. Capgemini's suite of assets and accelerators can rapidly industrialise custom AI, GenAI and Agentic projects, ensuring that the solutions delivered are secure, privacy-protected, optimised for performance and compliant with ethical standards. This is achieved through a unified toolkit that employs consistent business principles for trust management, cost control, and scalability, ensuring that Capgemini's solutions are sustainable and highly reusable.



This diagram is for illustration only and does not represent any obligation or responsibility of Capgemini.

At the core of the Capgemini offering is a proven toolkit provided by Capgemini's assets including RAISE (Reliable AI Solution Engineering), which brings trusted AI, cost-efficiency, and readiness to scale AI projects. This toolkit is infused with Data FM (Foundation Model) Ops /LLM (Large Language Model) Ops and evaluation capabilities, with runtime guardrails and telemetry, ensuring that each layer of the service is robust and reliable. With dedicated workshops and targeted implementation programs, Capgemini not only devises strategies and use case roadmaps tailored to the buyer's business needs but also helps the buyer drive the AI agenda with a focus on privacy and reliability.

The Capgemini framework includes three core components which together form a cohesive and efficient ecosystem for deploying custom AI, GenAI and Agentic solutions:

- Solutions Templates:** to provide customisable starting points for specific use cases, including agentic workflows and multi-agent orchestration patterns, enabling rapid development and deployment of tailored AI applications.
- Service Layer:** a versatile set of services that supports the creation and integration of AI, GenAI and Agentic functionalities, with support for modern AI protocols including Model Context Protocol (MCP), Agent-to-Agent (A2A) communication, and other emerging standards for seamless AI interoperability. This ensures that solutions can be customised and scaled according to the unique demands of the enterprise.



3. **Infrastructure Layer:** the foundational support system that offers essential tools for deploying and managing AI, GenAI and Agentic services, ensuring robustness and scalability of the infrastructure underpinning the GenAI applications.

Furthermore, our service integrates seamlessly with the existing infrastructure and technology stacks, maximising reusability and facilitating a rapid transition to the latest technologies without replacing current systems. This integrated approach ensures that solutions are always secure, reliable, and in line with the organisation's governance framework.

In summary, Capgemini's Custom Enterprise AI, GenAI and Agentic Solution, powered by assets such as RAISE, provides a comprehensive, customisable, and future-ready solution that scales across various use cases, ensuring that the buyer realises the full potential of AI to drive their business forward.

2 Business Need

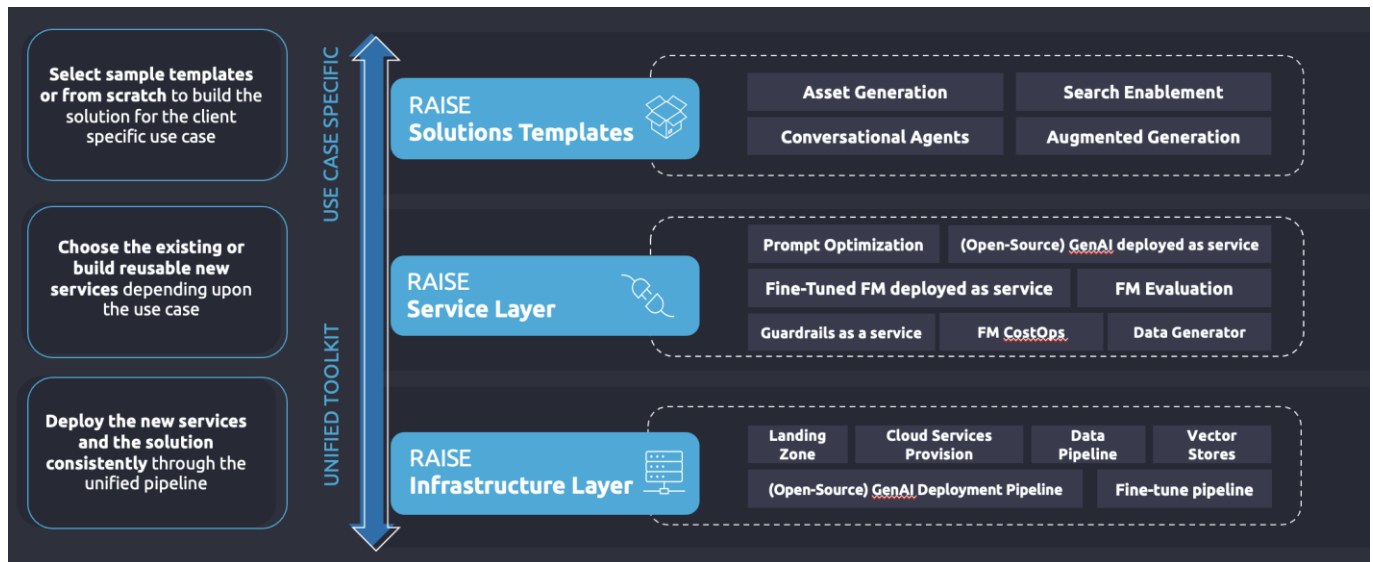
In today's digital economy, enterprises need to stay ahead in innovation and customer experience. Custom AI, GenAI and Agentic AI solutions enable businesses to tailor AI models to their unique requirements, creating bespoke applications that drive value. From automating complex processes through intelligent agents to generating novel content, AI serves a wide array of business needs. Moreover, the responsible integration of AI with existing enterprise systems is no longer optional but essential if the buyer wants to compete and stay relevant in the market. Capgemini's Custom AI, GenAI and Agentic AI offer addresses the need for robust, human-centric and scalable AI that is built with privacy by design and governed by enforceable policies, ensuring compliance with regulatory standards and alignment with business ethics.

3 Our Approach

Capgemini's approach to Custom Enterprise AI, GenAI and Agentic Solutions is iterative and collaborative, deeply integrated with Capgemini assets and accelerators such as the RAISE framework that accelerates the deployment of Custom AI, GenAI and Agentic solutions across the business. Capgemini will take the client on a use case-based journey, commencing with dedicated workshops to align the strategic operating model and use case roadmap, ensuring that every solution is tailored to the unique business context and scales across the client's organisation with dedicated GenAI CXO Templates.

Capgemini's team of GenAI experts will conduct a thorough readiness strategy assessment and use case assessment workshops. This agile process is designed to construct a comprehensive baseline and roadmap for AI, GenAI and Agentic AI initiatives, laying a multilayered foundation across key streams such as People & Ethics, Data & Tech, Business Processes, and KPIs & Impact. Capgemini utilises a business value-driven implementation program with quantifiable benefits, selecting the right value cases to ensure that the AI, GenAI and Agentic AI capabilities developed not only meet but also exceed expectations for safety and compliance.

The below diagram illustrates the three core components that comprise Capgemini's RAISE framework which look to streamline the development and deployment process:



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- Solutions Templates:** These templates act as a starting point for AI, GenAI and Agentic AI applications, including pre-configured agentic workflows, scenarios that are designed to accelerate the development of solutions tailored to specific use cases. With these templates, organisations can select from proven baselines or start from scratch to create a custom-fit solution for their particular requirements.
- Service Layer:** This layer offers a collection of services that are essential for the orchestration and operation of GenAI and Agentic AI applications, including Model Context Protocol (MCP) for standardised AI integrations and Agent-to-Agent communication for multi-agent coordination and workflow automation. It allows organisations to choose existing services or create new, reusable ones depending on their specific needs. This service layer ensures that the AI, GenAI and Agentic AI solutions are well-integrated, maintainable, and can be easily adapted or extended as necessary.
- Infrastructure Layer:** At the foundation of the RAISE toolkit lies the Infrastructure Layer, which provides the necessary components for a robust and scalable AI, GenAI and Agentic AI deployment. It includes elements such as the Landing Zone for initial setup, Cloud Services Provision for managing cloud-based resources, Data Pipeline for data management, Vector Stores for data retrieval, and a Fine-tune pipeline to optimise AI, GenAI and Agentic AI models.

These three components of the RAISE toolkit work in synergy to provide a structured and efficient approach to building and scaling AI, GenAI and Agentic AI applications. They enable organisations to navigate the complexities of AI, GenAI and Agentic AI technology with a clear pathway from conception to deployment, ensuring each solution is robust, scalable, and aligned with business objectives.

By embedding solutions in the RAISE framework, Capgemini administer Custom AI, GenAI and Agentic AI initiatives through a single point of governance, ensuring consistency, reliability, and the flexibility to adapt rapidly to technological advancements. These solutions are not low-code platforms but fully customisable code-based solutions that offer the flexibility for enhancements and integrations, emphasising trust, cost management, and scalability controls.

At the heart of the Capgemini approach is the confidence and trust in AI, GenAI and Agentic AI solutions. All are multi-dimensional and hinge on a spectrum of facets that together assure the user of the system's reliability and integrity. Key to this confidence is the system's proven ability and accuracy, its competence in solving the problem it's designed for. Robustness and dependability ensure that the AI can handle unexpected or malicious inputs and consistently deliver output within the required timeframe. Fairness and privacy are also paramount, ensuring outputs are unbiased and sensitive data remains confidential. The AI must also operate sustainably without causing harm, make decisions sensibly in alignment with human cultural and physical norms, and be transparent, providing explainable justifications for its decisions. Humility in acknowledging its limitations, the ability to extrapolate sensibly from its training, and the capacity to fail gracefully further strengthen trust, ensuring the AI acts within the bounds of safety and rationality. Together, these qualities form the foundation of trust that users seek when integrating AI into their processes and decision-making frameworks.



In conclusion, Capgemini's approach, empowered by RAISE, is to build organisation-ready AI, GenAI and Agentic AI solutions that are trusted, cost-effective, and scalable, driving business value faster and preparing the buyer to scale AI, GenAI and Agentic AI value cases efficiently in a fast-evolving environment. Capgemini's end-to-end service provides continuous support and evolution, ensuring that AI capabilities are not just current but also future-ready, propelling the buyer's business into the next frontier of innovation.

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.

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

- Buyer must ensure a project owner is available and empowered to make decisions when requested by the project delivery team, in a timely fashion.
- Buyer must ensure that changes to project goals are documented and communicated to the project delivery team, in a timely fashion.
- Buyer should ensure that the project owner attends regular project progress meetings.
- Buyer must provide access to the necessary data owners and documentation for the data sources involved.

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

Not applicable

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 recognized as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgment 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.

- Gold Partner with Microsoft
- Advanced Specialisation Status for AI and ML on Azure
- Databricks EMEA Partner of the Year 2024
- Google Cloud 2024 Global Industry Solution Partner of the Year award (Services) for Generative AI
- Data / BI /AI Practice well recognised by industry analysts
 - positioned as a Leader for the third year in a row, in Gartner's Magic Quadrant for Data and Analytics Service Providers, Worldwide
 - positioned as a Leader in Everest Group's PEAK Matrix assessment for Data & Analytics (D&A)

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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