

Product Centric ways of working for the Public Sector G-Cloud 15





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1 Service Overview

Capgemini's product-centric ways of working for the public sector use agile, cross-functional teams and proven toolkits to accelerate delivery. Leveraging cloud-native DevOps and secure platforms (e.g., Azure/AWS/GCP), this approach enables rapid onboarding, knowledge sharing, and continuous improvement, tailored to public sector needs.

Features –

- Sets up requirements management with JIRA or Azure DevOps
- Installs knowledge management platforms such as Confluence
- Configures Git source control with GitLab or Azure DevOps
- Provision CI tools, for example, Concourse or Azure DevOps
- Provides cloud-based Kubernetes environments (AKS or EKS)
- Configures secure container registries using Nexus or Azure DevOps
- Deploys and sets up deployment agent environments with FluxCD
- Provisions secure artefact repositories, including Nexus or Azure DevOps
- Installs secure VPN solutions, such as OpenVPN
- Can be accredited to the UK OFFICIAL security classification

Benefits –

- Enables product-centric teams to start work immediately
- Provides proven configuration of industry-standard tooling
- Offers AWS and Azure deployment options
- Supports Open Source or Microsoft variants
- Reduces project start-up time with an MVP Dev-Platform
- Provides proven patterns for containerised microservices applications
- Infrastructure as Code enables easy rebuilding and repeatability
- Builds infrastructure only when in use
- Implements mature CI/CD and GitOps practices from day one

2 Business Need

For any custom software delivery project, it's essential to establish the proper tooling from the outset to enable a high-performing team. This includes:

- A dedicated space for managing requirements
- A central repository for project information

To ensure engineers can work productively, the following must also be in place:

- Secure storage for source code
- Reliable, repeatable processes for building and monitoring software quality
- Environments for running and testing applications



- Consistent and automated deployment mechanisms
- Secure access to software packages and dependencies

Delays in setting up these foundational elements can slow delivery and, in extreme cases, expose buyers to risks such as security vulnerabilities, data loss, missed deadlines, and reputational harm. The development community offers many options for each need, but selecting, installing, and supporting these products often requires significant time and effort. Even Software-as-a-Service solutions demand careful configuration and security measures before teams can begin their work.

For any custom software delivery project, it's essential to establish the proper tooling from the outset to enable a high-performing team. This foundational setup ensures that both technical and collaborative aspects of development are addressed, fostering efficiency and reliability throughout the project lifecycle.

- A dedicated space for managing requirements:
- This is crucial for capturing, organising, and tracking project needs and objectives. Platforms such as JIRA provide structured environments where requirements can be prioritised, linked to specific tasks, and monitored for progress, ensuring alignment between stakeholders and development teams.
- A central repository for project information:
- Having a well-maintained hub for documentation—such as Confluence—facilitates knowledge sharing, reduces misunderstandings, and makes onboarding new team members more seamless. It allows everyone to reference designs, meeting notes, and technical decisions in one accessible location.

To ensure engineers can work productively, further critical elements must be in place:

Secure storage for source code:

- Implementing version control systems like GitLab or Azure DevOps helps safeguard intellectual property, supports collaboration, and provides a robust audit trail. Proper access controls and encryption mechanisms protect against unauthorised changes and breaches.

Reliable, repeatable processes for building and monitoring software quality:

- Adopting mature CI/CD and GitOps practices from day one guarantees that code changes are automatically built, tested, and deployed. Automated quality checks, such as unit tests and static analysis, identify issues early and help maintain high code quality standards.

Environments for running and testing applications:

- Provisioning scalable, containerised environments—using platforms like AKS (Azure Kubernetes Service) or EKS (Amazon Elastic Kubernetes Service)—ensures that applications can be deployed and validated under realistic conditions. Infrastructure as Code makes these environments easily reproducible and resilient.

Consistent and automated deployment mechanisms:

- Automated deployment pipelines minimise manual errors and accelerate the release process. These systems help teams deliver new features and bug fixes rapidly while maintaining traceability and rollback capabilities in case issues arise.

Secure access to software packages and dependencies:

- Ensuring that all dependencies are obtained from trusted sources and properly managed reduces the risk of introducing vulnerabilities. Package management solutions, integrated with secure authentication, guarantee that only authorised packages are used throughout development and deployment.

Delays in setting up these foundational elements can slow delivery and, in extreme cases, expose buyers to risks such as security vulnerabilities, data loss, missed deadlines, and reputational harm. For example, without robust security controls, sensitive data could be compromised, and poorly managed environments might lead to inconsistent test results or deployment failures. Each missed deadline not only impacts project costs but can also undermine client confidence.



The development community offers many options to meet diverse needs, ranging from open-source platforms to commercial Software-as-a-Service solutions. However, selecting, installing, and supporting these products often requires significant time and effort, particularly when custom configurations are needed to meet specific business requirements. Even SaaS offerings demand thorough evaluation and careful configuration of access controls, integration points, and compliance measures before teams can begin their work confidently and securely.

By leveraging proven configurations and industry-standard tooling—such as those provided by Capgemini’s MVP Dev-Platform—organisations can dramatically reduce start-up time and avoid the pitfalls commonly associated with ad-hoc setup. This enables product-centric teams to start work immediately, supported by a robust, secure, and scalable foundation that accelerates delivery and minimises risk.

3 Our Approach

Drawing on decades of experience in automation and secure environment setup, Capgemini delivers tailored solutions that minimise setup costs and accelerate team productivity. Our approach leverages a robust, opinionated toolchain built from industry-standard platforms, proven across numerous projects and refined through well-established patterns.

We offer flexible configurations to suit your needs—choose between a Microsoft Azure DevOps setup for Azure or an Open-Source stack deployable on Azure or AWS. Our comprehensive provisioning includes, but is not limited to:

- Virtual Private Cloud (VPC) with VPN access for secure networking
- JIRA for requirements management and agile project tracking
- Confluence for collaborative documentation and knowledge sharing
- Self-service developer portal to streamline onboarding and access to resources
- GitLab for source code management and CI/CD pipelines
- Azure DevOps for integrated requirements, documentation, source control, and CI/CD (when using Azure)
- Kubernetes clusters (AKS or EKS) for scalable containerised application hosting
- Code quality scanners such as SonarQube for static analysis and code health
- Concourse for continuous integration automation
- Nexus for artefact and dependency management
- FluxCD for automated deployment and adherence to GitOps principles
- Infrastructure as Code (IaC) for all services, enabling rapid change, patching, and repeatability
- Secure container registries (e.g., Nexus, Azure DevOps) for storing and managing container images
- Deployment agent environments (e.g., FluxCD) for orchestrating releases
- Secure VPN solutions (e.g., OpenVPN) for protected remote access
- Cloud-based Kubernetes environments for flexible scaling and resilience
- Automated monitoring and alerting tools (e.g., Prometheus, Grafana) for operational visibility
- Secrets management (e.g., HashiCorp Vault, Azure Key Vault) for secure handling of credentials and sensitive data
- Logging and observability platforms (e.g., ELK Stack, Azure Monitor) for troubleshooting and compliance
- Service mesh solutions (e.g., Istio, Linkerd) for advanced traffic management and security
- Automated testing frameworks (e.g., Selenium, JUnit) to ensure software quality throughout the lifecycle



All services are deployed using Infrastructure as Code, ensuring ease of change, patching, and consistent environments across projects. For Azure DevOps on Azure, you can leverage integrated capabilities for requirements, documentation, source control, and CI/CD, while still benefiting from tools such as SonarQube for code quality and FluxCD for GitOps best practices.

This approach ensures rapid onboarding, robust security, and continuous improvement, empowering public sector teams to deliver high-quality solutions efficiently and securely.

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's 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.

If these responsibilities do not align with the Buyer's expectations, please get in touch with Capgemini so Capgemini can explore options to adjust the approach.

5 Service Management

Capgemini can provide individual services within each phase to support the Buyer through the initial assessment, analysis, and reporting of specific projects or sub-projects, or provide a comprehensive service covering a set of associated projects within a department. The scope of the individual services to be provided is specified in the Order Form.

6 Protection of Data

This service is classified as 'Official'. However, if you require a different security classification, please get in touch with us to discuss.

7 On-boarding and Off-boarding

Capgemini shall undertake on-boarding and off-boarding activities agreed in the Order Form (including, as a minimum, an exit plan in line with the Call-Off Contract terms), which will be charged 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 service delivery plan agreed at the start of the engagement. Our consultants and engineers are experienced in delivering skills and knowledge transfer to major private- and public-sector clients.



Where appropriate, we may use a standard approach tailored to the 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 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.'

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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