

Platform as a Product

G-Cloud 15





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1 Service Overview

1.1 Accelerators for Platform as a Product

1.1.1 Platform Engineering Maturity Assessment

A structured evaluation of an organisation's current cloud Platform Engineering capabilities across resourcing and support, adoption, governance, automation and service delivery, developer experience and usability, measurement and feedback. This helps identify strengths, gaps, and opportunities for improvement, forming the foundation for a tailored Platform as a Product transformation roadmap.

1.1.2 Platform Productisation Principles

Capgemini supports the shift to product-based platform development, enabling teams to treat platforms as evolving products with clear ownership, roadmaps, and feedback loops. We treat developers as customers of the platform, ensuring their needs and feedback shape platform capabilities, usability, and support models.

1.1.3 Developer Experience Workshop

Capgemini's Developer Experience Workshop helps organisations realise improved platform value through the lens of developer productivity. Through an interactive, in-person sessions with activity-based learning, we surface real challenges, align stakeholders, and co-create actionable next steps. The workshop fosters shared understanding of Product-centric Platforms, Platform Engineering and Developer Experience, enabling more effective collaboration and Platform evolution.

1.1.4 Platform Capability Mapping

Capgemini works to visualise the end-to-end developer experience, from onboarding to deployment and scaling, highlighting pain points and friction areas in relation to interactions with the Platform. This helps identify targeted improvements or additions to Platform capabilities that can improve developer satisfaction and reduce time-to-value, focusing specifically on greater self-service, embedded guardrails for improved compliance, and easier consumption of Platform resources.

2 Business Need

Platform Engineering has risen in popularity as a means to manage overall system complexity to deliver leverage to the business. This is particularly important within the public sector, where cost efficiency is arguably under greater scrutiny, and compliance in security has high stakes.

Through improved self-service, and compliance through embedded guardrails, Platform Engineering aims to reduce the increased cognitive load that has been placed on engineers through proliferation of tooling and greater end-to-end responsibilities within software development. Key to this is the concept of 'paved roads'; proven ways of doing things that are made available as reusable assets which avoid engineers wasting effort by 'reinventing the wheel'.

Having a platform and having engineers work on that platform is not a guarantee of success, and many organisations are failing to realise the true benefits Platform Engineering can bring. This typically comes from seeing 'platforming' as a one-off project rather than a product, leading to issues including no long-term vision and accountability for the platform and a lack of readiness for 'day two' operations of the platform, such as upgrades and deprecations. Other common issues include limited focus on measurement of platform consumption, adoption or effectiveness, making it harder to justify continued investment, and limited and/or inefficient feedback loops with the end users of the platform, and therefore a lack of understanding of their experiences.



IT leaders may only receive budget approval for a single attempt at a Platform Engineering transformation. It becomes imperative to start with the right foundations for success.

For organisations with a Platform Engineering function that are seeing the pain points above, it is crucial to address the Platform Operating Model before the emergence of 'shadow IT platforms', where users feel their needs are not being adequately met and choose to follow their own path, negating the benefits Platform Engineering attempts to solve.

3 Our Approach

In today's rapidly evolving digital landscape, organisations must shift from traditional, project-based IT models to product-centric platforms that deliver continuous streamlined value.

A product is a complete, user-focused solution that delivers a consistent experience, solves a defined problem, and is managed with ownership, lifecycle, and measurable outcomes. A Platform is just like any customer facing product, but built for internal users like developers, operators, or security teams.

Our Platform as a Product offering enables organisations to establish effective Platform Engineering capabilities. We introduce product-led principles and governance guardrails that align platforms with engineering priorities and a compelling Developer Experience, ensuring they deliver continuous value, accelerate innovation, and adapt to evolving organisational needs.

Our approach focuses on key capabilities including:

- **Collaboration and co-ordination with stakeholders across the organisation** (IT, business, HR, finance, security) to develop a vision, goals, and objectives for a Platform Engineering team. This ensures across the organisation there is commitment and belief for what the platform will deliver as business value, e.g. enabling Developers to deliver features faster by increasing their operational efficiency or ensuring cybersecurity for customer facing applications.
- **Creating a Business Case and developing a roadmap for real benefits.** We ensure monetary value is associated with productivity improvements, with reliable systems that enable business operational excellence, and with IT operational efficiency gains. We advocate re-investing the effort saved to create new features that ensure a virtuous cycle.
- **Establishing Platform Product Management** to embed practices of design thinking, product mindset (roadmap, prioritisation, iterative feature development, feedback loops), marketing & launches, communication and evangelism, and partner management.
- **Undertaking Perform service** design to illustrate user journeys and associated services, their categorisation and governance.
- **Defining team composition, agile ways of working**, and the skills map and career evolution journey for the Platform team.
- **Developing a Consumption model** to track usage and cross-charge product teams.

We work with organisations to deliver a Platform Product that is:

- **User-centric.** Designed around real user needs.
- **Owned.** Managed by a dedicated team with clear accountability.
- **Evolving.** Actively maintained, with a roadmap, feedback loops, and iterative improvements.
- **Reliable.** Delivered with SLAs, support, and documentation.
- **Composable.** Built from modular capabilities (CI/CD, provisioning, observability)
- **Measured.** Tracked through adoption, usage, satisfaction and outcomes.



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:

- Provide requested resources, stakeholders, information, and materials in a timely manner.
- Provide access to the appropriate process and subject matter experts to work with Capgemini to agree the design of the solution.
- Provide business users to perform user acceptance testing based on the agreed plan.
- Procure necessary software licenses and subscriptions as appropriate.
- Provide access to existing systems or the data from the existing systems to enable data migration.
- Provide Test instances of any 3rd party system that will be required to test inbound or outbound interfaces.
- Ensure employees are made available for training as appropriate.
- Ensure the Buyers project team is empowered to make the decisions necessary in a quick and timely manner.
- Review and sign-off all deliverables in a timely manner based on agreed acceptance criteria.

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 service can be delivered as a defined project or on a day rate basis. In either case it will be a clearly defined project with agreed processes, outputs, and deliverables.

Capgemini will establish the required multi-level project governance and delivery assurance including regular reporting at the beginning of the project.

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 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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