

Log and Refer Service Desk – Official G-Cloud 15





Table of Contents

1	Service Overview	3
1.1	Key Activities & Processes	3
1.2	Service Level Agreements for a Log and Refer Service Desk	4
2	Our Approach.....	5
2.1	Industry Standard Toolsets	6
2.2	Cross-Business Functionality	6
2.3	Collaborative Approach with a Business Focus.....	6
2.4	The Capgemini Proposition	6
2.5	Rightshore®	6
2.6	Capgemini's Capabilities – Additional Service Offerings.....	7
2.7	Information Assurance	9
2.8	Our Approach.....	9
2.8.1	Transition	9
2.8.2	RUN.....	10
2.8.3	Governance.....	10
2.9	Summary of Proposition	11
3	Buyer Responsibilities	11
4	Service Management	12
5	Protection of Data	12
6	On-boarding and Off-boarding	12
7	Skills and Knowledge Transfer	12
8	Vendor Accreditations/Awards	13
9	Business Continuity and Disaster Recovery ('BCDR')	13
10	Sub-contractors	13
11	Pricing	13
11.1	Number of Contacts per Month Pricing	13
11.1.1	India Delivery	13
11.1.2	Poland Delivery.....	14
11.2	Transition Costs.....	14
12	Ordering and Invoicing	14
13	Termination Terms	15
14	Further Information	15



1 Service Overview

Capgemini offers a suite of Services Desk services, ranging from a simple log and refer Service Desk to a fully dedicated resolving desk supporting high first-time fix rates. Our centres across the globe provide support in more than 30 languages, handling in the region of 1 million contacts per month. From the UK Capgemini currently provide services supporting data up to and including OFFICIAL - SENSITIVE level meeting a number of specific service requirements from both public and private sector clients. The full capability is covered in the following sections.

This document describes and provides pricing for the “Log and Refer” Service Desk offering, but other services can be provided upon request.

Capgemini’s ITIL v3 compliant Log and Refer Service Desk solution is a shared (i.e. mutualised) resource desk designed for Buyers typically generating a low number of contacts. It is designed to be a cost effective solution delivered from an experienced shared team.

Service mutualisation is a way Capgemini can optimise the use of resources, desk space and staff. Mutualised services or Shared Service Desks represent a great opportunity for Buyers who generate small call volumes to have an ITILv3 compliant, high quality Service Desk with significantly lower costs. It also allows Capgemini to cover more hours effectively and with efficient utilisation of our resources.

Capgemini can provide a Single Point of Contact (SPOC) Service Desk in English language, available 24x7 for contacts presented to the Service Desk for accurate information recording and onward referral to specialist resolving teams. A contact would be a telephone “Call” to the Service Desk, or optionally contact through automation channels such as voice and chat.

A telephone number will be provided for accessing the Service Desk; this number can be configured as an internal or external number based on the Buyer’s requirements and preference. If an internal number is required, Capgemini can provide an access number to the Service Desk for that to be routed to. For UK Buyers, the external number will be a UK landline number routed to an offshore delivery centre. Once the number is dialled the user will be routed to the Service Desk and will receive an Interactive Voice Response (IVR) for greeting users and will be provided with the option to hear information on current outages and known problems. An IVR messaging will be agreed with the Buyer and will be kept to a minimum in terms of options and duration. It is essential that users are able to speak to an analyst quickly, when they need to, and Capgemini helps to provision this during the design of the IVR.

Our Log and Refer Service Desk service provides Service Management in support of the design and implementation of evergreen Cloud based services.

1.1 Key Activities & Processes

Key Activity	Process
Receive contact from Buyer	Contact from Buyer arrives at the Service Desk through telephone, or optionally automation channels for voice and chat
Respond to contact	The Service Desk responds to the contact either through voice or optionally automation channels. Response is measured against service level resolution targets.
Ascertain type of contact	The Service Desk determines if the contact is an Incident or request for information (query). The Service Desk staff accurately record, classify and categorise the details of the contact within IT Service Management (ITSM) tool to create an Incident/Service Request



Key Activity	Process
Prioritise contact	The Service Desk use Incident/Service Request templates to determine correct prioritisation of the Incident based on impact and urgency as agreed within the Buyer contract.
Route contact	For the majority of contacts, the Service Desk route the Incident to the appropriate resolving group for resolution. Typically, between 1%- 15% of contacts may be resolved at the Service Desk itself by responding to end user queries.
Escalation	The purpose of escalation is to enable the appropriate person (s) to be assigned, facilitating timely resolution of an Incident. Escalation also takes place so Incidents can receive the correct level of focus and visibility to facilitate closure. Service Desk staff will initiate escalation procedures for a number of reasons including: Escalations invoked by the Buyer - review of the circumstances leading to the Buyer dissatisfaction; When an Incident is 'at risk' or has breached its service level agreement ("SLA"); When an Incident has been re-assigned multiple times and lacks clear ownership.

1.2 Service Level Agreements for a Log and Refer Service Desk

Measure	Description	Target	Reporting Frequency
Grade of Service	Percentage of telephone calls to the Service Desk answered within target.	80% in 20 seconds	Monthly
Automation contact logging	Amount of time it takes for an automation contact to be logged as a Ticket (notification of Ticket reference number is sent to the end user).	80% in 4 hours	Monthly
Abandoned calls	Percentage of calls abandoned whilst in the service desk queue.	<5%	Monthly

Capgemini's Standard Service Desk toolset is outlined below. The configuration of these toolsets can differ depending on the scope of the Buyer requirements and agreement with Capgemini. The provision of the tools has therefore been excluded from the Unit pricing. The Buyer shall be responsible for providing the necessary software licences. The precise number of licences will be dependent on the Buyer's specific requirements.

Service Desk Function	Capgemini's Standard Toolset
Ticketing	ServiceNow
Reporting	GRS Digital Fuel



Telephony	Odigo Telephony System
Knowledge Management	ServiceNow (Service Desk access only)

2 Our Approach

Capgemini is a global company providing End User Services available across the globe. Capgemini operates based on ITIL®-defined processes and standards which allow Capgemini to provide a standardized and consistent output globally, increase efficiencies and rationalize costs while maintaining high quality resources and delivering value from our leading practices.

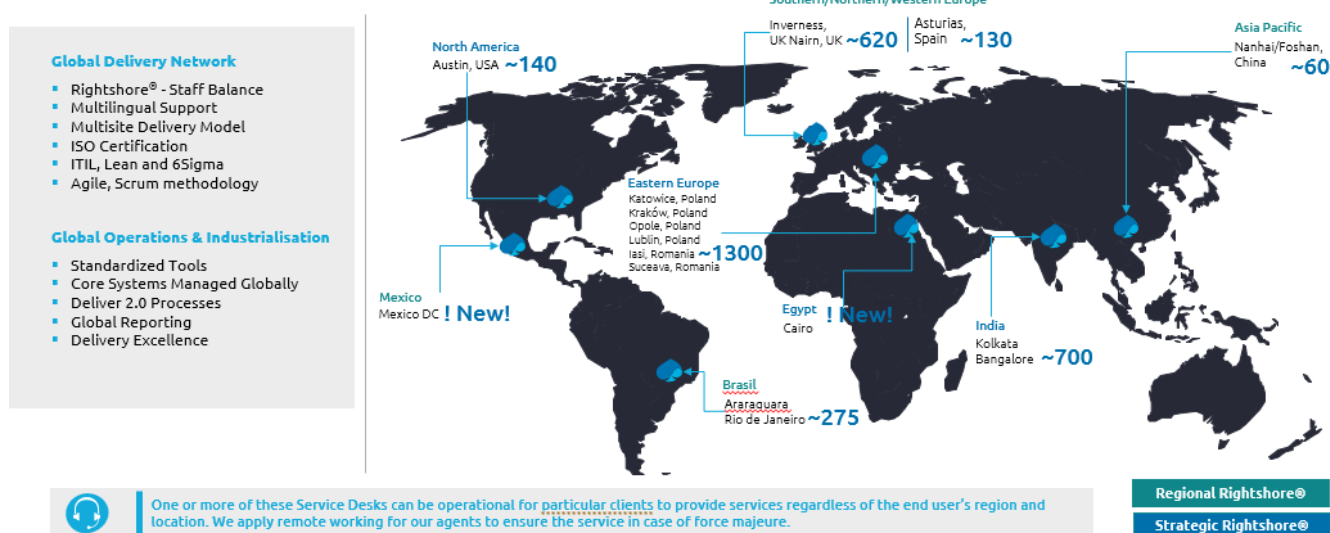
Capgemini provisions Service Desk Services based on global delivery model called Rightshore®, which is built on standards and practices from our Global Delivery Centers.

For the Buyer, Capgemini is able to configure this model to address delivery and security requirements and provide the necessary service improvements and added functionality. Rightshore® aims to get an advantageous balance of talent from multiple locations, working as one team to create and deliver the solutions. It is characterized by scalability and flexibility, and underpinned by innovation, providing the ability to expand or consolidate services and optimize costs whilst nurturing a focus on growth, innovation, and sustainable competitive advantage.

Below an overview of our Service Desk locations

SERVICE DESK – DELIVERY LOCATIONS

Capgemini provides Service Desk services based on our **Rightshore®** Centers of Excellence spread across the world. **Rightshore®** is our global delivery model and brings together leading talent from an advantageous balance of onshore, near-shore and offshore locations. All the Capgemini Delivery Centers are interconnected on the Capgemini backbone which allows us to quickly scale up or down the number of resources needed to meet changing demands.



Capgemini's Global Delivery Centers

As an experienced global, multilingual, and multicultural service provider Capgemini can offer an open and transparent collaboration which is built on working in the interests of our clients, supported by a strong governance approach. Capgemini's Global Service Desk has the capability to provide 24x7 support in more than 35 languages worldwide.

Capgemini is positioned as a **Leader** in Gartner's Magic Quadrant for Managed Workplace Services 2020 Europe and **Visionary** in Gartner's Magic Quadrant for Managed Workplace Services 2020 North America

The Capgemini Service Desk offers the following features:



2.1 Industry Standard Toolsets

- Longevity of relationship with technology partners
- Technical experience
- Ability to shape products
- Standards compliant

2.2 Cross-Business Functionality

- IT Service Desk
- Intermediary Service
- Dealership Network
- Field Service Engineer Dispatch

2.3 Collaborative Approach with a Business Focus

- Business-driven service level agreements
- Targeted Incident Prioritisation based on business needs

2.4 The Capgemini Proposition

- Capgemini can provide 'resolving service desks' with an emphasis on high first time fix or 'log and refer service desks' where the majority of resolution activity takes place within 2nd and 3rd line specialist resolving teams
- Standard interfaces into ITIL based Service Management support teams are used
- Capgemini's standard and globally implemented tool environment for telephony, ticketing and remote support capabilities
- The methodology in terms of how tickets are created and passed between teams is all based on a single model, not per Buyer or per site

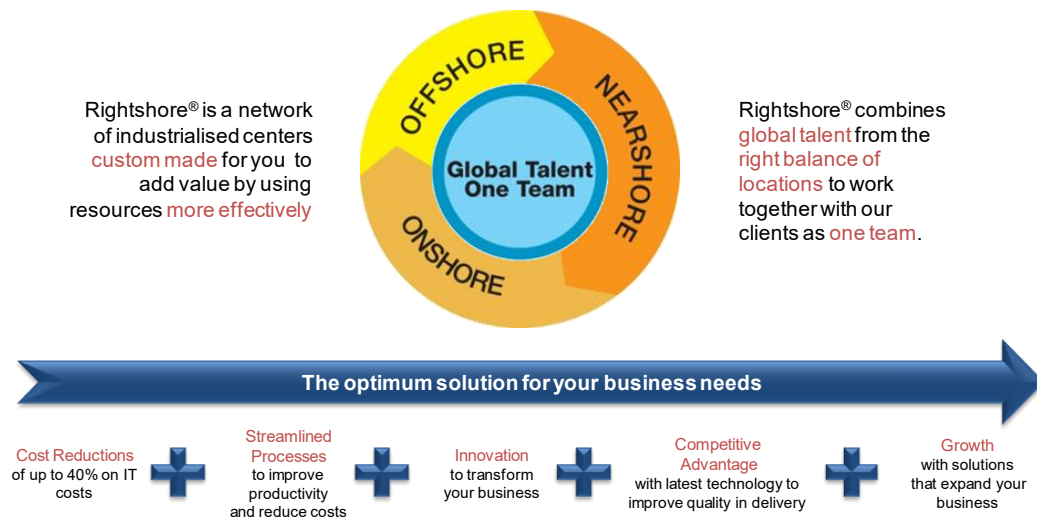
2.5 Rightshore®

The cornerstone of Capgemini's methodology is **Rightshore® Delivery**, with the objective of applying the right specific mix of local and international sourcing, to offer the lowest costs with industrial strength capabilities. Our Rightshore® model leverages a global network of Delivery Centres and Support Centres to provide the right balance of cost reduction, responsiveness and quality.

The Log and Refer Service Desk offering is based on an offshore delivery model. Onshore solutions can also be offered under our Service Desk (Onshore) service offer.



Rightshore® gives you the right resource,
at the right place, and at the right time



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

2.6 Capgemini's Capabilities – Additional Service Offerings

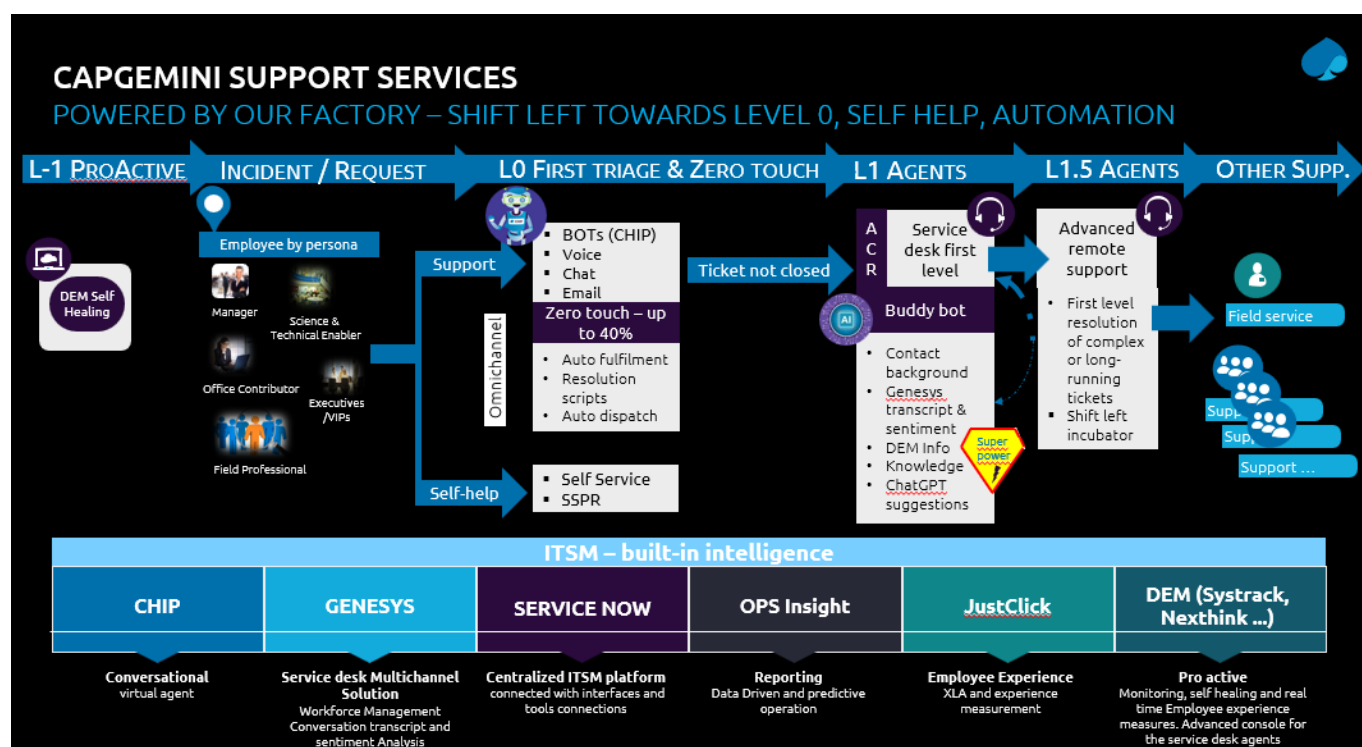
Capgemini uses highly skilled resources to manage our Service Desk Operations. Using our Rightshore® delivery model in tandem with the ITIL-aligned Service Management functions, this allows for comprehensive management of the Buyer's service. Our Service Desk analysts manage the operation using their skills and experience from working in our Delivery Centres where there is a high level of focus on quality and excellence.

We recognise that Services support is a big component of an employee's experience & their journey within their organizations. Our Service desk is built to enhance the employee's experience:

- Leveraging technology - with Embedded Intelligence for personalized and tailored support AI to assist agents (Bots, buddy, etc.), Assisted solve with bot, Automate any repetitive and zero value tasks
- Is predictable and proactive - DEM tools implemented by default, provide me solutions and updates for things you know are impacting me, reach up to 40% of zero touch, assisted by strong training and adoption solutions.
- Is transformed as we run - Experience focus and XLA measures, adaptive based on customer requirements and expected outcome.
- ACR (Automated Caller Recognition) is a Capgemini tool that helps the Service Desk maintain performance and Customers' experience by identifying incoming calls based on phone number presented to the Service Desk phone system or numeric PIN entered during IVR prompt by caller.

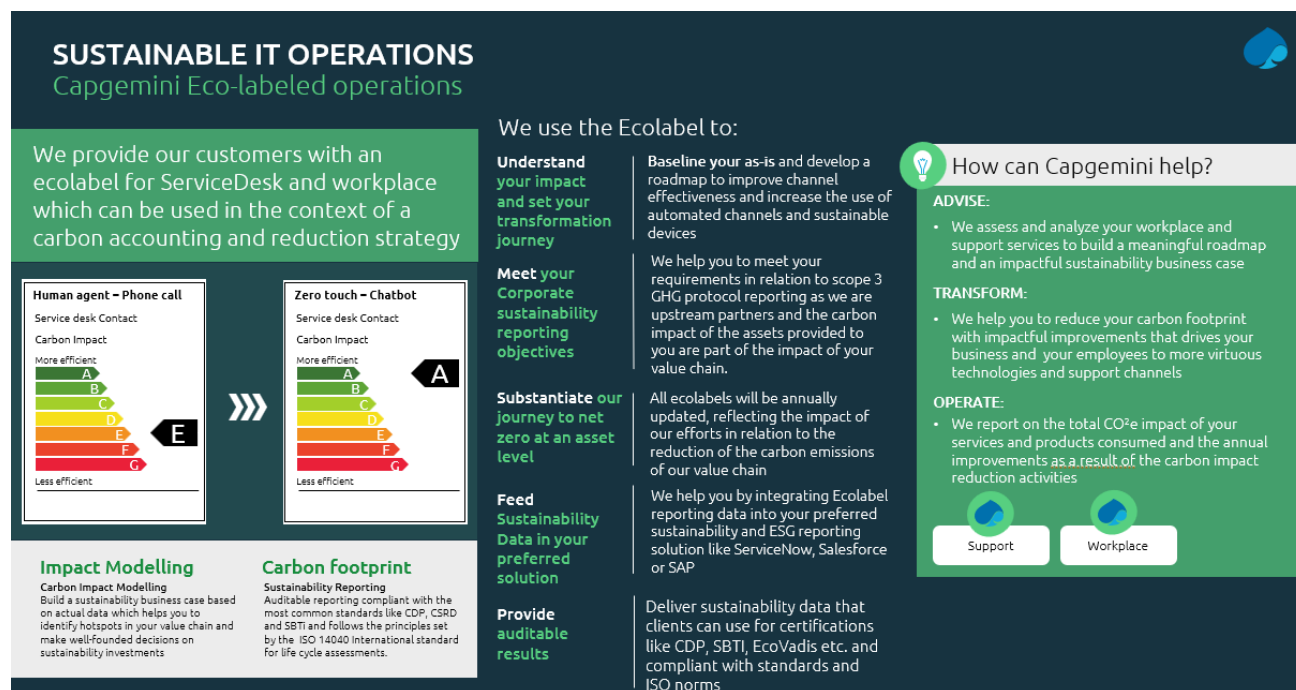


Capgemini Service Services



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

We can provide information for sustainability of our operations for carbon accounting.



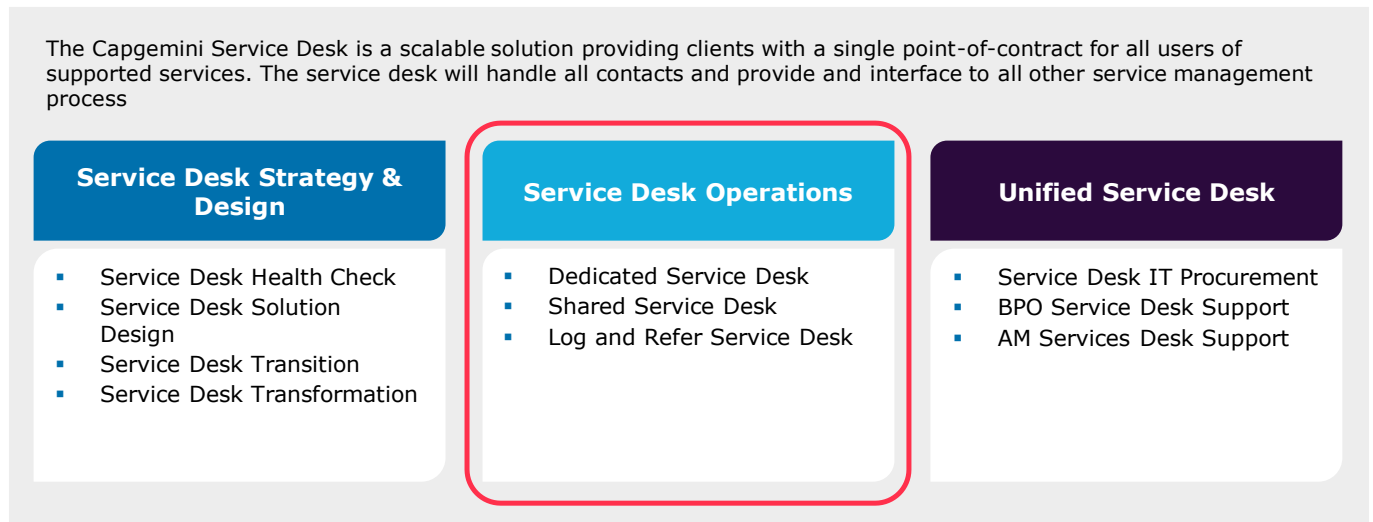
Sustainable IT Operations

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

Capgemini's Rightshore® Service Desks are designed and built based upon the adoption of standard global processes. Their initial construction is developed by central teams and then verified and optimised by the local Rightshore® centres in line with specific Buyer requirements. Core elements of the desks' operations are identical, no matter where they are located.



The diagram below shows how the service components for Service Desk Operations are positioned within Capgemini's Global OS Portfolio of services. Service Desk Operations provides a single point of contact for the handling of incidents, service requests and enquiries.



Service Desk Portfolio

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

2.7 Information Assurance

Capgemini has worked with many clients with stringent information assurance requirements and we can provide services cleared to OFFICIAL - SENSITIVE and above. Capgemini personnel can be cleared to SC and DV level as required.

2.8 Our Approach

2.8.1 Transition

For "Log and Refer Service Desk" in a multi-client environment, the transition is expected to take place within the two months before service take on. However, as the needs and preferences of Buyers can differ, Capgemini expects to discuss individual Buyer needs prior to proposing a transition timeline. Transition 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, subject to discussion & agreement.

A standard Capgemini plan puts the activities required for each stream into a logical order. The length of each phase varies depending on the complexity involved and specific stream requirements. Capgemini will apply its DELIVER methodologies (aligned to Prince 2 methodology) – which will support the ability to identify, control and minimise risks.

The Transition Plan will apply the following principles:

- Capgemini's Transition Manager will manage the transition of the service
- Close co-operation with incumbents and the Buyer to enable a professional, smooth, efficient transfer of responsibilities
- All individuals are clear on their roles, responsibilities and accountabilities during transition

Each major transition activity will commence with an initial risk assessment and a review of security and business continuity. It will also include development of acceptance criteria and fallback plans, both to be agreed with the Buyer. Each activity will include provider and user testing and will only proceed after a 'Go' decision involving all



relevant parties. Activities will be signed off to agreed acceptance criteria and each phase will be followed by a post transition review. This will enable lessons to be learned and used to inform subsequent transition activities.

The planning stage will identify the key tasks to be performed, and their inter-dependencies. Capgemini will also work with the Buyer to understand the business priorities and the risks which would help us determine the appropriate sequence for the transition.

For a Capgemini Service Desk transition the following activities are undertaken:

- Set-up project organisation
- Conduct due-diligence, inventory knowledge
- Recruit teams – multiphase recruitment
- Prepare infrastructure, tools
- Train Capgemini teams
- Support options for GO-LIVE
- GO-LIVE

2.8.2 RUN

The Capgemini Service Desk solution is a Level 1 single point of contact IT support function for incidents and service requests addressing issues across the predefined scope of work in a Log & Refer mode.

The end users will be able to contact Service Desk through telephone and e-mail 24x7 including UK bank holidays.

The Service Desk will be responsible for handling telephone and e-mail contacts within its scope of work and categorising reported Incidents and routing Incidents to the appropriate resolving groups.

The activities performed on the Service Desk are:

- **Contact Handling** – to provide a Single Point of Contact for all contacts presented to the Service Desk. Contact encompasses Call, or other approved mechanism to contact the Service Desk
- **Incident Coordination** – To facilitate restoration of normal service operations in the event of an unplanned interruption to a service or in the reduction in quality of a service, thereby helping to minimising the adverse impact of the service interruption on the business
- **Management of the Knowledge Lifecycle** – activities associated with the progression of the knowledge solution through its lifecycle of capture, creation, validation and publication and ongoing maintenance

2.8.3 Governance

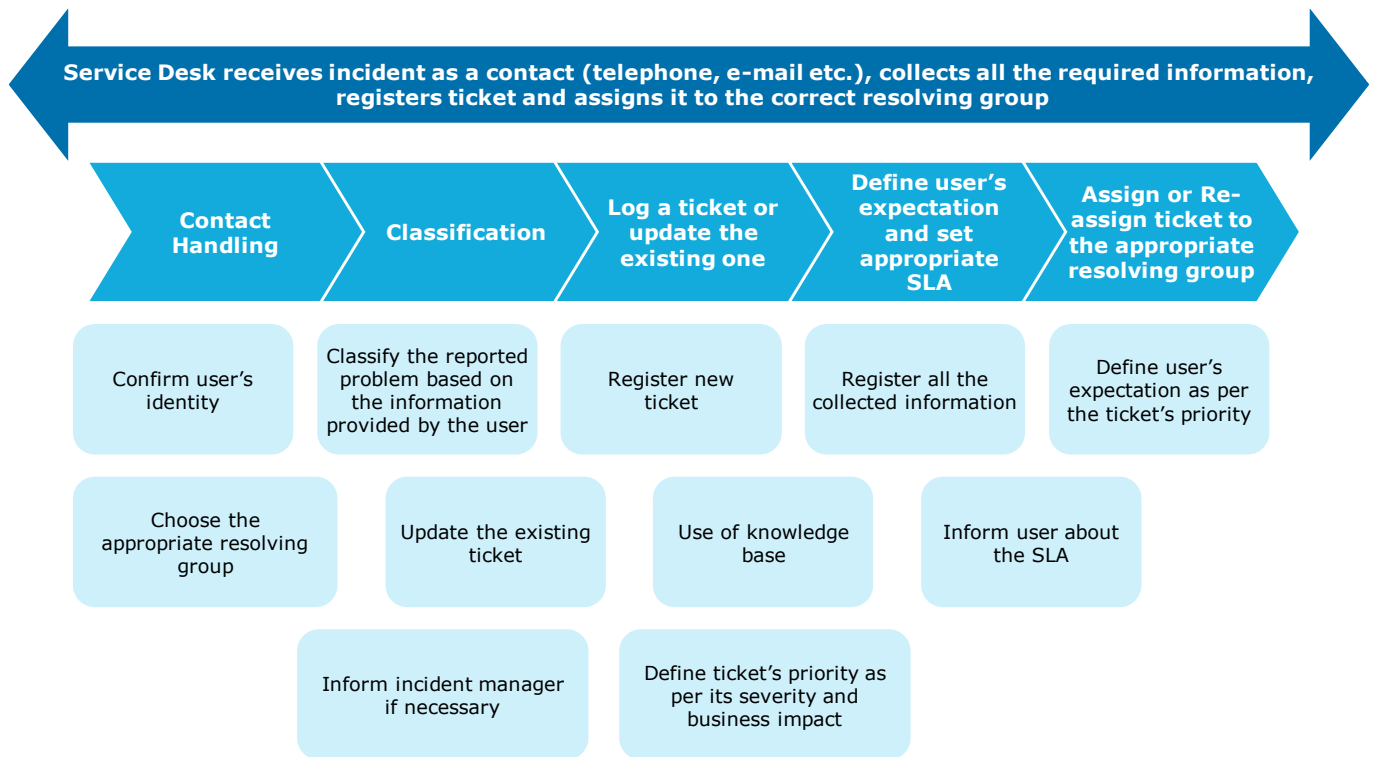
The key roles below will provide appropriate governance for the Service Desk:

- **Service Delivery Manager** - The Onshore Service Delivery Manager (SDM) has overall accountability for the delivery of the agreed IT service by Capgemini. Acts as the single point of contact for the Buyer and interfaces with the operations managers for day to day service. The SDM is responsible for delivery of SLAs and acts as a point of contact for service escalations from the Buyer.
- **Operations Manager** - The Operations Manager is responsible for assuring that appropriately skilled and trained resources are available and that they are working in accordance with agreed internal and Buyer procedures
- The overall objective of the Operations Manager is to manage the project effectively in such a way that the services supplied to the Buyer satisfy the requirements of the Service Delivery Account Team and meet contractual commitments



- **Team Manager** - Leads their tier team to pursue levels of service that meet or exceed service targets. Develop, manage and maintain effective working relationships with the service contacts. Provide a well-structured and professional working environment in which the team are service focused, motivated and feel encouraged to take on new challenges and improve their skills. Team Leader needs to effectively manage and motivate the team of IT specialists of the Service Desk.

The diagram below presents the Ticket flow in an end-to-end mode and defines the area of Log & Refer Service Desk's scope of work.



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

2.9 Summary of Proposition

Capgemini's proposed Service Desk offer is a multi-channel, single point of contact IT support function for application, desktop, networks, connectivity, and security issues.

This is achieved through a centralised Service Desk Level 1 support providing global coverage and operating on a 24 x 7 basis. Capgemini can support multiple languages, contact channels and using industrial strength (ITIL compliant) processes and supporting technology.

The Service Desk utilises a service model which helps to maximise the number of contacts that can be resolved at the Service Desk, and thereby minimise the number of issues being escalated to the onsite support teams.

Capgemini currently delivers Service Desk services to a number of local and central Government departments that are supported at a security classification of OFFICIAL.

3 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.



4 Service Management

Capgemini Service Management provides a set of specialised organisational capabilities for providing value to clients in the form of services. It includes a full lifecycle approach to service management from service take-on, through strategy to operation and continual improvement.

This service offer is one component of a comprehensive Service Management Portfolio

- Deep ITIL knowledge
- Experience in integration and multi-sourcing

Capgemini expects that we use the most suitable products in the marketplace, but what is important here is the longevity of the relationship we have with the suppliers of many of these products. For example, we have been users of Service Management tools for more than 11 years. Over that time, we have worked closely with our suppliers to enable their technical excellence and our strength in process and service management combine to form an offer that is focused on providing an ITIL compliant, resilient and comprehensive service that we can measure and deliver meaningful business metrics.

We have helped Buyers by enabling the cross-business functionality that a Global Service Desk can deliver from Change Management to Procurement, from Field Engineer to HR departments. This constitutes a key component of the Capgemini Global Service Desk offering – demonstrating the flexibility and adaptability of the proposition.

Another key aspect of the Global Service Desk offering is the collaborative business approach. We work with the Buyer business to define service desk metrics that are meaningful to the business objectives – often establishing a service desk steering committee consisting of both Buyer and Capgemini representatives so business focus can be maintained. An example of this is “Targeted Incident Prioritisation”. Not every user requires priority response all of the time. Many businesses pay for a single service level across the user base when, in fact, only a sub-section of the users may require critical response and perhaps only at certain times of the day, week or year. Capgemini’s Global Service Desk provides appropriately costed service tiers.

Finally, with regards to the Capgemini value proposition to a Buyer, it is important to note that Global Service Desk is one component of an integral product portfolio that reaches across our service management and outsourcing portfolio. Capgemini’s IT and business experience enables us to deliver, locally or remotely, a high quality and highly efficient service.

5 Protection of Data

This service is based on a security classification of ‘Official’, however the Buyer should you have a requirement for a different security classification that you would like us to consider, please contact us to discuss.

6 On-boarding and Off-boarding

Prior to the execution of the Order, the Supplier and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to support continuity of service.

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form and 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.

7 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.

8 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.

9 Business Continuity and Disaster Recovery ('BCDR')

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

10 Sub-contractors

Capgemini UK may use the following subcontractors to deliver this service:

- Capgemini India (Capgemini Technology Services India Limited)
- Capgemini Poland (Capgemini Polska SP z.o.o)

11 Pricing

11.1 Number of Contacts per Month Pricing

The pricing below reflects the unit pricing for different volumes of Log and Refer contacts. Depending upon the volume consumed per month, the relevant rate per contact will apply.

11.1.1 India Delivery

	Band A	Band B	Band C	Above Band
No of contacts per month	400-800	801-1200	1201-1400	Subject to negotiation
Unit price	9.28 GBP	6.65 GBP	5.44 GBP	



11.1.2 Poland Delivery

	Band A	Band B	Band C	Above Band
No of contacts per month	400-800	801-1200	1201-1400	Subject to negotiation
Unit price	13.34 GBP	9.90 GBP	8.22 GBP	

The minimum order value is for 400 contacts per month.

The Log and Refer Service Desk as described in this document is just one of many Service Desk Services that Capgemini offer, other services can include the following functions:

- High First time rates
- Core Hour Services only
- Alternative contact methods, e.g. web chat
- Multi-lingual Services
- Remote Take over capability
- Dedicated resources

Capgemini would be happy to offer pricing for these functions upon request.

As each set of Service Desk services are tailored for each Buyer, there is no standard Service Desk transition cost. Instead, Capgemini expects to discuss individual Buyer needs prior to proposing a solution designed to meet the specific needs of that Buyer.

11.2 Transition Costs

As each set of Service Desk services are tailored for each Buyer, there is no standard Service Desk transition cost. Instead, Capgemini expects to discuss individual Buyer needs prior to proposing a solution designed to meet the specific needs of that Buyer.

Transition price is excluded from Unit pricing and is available on request.

The minimum elapsed time to establish a Service Desk function is forty (40) business days from the point of order. Excluding, the loading of Buyer related historic call data.

All prices are exclusive of VAT.

12 Ordering and Invoicing

Ordering: Since the Service Desk services are tailored to each Buyer, reflecting their business drivers, IT landscape and outsourcing maturity, there is no standard service to offer. The Log and Refer pricing is an example of one of type of services that Capgemini can offer. Capgemini expects to discuss individual Buyer needs prior to proposing any differing solution to meet the specific needs of that Buyer, based on a standard proven approach. Once the parties have agreed a solution and pricing, the Order Form can be completed.

Invoicing: Capgemini will invoice monthly to the Invoice Address given in the Order Form. Capgemini will raise invoices at the end of each calendar month, reflecting Services delivered during that month, based on time and materials consumed in the month. Where the parties agree a fixed price for a defined scope of work, the invoicing arrangements shall be documented in the relevant Order Form.



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:

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.

Make it real. | www.capgemini.com



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