

Modern Workplace Advisory Services - Unlocking value through productivity and colleague experience

G-Cloud 15





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1 Service Overview

Capgemini's market-leading Modern Work offer helps organisations navigate the evolving workplace landscape by combining strategy, change management, and experience management to deliver tailored, cloud-enabled workplace solutions. The offer supports clients in building a resilient, secure, and user-centric environment that empowers employees in their day-to-day work, drives collaboration, and sustains long-term employee experience.

As part of Capgemini's broader commitment to enabling digital transformation that is both human-centred and technology-enabled, the Modern Work offer leverages global expertise in AI, cloud, and data. It is underpinned by proven methods and accelerators that help clients unlock value at every stage of their workplace journey - from initial strategy to continuous improvement.

Throughout the client's workplace transformation, Capgemini provides a suite of capabilities that help organisations:

- Define a clear and actionable digital workplace strategy aligned with detailed business goals, along with systematic tracking mechanism
- Improve adoption of workplace technologies through structured change and enablement
- Reduce change fatigue and increase engagement by embedding user-centric design to change management
- Modernise outdated infrastructure and streamline fragmented systems
- Uncover unique user personas within an organisation and capture nuances of employee experience and sentiment to inform better business decision-making
- Bridge the digital skills gaps and empower employees with persona-based training
- Integrate AI and automation in a way that enhances - not disrupts - employee experience
- Meet compliance and security requirement while promoting innovation, agility, and resilience

Capgemini's Modern Work offer is structured around three core capabilities that support clients at every stage of their transformation:

- **Kickstarting Workplace Transformation:** Capgemini helps organisations envision their digital workplace strategy. By establishing a strong foundation, clients can align transformation ambitions with business priorities and employee needs.
- **Accelerating Adoption and Change:** Capgemini supports organisations facing resistance to change or low technology uptake. By embedding adoption strategies that are engaging, inclusive, and outcome-focused, Capgemini enables new ways of working are embraced across the organisation.
- **Sustaining Continuous Experience Management:** Capgemini enables organisations to maintain long-term impact and continuous improvement of workplace transformation by embedding experience management into the organisational capability. Doing so allows organisations to continuously evolve their services in parallel to the ever-evolving employee needs.

These capabilities are delivered through a suite of GDS-compatible methods and accelerators, tailored to each organisation's context. Capgemini helps create workplaces that evolve with the organisation, ensuring sustained success in a dynamic business environment.

2 Business Need

In an ever-evolving landscape, organisations' aspirations towards the workplace include:

- Delivering cloud services that not only enhance productivity and colleague experience but also contribute to a simpler, clearer and faster environment aligned to Government Design Principles.



- Creating a workplace environment where colleagues not only perform but thrive in their roles.
- Democratising access to advanced Modern Workplace solutions, including Generative AI and Low Code tools, to unlock creativity and efficiency.
- Measuring the colleague experience, understanding pain points and aligning Modern Workplace solutions with their evolving needs.

However, the journey towards a Modern Workplace is not without its challenges. Organisations face growing pressure to transform their workplace environments in response to rapid technological change, evolving employee expectations, and increasing operational complexity. Capgemini's Modern Work offer addresses three critical challenges that commonly hinder transformation efforts:

- Unclear workplace strategy and operating model: Many organisations lack a defined vision or understanding of their digital maturity, leading to fragmented technology decisions and misaligned outcomes.
- Low adoption and change fatigue: Without effective change management, new technologies often fail to gain traction, resulting in poor uptake and disengaged employees.
- Limited focus on employee experience: Sustaining transformation requires continuous attention to how employees interact with workplace technologies - yet many organisations lack the tools to monitor and improve this effectively.

To address these challenges, Capgemini works with clients to explore key questions such as:

- Is your workplace strategy aligned with your business goals?
- What gaps in readiness are impacting productivity and engagement?
- How well do you understand employee needs and ways of working?
- What specific business outcomes are you aiming to achieve through digital adoption?
- How do you currently measure the success of your digital initiatives?
- What challenges have you faced in previous digital transformation efforts, and how were they addressed?
- How do you measure and track employee satisfaction and experience?
- Do you know what aspects of the workplace might your employees find challenging or unsatisfactory?
- How do you measure the impact of workplace changes on employee performance and engagement?

In navigating these intricacies and addressing the pivotal questions outlined above, Capgemini's approach goes beyond providing solutions. It guides organisations through a holistic transformation process, enabling long-term value from their Modern Workplace investments.

3 Our Approach

Capgemini's Modern Work offer is built around three core phases - Kickstart, Accelerate, and Sustain - designed to support organisations at every stage of their workplace transformation journey. This structured approach ensures transformation is strategically grounded, effectively adopted, and continuously improved to maximise long-term value.

The Kickstart phase marks the start of the journey. Here, Capgemini helps organisations establish a strong foundation by aligning strategic goals with digital workplace ambitions. This phase enables organisations to assess their current maturity, define their future vision, and build a clear case for change. The typical deliverables on this phase include:

- Strategy Development: Defining the vision, business drivers, and transformation scope.



- Readiness and Maturity Assessment: Evaluating current capabilities and identifying areas for improvement.
- Workplace Exploration: Engaging stakeholders and mapping employee personas.
- Roadmap Development: Structuring a phased approach for transformation.

In the Accelerate phase, Capgemini enables organisations to embed change and drive adoption through inclusive, outcome-focused programmes. This phase ensures that new technologies and ways of working are embraced across the workforce, reducing resistance and unlocking the full value of digital investments. The typical deliverables on this phase include:

- Change Strategy and Planning: Developing a tailored change management strategy to test adoption approaches before full-scale rollout.
- Stakeholder Engagement and Communications: Identifying key influencers, crafting targeted messaging, and driving awareness.
- Pilots and Early Adopter Programs: Validating effectiveness and refining adoption strategies.
- Training and Enablement: Delivering role-based learning experiences to empower employees with new tools and ways of working.

In the final Sustain phase, Capgemini supports long-term transformation success by embedding continuous experience management into the workplace operating model. This phase focuses on monitoring sentiment, tracking adoption, and driving ongoing improvements to ensure the workplace remains adaptive, engaging, and aligned with business needs. The typical deliverables on this phase include:

- Define Experience Level Agreements (XLAs): Establishing clear, measurable experience metrics that align with employee needs and business objectives using user research methodologies.
- Experience Data Integration and Reporting: Consolidating experience data into a unified dashboard for real-time visibility of key metrics, identifying trends & root causes.
- Continuous Improvement Initiatives: Using actionable insights to enhance employee satisfaction and productivity.

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.

5 Service Management

This service can be delivered as a defined project or on a day rate basis.

Transformation Advisory can be delivered as an end-to-end solution or on an offering-by-offering basis depending on the needs of the client.

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 Partnerships/Alliances

Capgemini partners with the leading cloud providers to help our clients deliver tailored solutions, harness the potential of data and optimise the operation of systems and processes. These partnerships include:

- Microsoft Partner, including 6 Microsoft Solutions Partner Designations (maximum)
- Google Global Premier Partner
- IBM Global Partner
- AWS Partner, including seven AWS Partner Awards in 2023
- Adobe Platinum Partner
- Oracle Diamond Partner
- SAP Global Platinum Partner
- ServiceNow Elite Partner

Microsoft and Google play a critical role on this service and Capgemini has thousands of Microsoft Certified Professionals (MCPs), Microsoft Azure® certified architects, and Microsoft Cloud Solution architects. Capgemini also works in close collaboration with Microsoft Cloud Solution Architects and has a pool of Google certified professionals to serve our clients.

Additionally, Capgemini and Google Cloud have announced in May 2023 a significant expansion of their long-standing strategic partnership in data analytics and artificial intelligence (AI), establishing a global Generative AI Google Cloud Center of Excellence (CoE) to help enterprises make the most of AI technologies. The new CoE will enable clients to achieve their business transformation objectives, improve engagement with customers, and speed up value creation from AI investments. The partners will collaborate to quickly expand generative AI skills within the 65,000+ Capgemini community that is working with Google Cloud.

10 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.



11 Sub-contractors

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

- Capgemini Technology Services India Limited.

12 Business Continuity and Disaster Recovery

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

13 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.

14 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.

15 Termination Terms

Please refer to the Supplier Terms for this service.

16 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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