

Workforce Analytics & ESG

G-Cloud 15





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1 Service Overview

Capgemini's Workforce Analytics and ESG Reporting service provides a robust, cloud-enabled solution tailored for government departments seeking to unlock strategic value from their workforce data while meeting evolving ESG obligations. This offering enables departments to systematically track, measure, and report on key ESG and workforce KPIs (such as diversity, equity, inclusion, employee wellbeing, and carbon footprint of workforce operations) by integrating data from disparate internal systems, HR platforms, and employee feedback mechanisms.

Once data is consolidated, Capgemini applies rigorous data cleansing and preprocessing techniques, followed by advanced statistical modelling and machine learning to uncover trends, risks, and opportunities across the workforce. Whether departments operate on legacy infrastructure or modern cloud environments, Capgemini supports the deployment of scalable analytics solutions by leveraging existing tools or recommending new technologies to enhance capability.

Insights are delivered through interactive dashboards and ESG-aligned visualisations, enabling stakeholders to make informed decisions that drive workforce transformation, policy alignment, and sustainable outcomes. This empowers government leaders to not only optimise workforce performance but also demonstrate transparency and accountability in ESG reporting.

2 Business Need

Workforce Analytics is a strategic capability that empowers government departments to make data-driven decisions that enhance public service delivery, workforce resilience, and ESG accountability. By unlocking insights from people data, departments can align workforce strategies with broader organisational goals, improving efficiency, agility, and citizen outcomes.

This analytical approach enables HR Leaders to:

- Anticipate future skills needs and workforce dynamics through predictive modelling
- Enhance employee engagement and inclusion, driving better performance and retention
- Support ESG reporting, particularly in the Social domain, by tracking metrics like diversity, wellbeing, and ethical labour practices

Workforce Analytics supports ESG by providing actionable insights across the Environmental, Social, and Governance pillars. It enhances Social impact by tracking diversity, equity, wellbeing, and ethical labour practices to ensure fair and inclusive workplaces. It contributes to Governance through transparent workforce reporting, risk monitoring, and data-driven decision-making that align with regulatory and ethical standards. While its role in Environmental outcomes is more indirect, it enables analysis of remote work trends, commuting patterns, and green skills development, helping organisations align workforce strategies with sustainability goals.

3 Our Approach

At Capgemini, we are experts at guiding clients through end-to-end HR analytics transformation journeys. We have deep expertise across employee experience & HR, across data analytics and a proven track record delivering complex transformation programmes, especially within the public sector. Our projects have a three-stage approach, all of which can be run independently or sequentially as individual phases depending on your data analytical requirements and cloud capability.



Phase:	Description:	Sub-Offers:
Discovery	Understanding of as is state and vision of future state.	- HR & ESG Data Maturity Assessment - HR & ESG Data Strategy - Data Architecture Recommendation - Implementation Roadmap
Programme Delivery	Deliver projects using our specialist methods and capability. Accelerate projects to increase speed to impact and adoption.	- Employee Experience Measurement - Organisational Analytics - Strategic Workforce Planning - BI Governance & Design - HR & ESG Dashboards - Talent Management Analytics - Predictive Analytics Use Case - People Analytics Capability Uplift
Operate	Stable and optimised way of delivering analytics in a cost effective, sustainable and scalable way. Utilise out in and out delivery centres.	- HR & ESG Reporting as a Service - Employee Listening as a Service - Data Science as a Service - Analytics Product Management - Master Data Management

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:

- The Buyer will provide a project/engagement manager to act as a single point of contact and an escalation route for the full duration of the project/engagement.
- The Buyer will be responsible for providing detailed requirements by the mutually agreed date.

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

Capgemini can deliver the service as a defined programme of activity or as an ongoing service run as a partnership between Capgemini and Buyers organisation.

Whichever delivery model you choose, Capgemini can deliver the service with a particular emphasis on accountability and continuous improvement.



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 allow for 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 is proud to share key strategic partnerships with:

- Faethm
- Power BI
- Neobrain
- Crunchr
- Tableau
- Qlik

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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