

AI, ML & Data-Science Services (DSaaS) G-Cloud 15





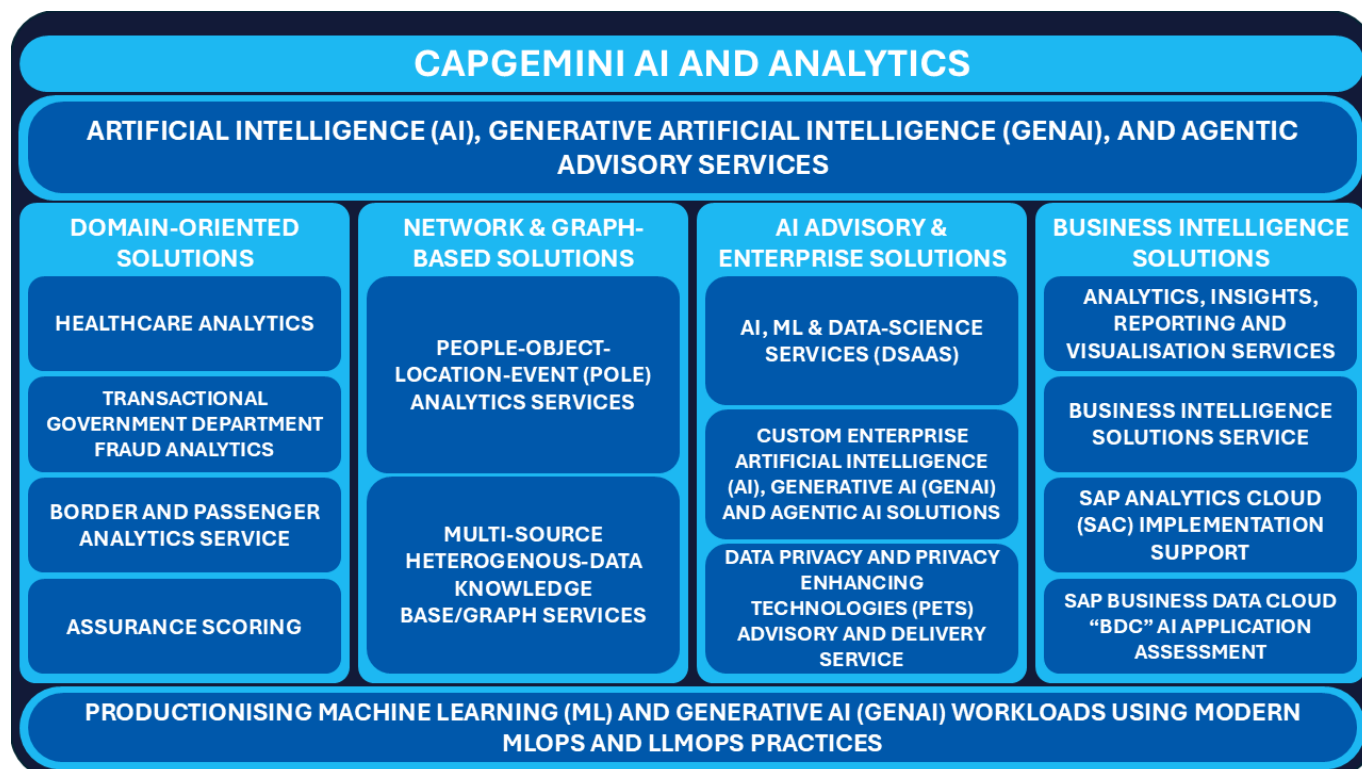
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1 Service Overview

Capgemini is one of the leaders in the provision of Artificial Intelligence (AI), Machine Learning (ML), Data Science, and big data analytics solutions. It has a range of service offerings available on G-Cloud as illustrated below.



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

Capgemini's AI, ML and Data Science services can offer access to a range of expert capabilities to design, develop, enable, execute and embed data-driven transformation into the Buyer's organisation.

Capgemini's AI, ML and Data Science services can enable organisations to quickly leverage:

- Proven analytical techniques
- Government and industry-wide experience
- Expertise across disciplines including deep learning, graph analytics, geospatial analytics, computer vision, natural language processing, Gen AI etc.

Commissioning Capgemini's AI, ML and Data Science services can offer organisations the ability to:



- De-risk complex Data Science programmes
- Develop efficient and reusable solutions, achieving short-to-mid term goals
- Commission 'discovery', Proof of Concept, or Proof of Value activities to support business cases, avoid model drift and deliver focused solutions with optimised code convert hypotheses or existing PoC capability through to scalable and sustainable 'production-grade' services
- Build real partnership to bolster existing analytical teams both in personnel and in skillsets through structured mentoring programmes
- Eliminate challenges recruiting specialist skillsets with the correct and relevant experience
- Outsource the build and run of transformational analytical projects, minimising overheads in the longer term where running a service may take less than one FTE.

Whilst Capgemini's AI, ML and Data Science services are insights-focused, by virtue of being end-to-end offerings, they can cover a broad remit:

- Programme and project leadership, defining capability and delivery roadmaps
- Scrum leadership to manage the backlog and sprint team/s
- Business analysis to work with The Buyer's product owners to define requirements and agree backlog priorities
- Platform engineering to configure the big data and AI, ML & Data Science platform, locally or Cloud-hosted
- Big data engineering to ingest, process and structure the data
- Probabilistic matching of data (e.g. to build up a total view of an applicant's transaction history)
- Real-world expertise to build, test, validate and monitor Assurance Scoring models through to production
- Generative AI expertise, from LLMOps to synthetic data generation
- Upskilling of client resource
- Information visualisation and application-building expertise to present insights in an exploitable, actionable, form.

2 Business Need

The public sector faces a daunting set of challenges, including the need to:

- Reduce budgets
- Deliver policy more effectively
- Provide improved customer experience, such as reduced waiting times
- Deliver future visions and 'Digital First' agendas.

AI, ML and Data Science can help. Combined, they can contribute to transforming government agencies by improving operational efficiency through optimising processes, automating tasks and solving complex public sector problems. Critical to success, however, is aligning the capability, methods and new technologies with a transformational use case. Capgemini's AI services bring the capability, methods and technologies; if the organisation has the ambition to be insight-led and a willingness to exploit the data at their disposal, these objectives can be achieved. Already, Capgemini helps governments provide for and protect their citizens with cloud-based solutions spanning a wide range of government responsibilities, including public safety, defence, national intelligence, social programs, cyber security, finance and education.

Sample of use cases might include:



- **Public safety, personal security and emergency services:** Data analytics can help government better predict the future based on historical data. This in turn, could make communities safer and resource management more efficient for police and other emergency services. Analysing data could help align government's activities with the community's needs, for example by helping to determine the demand for resources, how they are being used, how they should be used, and recommending triaging approaches to streamline operational efficiency.
- **Defence analytics:** Government equities must ensure that they remain one step ahead of today's increasingly prevalent threats to national security. To accomplish this, decision-makers across public sector organisations must ensure that their resources are agile and prepared for the challenges ahead. Leveraging cutting-edge data exploitation methodologies to provide greater visibility of everything from skill specialties of personnel to equipment inventory to prediction of threats, can help achieve success.
- **National intelligence:** Security incidents impacting the safety of our population, and their data, are consistently in the media. By combining advanced analytics and intelligence analysis capabilities, organisations can better and more efficiently recognise and act against potential threats through methods that highlight and flag anomalous events, high risk instances or high-risk individuals.
- **Cybersecurity:** Cybersecurity is an increasingly pressing concern for the state and public sector organisations. Big data analytics combined with criminological expertise in cyber-crime can provide scalable, integrated and sophisticated security capabilities to combat the ever-evolving threats and keep essential data safe from compromise.
- **Finance, tax and fraud:** Analytics in public sector finance can help organisations analyse trends, identify and efficiently investigate fraud, forecast demand, budget, income and expenditure, and ultimately improve efficiency with ensuing benefits to revenue, margins and cost savings.
- **Education:** Targeting learning programmes, optimising success, identifying success enablers, can improve efficiency of funding and improve outcomes.

3 Our Approach

It is not enough just to implement AI, ML and Data Science approaches and technology. Capgemini's wealth of experience delivering such services has highlighted that delivering benefits also requires customers to implement changes in core operational processes and will only succeed when the following factors are brought together:

- A technology approach which balances the use of the latest tools and platforms (e.g. AWS, Azure, Google Cloud) with the need to provide secure, robust, enterprise-level services
- Collaborative delivery using established methods and templates, that start small, demonstrate value, then scale fast, usually conforming to GDS phases
- An integrated business design and business change approach that can connect delivery with public sector constraints and embed the change in business-as-usual
- Innovation embedded in daily practices and 'outside-in' thinking.

3.1 Cloud-based Technology

The technology environment is moving fast, and so are Capgemini's skills and capability. Technology choices for AI, ML and Data Science should initially focus on the exploratory needs of Discovery-style activities and value proofing, yet with an ever-growing consideration on delivering enterprise-scale, robust, secure services.

Capgemini's cloud credentials are significant, for instance Capgemini architected and built UK Government's largest cloud transformation project at Home Office. Capgemini's AI, ML and Data Science Engineering community has built and delivered cloud-based solutions into production that utilise open source or native capabilities across AWS, Azure and Google Cloud providers, for instance Sagemaker and Azure Machine Learning.



Irrespective of platform, Capgemini routinely works with clients to deliver a pragmatic and performant technology blend that mixes products that are free-and-open-source, open-source with support wrappers, commercial off the shelf, licensed, and pay-per-consumption. Choosing the right technologies requires extensive knowledge of available tools and emerging technologies, balancing the benefits of established, mature and stable products, as well as those that are compliant with various security or support requirements as necessary.

3.2 Collaborative Delivery

Capgemini's delivery is a collaborative, responsive but controlled approach fully aligned with the Government Digital Service (GDS) model. The approach includes a set of templates which can integrate AI, ML and Data Science, data management, technology, business design and business change throughout the lifecycle. Capgemini is well-versed in developing in a user-centric style with full appreciation of user needs and has developed many products that have successfully passed GDS service assessments.

3.3 Integrated Business Change

Capgemini's approach recognises that AI, ML and Data Science, big data and technology can deliver insights – but that delivering benefits from those insights needs an additional focus on business change right from the start. Sustaining those benefits into the future also requires that the customer's in-house analytics capability is developed.

Capgemini can offer a multi-speed business change approach which balances:

- organisation-level business change
- in-house capability development, mentoring and building internal data science teams
- business change integrated with commissioning teams.

From the inception of the project, the role of AI, ML and Data Science would be defined in a high-level concept which shows the relationship the service with the key aspects of the organisation's operating model and highlights the specific capabilities/dependencies required by, and of, the whole offering. The detail would then fill out as part of the overall business change process alongside agile development activities, ensuring that business readiness activities have the greatest focus and direction, whilst also being flexible to the dynamic 'test and learn' approach being employed during development activities.

3.4 Innovation

While stakeholders might struggle to grasp the full potential of Generative AI and data science more generally, Capgemini's phased approach (Discovery, Alpha, etc.) demonstrates the actionable benefits these techniques can bring to the organisation. If necessary, prior to this, Capgemini can also offer an initial Innovation service which can help bring together stakeholders to discuss the 'art of the possible' for Data Science and AI in their organisation, investigating ideas and generating a prioritised list of options for a discovery phase.

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:



- 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 match Buyer's expectations, then please contact Capgemini in order that options can be explored to vary the approach.

5 Service Management

Not applicable.

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

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 ensure continuity of service.

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 recognized 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.

- Diamond Partner with Oracle



- Gold Partner with Microsoft
- Global Platinum Partner with SAP
- Global Strategic Partner with SAS
- Global Partner with IBM and QlikView
- Data / BI /AI Practice well recognised by industry analysts
 - positioned as a Leader for the third year in a row, in Gartner's Magic Quadrant for Data and Analytics Service Providers, Worldwide
 - named a Leader in IDC's MarketScape Worldwide Business Analytics Consulting and Systems Integration Services 2020 Vendor Assessment
 - positioned as a Leader in Everest Group's PEAK Matrix assessment for Data & Analytics (D&A)
 - identified as a Leader in Nelson Hall's NEAT vendor evaluation for GDPR Services in the overall market segment.

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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