

Enterprise Data Analytics Service G-Cloud 15





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1 Service Overview

Capgemini has significant experience in helping their customers exploit customer information through a range of capabilities including enterprise data and analytics, data management and business intelligence development and support (via either projects or on/offshore facilities). This capability combined with Capgemini provision of secure cloud-based services, positions Capgemini to be organisation's enterprise data partner of choice and help public sector bodies take advantage of the insights and efficiencies available. When an organisation treats their data as a valuable asset by managing it with a product mindset your data can unlock value to positively improve citizen outcomes.

Capgemini has a number of offerings available on G-Cloud, which include the enterprise data analytics service. This service includes several components:

- Enterprise data and analytics strategy. Having worked with several government departments to develop their data strategies Capgemini can bring this experience to help Clients identify the levers for enterprise data;
- Closely collaborating with Clients to create a data product focused strategy to identify what user centric data products should be created aligned with Client's organisation's goals.
- Designing of a modern architecture that enforces ownership and governance of data tailored to Client's organisational goals. Example architectures include data mesh and data fabric.
- Data reference architecture models. Using Capgemini's breadth of vendor experience to enable Clients to determine the most appropriate data design patterns, databases, tools and products to build, run and exploit Client's data platform;
- Platform as Code (PaC) enables the automated provisioning of data platforms;
- The ongoing housekeeping, support and maintenance of the data platform to high performance standards;
- The design and build of data quality components to maintain the integrity of the data platform;
- The design and build of data integration and real time streaming needed to feed the data platform;
- Process and Integrate batch and streaming data, including cleaning, sorting, enrichment, and additional data preparation procedures;
- The detailed design and build of the privacy and security components of the data platform. This can consist of data masking (obfuscation), audit logs, personal privacy and authorisation components;
- Data science, modelling, analytics capability build;
- Interactive dashboards, reports and dynamic visualisations, integrating with data analytics and business intelligence (BI);
- Application specific analytics services: specifically fraud, risk and asset optimisation analysis.

Capgemini has experience of technologies for data management including Microsoft Azure, AWS, Google Cloud Platform, Cloudera, Databricks, Snowflake, SAS, Oracle Exadata, Palantir, SAP HANA, SAS, IBM, Revolution R, SQL server, Informatica and others ; for data processing and analytics including Python, R, SQL management Studio, Azure Machine Learning Studio, Keras, SPSS, SAS Eminer, SAS Studio; and for data visualisation and dashboarding including Power BI, Shiny, Tableau and Qlik. Capgemini has over 30,000 consultants and engineers focused on data and AI globally.

Capgemini's enterprise data analytics service can provide business analysis, legacy to cloud rationalisation, design / consultation, and service management in support of the design and deployment of cloud-based services.

This service is based on a security classification of 'Official', however should Clients have a requirement for a different security classification that Clients would like us to consider, please contact us to discuss.



2 Business Need

Informed decisions, increased efficiency, better service, agility and customer experience are all value drivers that are often enabled simply from having a better understanding of the organisation. Having the ability to leverage data to solve a business problem through user centric data products provides targeted actionable insight allowing organisations to make the right informed decisions. Enabling collaboration by having a data architecture that enables trusted data to be shared securely and safely can foster a culture of innovation to make significant impact. However, given the size and complexity of many organisations, de-cluttering the information landscape and trying to make sense out of it is often a huge challenge.

Capgemini's experience working with the most successful organisations, supporting their enterprise data transformation journey has meant a significant amount of knowledge and wealth of experience in different industries and domains that you as a buyer can leverage to drive your organisation forward.

In addition to enabling business value and cost savings, this service can help in areas of ongoing necessity that are specific to the UK public sector, such as improved risk identification, root cause, trend analysis, and raising compliance levels.

These analytical capabilities can securely deliver unique insights which can support the management of a full range of complex data sets at the same time.

Datasets can be structured, semi structured or unstructured (such as social media, operational and real-time data), and insights can be delivered through a variety of different formats.

A modern enterprise data platform is required to be scalable to work with different types of data and managing unpredictable demand. Through this enablement and alignment with your organisation's overall data strategy and trusted governance model your organisation can deliver insights that lead to business benefits and cost savings. Once the Client's data is secured, trusted, governed and made accessible, clients will be able to use organisational data as a strategic asset to support sustainable growth and resilience.

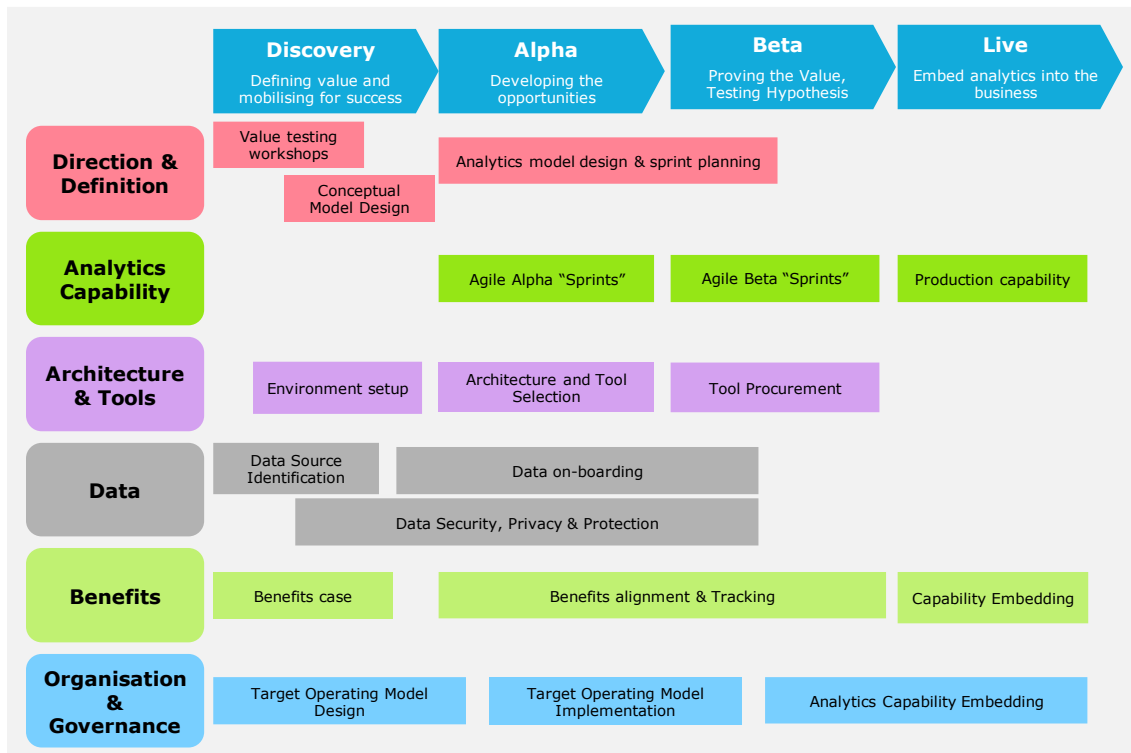
3 Our Approach

Capgemini can work with clients to identify the most appropriate data technologies and architectures to enable clients to deliver business outcomes through employing Capgemini accelerators and methodologies developed from Capgemini's experience and working with public sector clients to implement similar solutions. Leveraging Capgemini's Rapid Maturity Assessment, clients can expedite the evaluation of their organisation's ability to use organisational data, by identifying strengths and weaknesses of client's current data capabilities aligned with their overarching strategy.

Capgemini's RAISE (Reliable AI Solution Engineering) and AI Factory integration accelerators enable this service by leveraging Generative AI and Agentic AI securely, ethically and cost-effectively for the implementation of the Analytics Service. Capgemini can implement AI to automate manual processes and unlock meaningful novel insights.

Capgemini's IDEA (Industrialised Data & AI Engineering Acceleration) is a framework that can be used for modernising and industrialising your data estate at speed and scale. The accelerator provides ready to go out of the box modules for ingestion, migration, governance and AI Enablement. With the use of platform as code principles it can accelerate your transformation but still ensuring compliance, security, ethics and flexibility.

For delivering business outcomes from enterprise data, Capgemini would typically deliver big data analytics in four main process steps that can be underpinned by essential data management and modelling services:



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

3.1 Discovery Phase

Capgemini can work with clients to test the needs of clients' users / customers, often through customer journeys and scenarios. Capgemini can also help clients assess technological or policy-related constraints and support business case evolution. This can be expedited with Capgemini's Rapid Maturity Assessment.

3.2 Alpha Phase

Capgemini can prototype solutions for clients' users'/customers' needs. Capgemini can assist clients to test this with a small group of users or stakeholders, getting early feedback about the design of the service.

3.3 Beta Phase

Capgemini can develop with clients, against the demands of a live environment, helping clients to understand how to build and scale while meeting their user / customer needs. During this phase Capgemini can also work with clients to release versions in live.

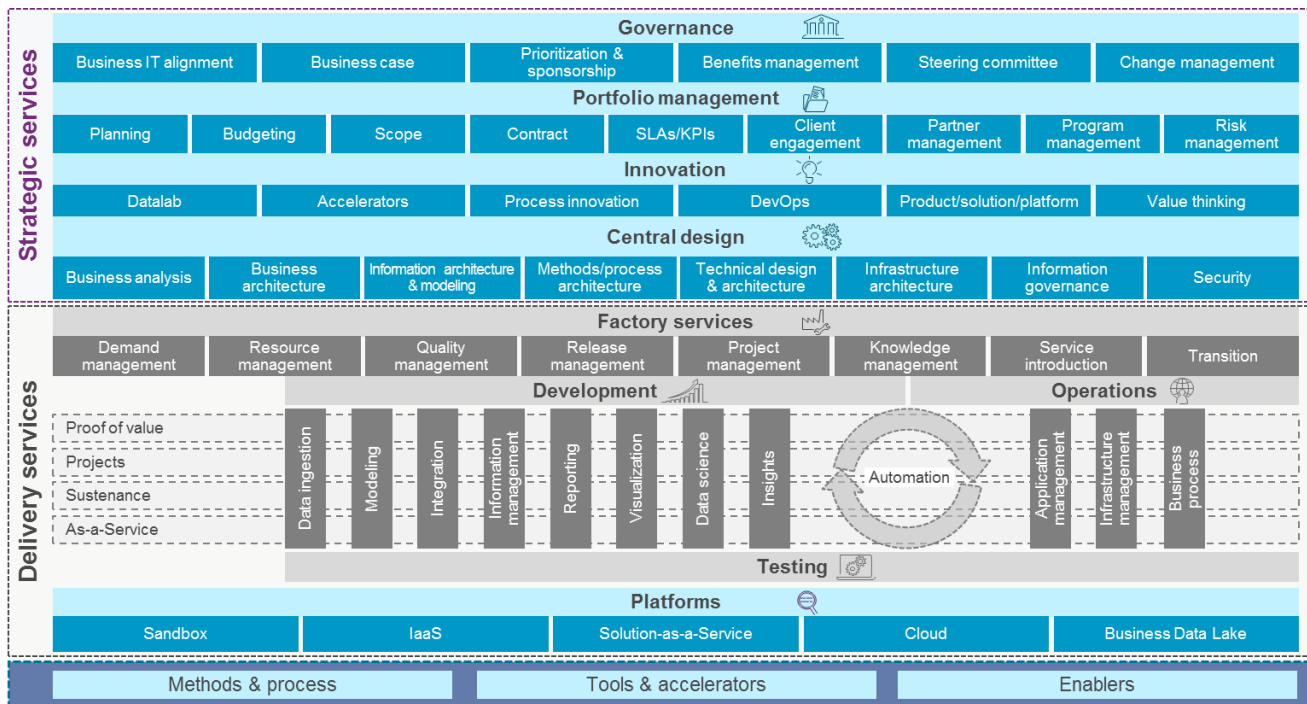
3.4 Live

Capgemini can work with clients to iteratively improve their service, reacting to new user / customer demands.

The delivery mechanism for big data analytics solutions can be delivered via Capgemini's proven Business Insights Service Center ("BISC") model.

Capgemini's BISC is a low cost, industrialised approach to big data transformation which can deliver better, faster, more reliable, relevant information and insight to business users through a solution that is both industrialised and scalable.

The following diagram illustrates this BISC model:



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

The objective of the BISC is to support clients to deliver your information strategy through gaining real return on information. The BISC can deliver reliable business information management through a combination of scalable BI development and industrialised delivery. A few features of our model are listed below:

- **Scalable demand management** | Allowing development to scale and contract rapidly to meet business needs;
- **Open estimation** | A proven business intelligence (BI) estimating tool providing clear and open estimation giving clients assurance on delivery and value;
- **Flexible resourcing** | Capgemini can scale resources for almost any business intelligence technology to match changing requirements;
- **Multi-stream management** | Often managing up to 20 different workstreams enabling inter-dependencies to be covered;
- **Multi-vendor management** | The BISC model can be used to manage multi-vendor Business Intelligence delivery and support for clients;
- **Continuous improvement** | With open feedback, Capgemini can work with clients to deliver better value.
- BISC's can industrialise the platform to enable big data developments to be delivered through Capgemini's global Rightshore® model, which can help deploy the right person at the right place and time, such that clients can benefit from higher quality big data development.
- Most BI service centre engagements see continuous improvements in quality – data and reports / analysis, and allow clients to scale-up big data development.
- Unlike most big data projects which are delivered from over-stretched internal or third-party client teams, Industrialised delivery can allow clients to accelerate development (at lower cost) and scale rapidly to meet business needs.



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.
- Buyer must provide access to the necessary data owners and documentation for the data sources involved.

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

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

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.

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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