

FinOps for SaaS G-Cloud 15





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1 Service Overview

SaaS (Software-as-a-Service) has transformed how public sector organisations access and consume technology. While it enables scalability, agility, and innovation, it also introduces new financial, operational, and governance challenges. With decentralised purchasing, hidden costs, shadow IT, SaaS sprawl and redundant licenses across departments, organisations are losing visibility and control - resulting in budgetary pressure, inefficient software usage, and hindered transformation agendas.

Capgemini's FinOps for SaaS service can offer a comprehensive solution to support a Buyer manage this complexity. Built on FinOps principles, this offering can help government departments and public sector entities gain improved control over their SaaS expenditure, align investments with business outcomes, and foster collaboration between central IT, finance, procurement, and federated teams.

Capgemini can also utilise various SaaS management tools in combination with a proprietary governance framework to give the Buyer better visibility across their portfolio, improve accountability across teams, and identify optimisation strategies that deliver measurable savings.

The service is carried out by experienced and qualified cloud and FinOps practitioners and may help reduce SaaS costs by 15–30% by reclaiming unused licenses, eliminating software duplication, and improving renewal planning. It can enable more real-time monitoring of software consumption and supports smarter purchasing decisions based on actionable data. By embedding governance guardrails and role-based ownership models, Capgemini's approach ensures that every SaaS pound spent supports strategic priorities, not hidden waste.

Whether a Buyer is just beginning to map their SaaS environment or looking to mature their FinOps capabilities, this service can provide a scalable, modular solution tailored to a Buyer's needs. Through informed decision-making and continuous improvement, Capgemini can help public sector organisations regain financial control, enhance IT value delivery, and support transparent, accountable digital services.

2 Business Need

Public sector organisations are increasingly reliant on SaaS to meet citizen needs, deliver services efficiently, and adapt to policy and regulatory changes. However, SaaS spending is often fragmented across departments, obscuring total cost and usage. Traditional CapEx-driven governance frameworks no longer fit this on-demand, subscription-based reality.

In many government environments, only a small portion of SaaS spend is managed centrally. This decentralisation leads to overlapping tools, underutilised licenses, and limited visibility into contractual obligations. Without proper oversight, departments unknowingly purchase similar or duplicate applications, driving inefficiency at a time when budget discipline is paramount. According to recent industry analysis, up to 49% of SaaS licenses go unused, and average SaaS waste exceeds £14 million annually in large organisations.

The impact extends beyond finances. Uncontrolled SaaS environments can weaken cyber security posture, expose agencies to non-compliance risks, and undermine service delivery objectives. Meanwhile, growing public scrutiny around digital spend, combined with the need for sustainable transformation, demands better transparency, auditability, and value realisation from technology investments.

In this context, the need for a structured FinOps approach to SaaS is not just a financial imperative - it's a strategic enabler. Government leaders need clear, real-time data to assess return, rebalance portfolios, and make procurement decisions that align with their missions. By treating SaaS as a managed asset - not a sunk cost - public bodies can ensure digital funding drives citizen value, not overhead.

Our FinOps for SaaS service directly addresses these issues. It creates a repeatable, data-led method for managing, optimising, and governing SaaS expenditure across diverse departmental needs while meeting public sector accountability and compliance standards.

3 Our Approach



Capgemini offers a structured, outcome-driven approach that can help organisations establish clarity, control, and confidence in their SaaS investments. Capgemini's methodology is informed by industry best practices based on the FinOps Foundation and can be delivered by security-cleared, UK-based teams. Capgemini can also design and implement these services using a proprietary FinOps Change Management Framework, which uses an evidenced-based yet adaptive approach leveraging behavioural science and organisational change theory to manage SaaS costs and enable data-driven decision-making.

The service can be delivered in two phases: Know Your Potential and Build Your Future Model.

Phase 1: Know Your Potential

Capgemini start by establishing a clear baseline of a Buyer's SaaS landscape – identify what's being used, by whom, and at what cost. Leveraging industry-leading tooling and our proprietary accelerators, compatible with GDS standards and Well-Architected Reviews. Capgemini can consolidate and analyse SaaS consumption data, uncovering patterns of underutilisation, duplication, and shadow IT. Applications can then be categorised and ranked based on criticality, overlap, and renewal timelines.

This diagnostic phase can deliver quick-wins through optimisation levers such as license right-sizing, identifying redundant tools, and prioritising renewals based on strategic alignment. Capgemini can also assess the maturity of a Buyer's existing SaaS management processes, highlighting improvement areas.

Phase 2: Build Your Future Model

Once better visibility has been achieved, Capgemini can co-create a tailored SaaS governance model. This can include defining a TOM (Target Operating Model), setting up cost allocation methods, and embedding KPIs to monitor performance over time. Capgemini can apply FinOps and ITFM principles to integrate cost transparency, consumption tracking, and stakeholder accountability across departments.

Capgemini can also guide the evolution of procurement and renewal strategies to reduce the unit cost of SaaS per user and prepare for future growth. Through ongoing real-time monitoring, governance tooling, and continuous improvement cycles, a Buyer's organisation can gain the ability to dynamically respond to changing demand and budgetary pressures.

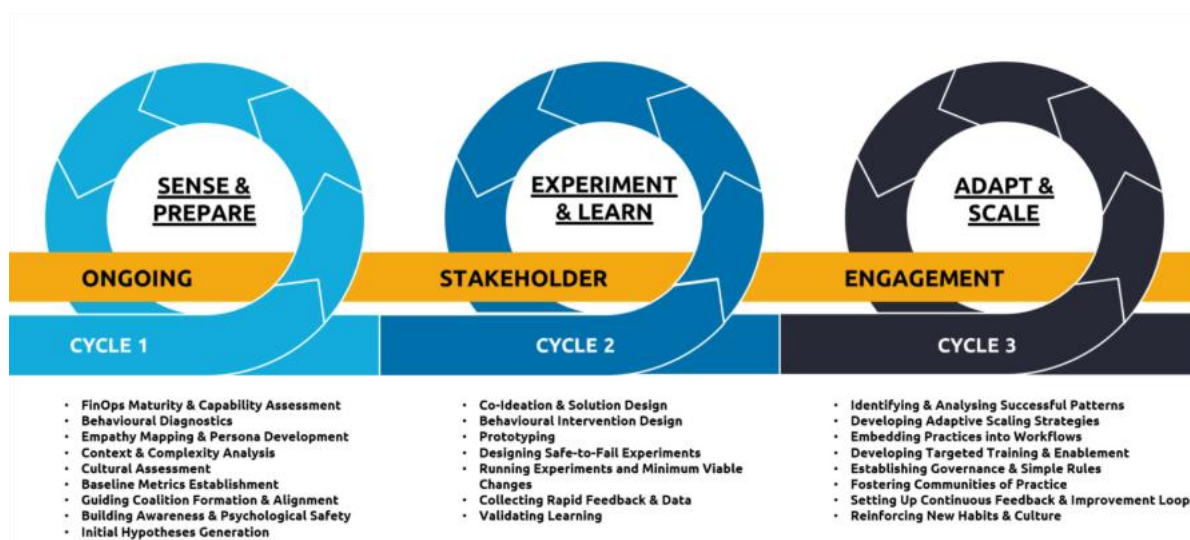
Our Accelerators:

To drive speed and consistency, Capgemini can deploy a suite of proven accelerators:

- SaaS discovery templates and dashboards
- Maturity and optimisation assessments
- License tracking tools
- Cost-saving initiative roadmaps

Together, this approach empowers public sector CIOs and finance leaders to achieve measurable savings, strengthen governance, and increase the value of every technology pound spent. It transforms SaaS from a procurement challenge into a lever for innovation and impact.

Capgemini's FinOps Change Management Framework for embedding outcome-based and lasting change with measurable capability enhancement:



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.

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

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

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 has strategic alliances with Amazon Web Services, Microsoft and Google. Capgemini can leverage these alliances to find potential funding and preferred rate negotiations with these Cloud Service Providers. This option can be requested by you when you request this service.

In addition, Capgemini can use its partnerships with Cloud Cost Management and Optimisation software organisations to accelerate the service. This option can be requested by you when you request this service.

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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