

Multi-Source Heterogeneous-Data Knowledge Base/Graph Services G-Cloud 15





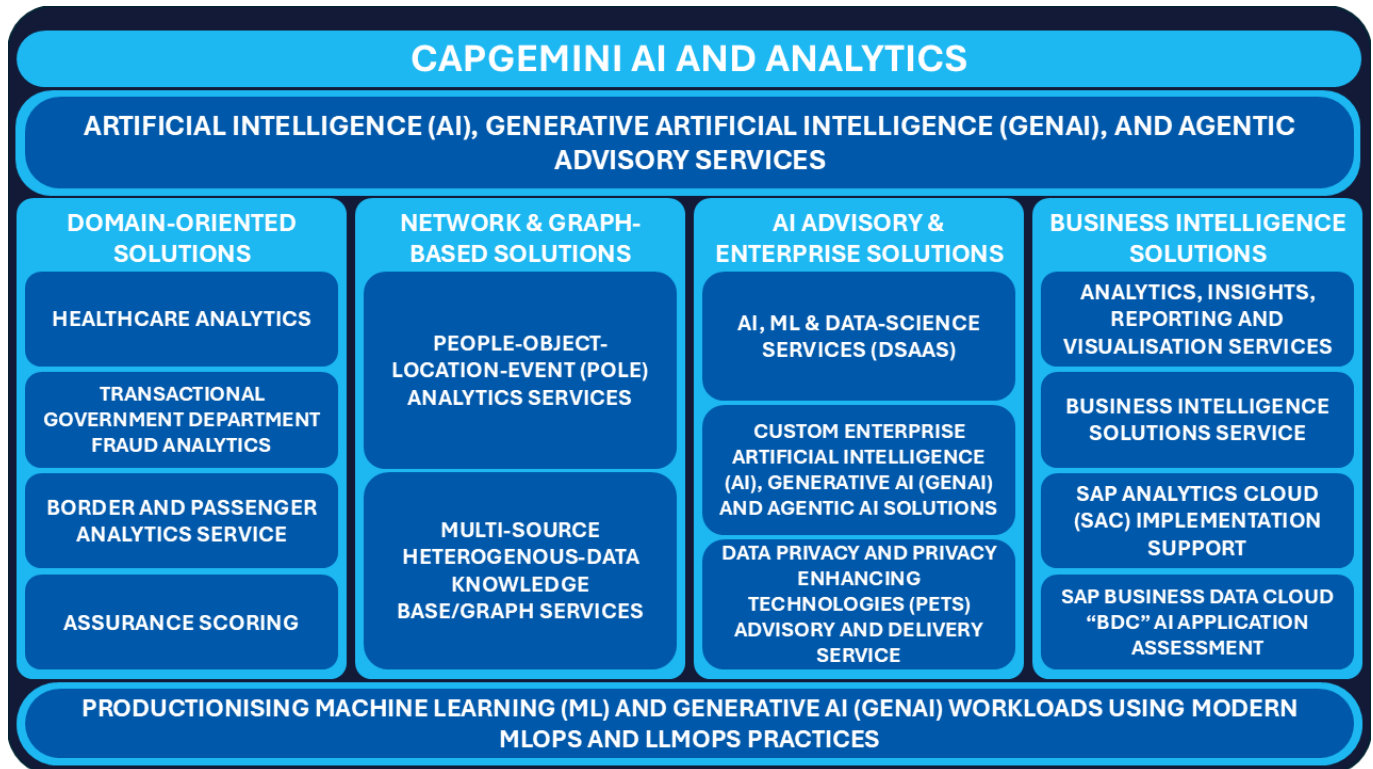
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1 Service Overview

Capgemini is a leader in the scoping, design, and delivery of Multi-Source Heterogeneous-Data Knowledge Base/Graph Services across the UK Public Sector.



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

This service is cloud-enabled and Capgemini can provide one or more of the following:

- **Enterprise Data Architecture:** Analysis/assessment of the current state of client enterprise data architecture and processes.
- **Data Model/Ontology Design:** Design of one or more rigorous ontologies that model the entirety of complex client data estates using open-source or vendor-specific standards.
- **Enterprise Knowledge Graph Integration:** Advice on how to strategically integrate multiple heterogeneous data sources within the client enterprise into a single cohered knowledge base/graph.
- **Enterprise Knowledge Graph Implementation:** Provision of expert implementation resources to deliver the necessary data integration workstreams.
- **Advanced Search and Analysis:** Expertise on advanced search and analytical techniques that allow clients to query previously unrelated data sources simultaneously.
- **Knowledge Graph Security Architecture:** Advice on the necessary security architecture required for knowledge graph systems, including Role Based Access Control (RBAC), Attribute Based Access Control (ABAC) and Policy Based Access Control (PBAC).
- **Implementation Roadmap Management:** Creation and management of phased implementation roadmaps which allow clients to validate the approach and achieve early value realisation through incremental and iterative delivery.
- **Entity/Relationship Extraction:** Advice on the robust extraction of entities and relationships from natural language documents into a knowledge graph through advanced machine learning techniques.



- **Entity Matching/De-duplication:** Advice on sophisticated matching/de-duplication algorithms that e.g. enable records relating to the same individual in different datasets to be accurately and unambiguously linked in the knowledge graph.
- **Vendor/Open-source Selection Advisory:** Advice on the vendor/open-source solution landscape of knowledge base/knowledge graphs and ontology solutions.
- **Solution Exploration/Validation:** Delivery of smaller investigative/Proof-of-Concept work-packages that enable clients to quickly determine if a specific approach is going to work and 'fail-fast' if not.

2 Business Need

Large organisations have a complex eco-system of multiple heterogeneous data repositories across their enterprise, typically created and managed by different teams with different priorities, repository design, data vocabularies and access controls. To fully, and safely exploit their data organisations need to be able to:

- Quickly and accurately get answers to queries that may need information from different (heterogeneous) data sources within their enterprise.
- Avoid unnecessary data duplication and/or transformation, which otherwise could lead to data integrity/consistency issues as well as adding unnecessary cost.
- Ensure robust data access controls, so that people and systems are only allowed to access and/or modify data that they are permitted to.

Perform powerful semantic search techniques that allow organisations to identify and exploit the data they need more quickly and easily.

Perform advanced analytical techniques to different data sources simultaneously to enable the client to understand and gain insight from their data more easily.

- Establish a single, well-understood vocabulary for the business objects in their enterprise, that enables peoples and teams in different parts of the business to communicate efficiently and unambiguously about their data.
- Select and deploy the best tools and solutions available.
- Extract precise information from any of the raw data formats present in their data eco-system, whether that be JSON, CSV, PDF, HTML, etc.

3 Our Approach

Capgemini's multi-source heterogeneous knowledge base/knowledge graph solutions and capabilities are based on the substantial experience Capgemini has gained helping government clients design, implement, release and support such solutions. The typical project lifecycle can include several key phases across service delivery.

The delivery can be a combination of one or more of six sequential steps with iterative feedback loops based on proven domain specific processes and methods. These are enhanced by good practices and lessons learned from previous successful deliveries.

The stages comprise of the following:

1. **Data Architectural Understanding** to establish the current architecture and data flows across the enterprise.
2. **Data Assessment** to establish the business value, structure, and technical detail of all relevant data sources.
3. **Ontological Modelling** to design a rigorous ontological data model that is capable of fusing the underlying individual data models.



4. **Validation** to verify the approach through proof-of-concepts and prototypes.
5. **Implementation** to deliver solutions that are capable of creating a knowledge base/knowledge graph from the individual sources in accordance with a core ontology.
6. **Deployment & Integration** to integrate the new approach into the client's data enterprise.

By successfully deploying a knowledge base/knowledge graph across their data eco-system, Capgemini helps clients to search, make connections across, and analyse the data on which their operations and fundamental goals rely on.

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 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.

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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