FinOps for AI
G-Cloud 15

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1 Service Overview

FinOps introduces financial accountability to the variable spend model of on-demand and consumable technologies (e.g. cloud computing, SaaS, AI, etc.), enabling distributed teams to make informed trade-offs between speed, cost, and quality. The recent adoption of Gen AI, agents, and agentic systems introduces additional economic complexities for a Buyer that requires a more tailored approach. Unique cost drivers such as dynamic model pricing, variable token costs, and the use of dedicated hardware, necessitate a specialised FinOps for AI capability.

Capgemini can provide expert consultation and business analysis to help manage these financial challenges and drive optimal value from your AI investments. This service can be delivered by experienced and qualified FinOps practitioners who specialise in helping organisations keep pace with the fast-evolving AI landscape.

Capgemini has developed a structured methodology that can be adapted to help a Buyer's organisations gain better visibility and control over their AI-related spend, covering both traditional AI and ML (Machine Learning) solutions to emerging Gen AI based agentic systems. Using data collection and analysis, Capgemini can assess a Buyer's AI cost management maturity against key value metrics. This can enable the prioritisation of opportunities to balance performance, cost, and business value based on a Buyer's strategic objectives. These opportunities can be mapped to Capgemini's FinOps for AI capability framework (see below), and enhancement activities can be planned using a range of proprietary assets and accelerators.

Capgemini's FinOps for AI Capability Framework:

Understanding & Visibility

- Cost Allocation Strategy
- Dashboards & Visibility
- Spend Analysis
- Data Ingestion & Normalisation
- Anomaly Management
- Reporting & Management Info

Optimising

- Usage Optimisation
- Rate Optimisation
- AI Sustainability
- Licencing & SaaS
- Guardrails & Automation
- Cost Avoidance

Enabling Business Value

- Planning & Estimating
- Forecasting
- Budgeting
- Unit Economics
- Benchmarking
- Architecting for AI

Driving AI FinOps Culture & Service

- AI FinOps Practice Operation
- Policy & Governance
- AI FinOps Assessment
- AI FinOps Education & Enablement
- Invoicing & Chargeback
- AI FinOps Tools & Services
- Onboarding Workloads

Capgemini can collaborate with a Buyer's existing FinOps team to accelerate development across prioritised capabilities. A key aspect of the service involves engaging with AI/ML engineering teams, data scientists, and product owners to support cost-efficient decision-making through training and tooling. By fostering data-driven collaboration across technical, financial, and product teams, Capgemini can help build a sustainable culture of cost awareness and value realisation for AI initiatives.

2 Business Need

The UK government continues to prioritise efficiency savings through the modernisation of public services. The adoption of Gen AI and Agentic AI presents a significant opportunity to accelerate these benefits (especially in terms of citizen and societal outcomes), enhance productivity, and deliver next-generation services. However, this potential introduces new financial complexities that require a specialised approach to cost management.

While AI shares some economic characteristics with traditional cloud services, it also introduces distinct challenges. These include dynamic and often opaque model pricing, variable data and token processing costs, iterative and outcome focused development cycles, reliance on specialised hardware, and increased monitoring overheads. Traditional forecasting and governance frameworks may struggle to keep pace, increasing the risk of budget overspend.

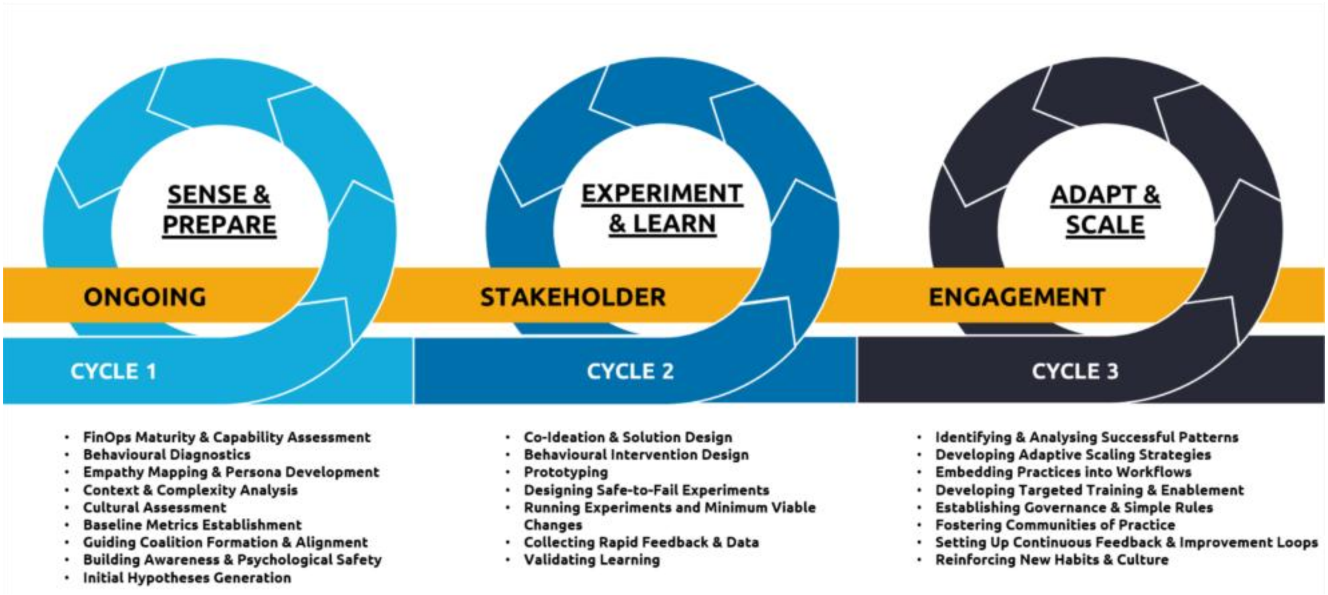
Many UK government departments are focusing on building the financial and operational capacity needed to adopt and scale AI technologies. Without established frameworks to forecast or control these costs, it can be difficult to move beyond pilot projects. This uncertainty can hinder innovation, as it complicates the development of business cases and return on investment assessments.

Operationally, a Buyer's organisation may experience unpredictable AI spend that strains budgets and limits visibility into cost drivers. This financial opacity can lead to misalignment between technical, finance, and policy teams, making accountability for cost patterns unclear. Without the ability to link spend to outcomes, the value of AI investments may remain difficult to determine and could result in suboptimal financial outcomes.

3 Our Approach

Capgemini's public sector services are delivered by UK-based, security-cleared teams. The FinOps for AI methodology is informed by the FinOps Foundation and enhanced to address the specific challenges introduced by AI. Capgemini can design and deliver these services using a proprietary FinOps Change Management Framework (see below), which uses an evidenced-based yet adaptive approach leveraging behavioural science and organisational change theory to manage AI costs and enable data-driven decision-making.

Capgemini's FinOps Change Management Framework:



Using a curated suite of tools, Capgemini can provide granular visibility into AI costs and resource utilisation. Insights gained through this process can inform optimisation activities that aim to balance cost, performance, and business value in line with a Buyer's strategic goals.

The FinOps for AI service can be delivered as an initial assessment followed by an implementation phase, over an agreed period. This approach aligns with Capgemini's adaptive, multi-cycle FinOps Framework and typically includes two phases:

Phase 1: Discovery & Plan

- Capgemini can assess the current AI landscape to identify pain points and establish an organisational baseline. This includes conducting stakeholder interviews to evaluate the FinOps maturity across teams deploying and consuming AI workloads, assessing existing AI/ML cost management capabilities, and analysing a Buyer's AI spend data. The key deliverable from this phase is a set of prioritised, data-driven hypothesis for cost optimisation and value creation, which are documented and presented to the Buyer.

Phase 2: Enhance & Embed

- Capgemini can work with the Buyer's teams to test these hypotheses through controlled experiments. This can include delivering prioritised cost optimisation initiatives, piloting consolidated spend dashboards, implementing FinOps-driven architecture review processes, or delivering targeted FinOps for AI training. The goal is to validate effective interventions and progress with continued enhancements based on the Buyer's business objectives and growth ambitions.

Following these phases, Capgemini can provide ongoing support to scale successful interventions, automate optimisation processes, and embed FinOps into the MLOps (Machine Learning Operations) lifecycle. This includes training, knowledge transfer, and upskilling to help the Buyer build a self-sustaining culture of AI cost awareness and value delivery.

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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