

Oracle Cloud ERP Advisory Service G-Cloud 15





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1 Service Overview

Revitalise your ERP Platform

An organisation's ERP platform is its essential nervous system, constantly making connections, receiving and analysing data, sharing information and insights for fast and informed decision making, unlocking benefits and efficiencies across the enterprise.



The best ERP systems need to stay fit and always evolving, responding to changing environments, capitalising on fresh opportunities and providing trust and confidence in a single version of corporate truth. It's what unites the organisation and its component parts, in pursuit of its goals and ambitions.

A modern ERP has a clean core, is predicated on best-practice, has an in-memory database for real-time processes and insight, and is highly connected, leveraging cloud and intelligent technologies. But as the pace of change continues to accelerate, and the possibilities provided by the digital revolution continue to grow, managing this complex landscape is challenging.

Today, ERP platform capabilities are increasingly offered using Cloud based solutions. Software vendors such as Oracle have focused all their efforts on developing Cloud ERP solutions for their customers. But the decision to transform from an 'On-Premise' to a 'Cloud' based solution needs to take into account a mixture of considerations including strategic, tactical, AI / Digital Strategy and technological factors. Many internal stakeholders in IT, finance and HR may have diverse, even conflicting challenges and priorities.

Many organisations recognise that any move to a Cloud solution needs to be performed as part of a wider comprehensive and robust ERP roadmap, endorsed and sponsored by leadership. This is important to help that investments deliver value and provide the agility and flexibility that are vital to meet an organisation's wider objectives. To achieve this, organisations appreciate the role that a skilled and experienced ERP partner, with tried and tested tools, techniques, and processes, can play in making the right decisions, at the right time, for the right reasons.

Wherever you are on your ERP Cloud journey, Capgemini has a unique combination of expertise embracing the full spectrum of requirements, from strategy and planning, through business case development and stakeholder engagement, to deployment, ongoing support and continuous improvement.

Capgemini can help Buyer to deliver its needs, adding value at every stage, now and for the future.

2 Business Need

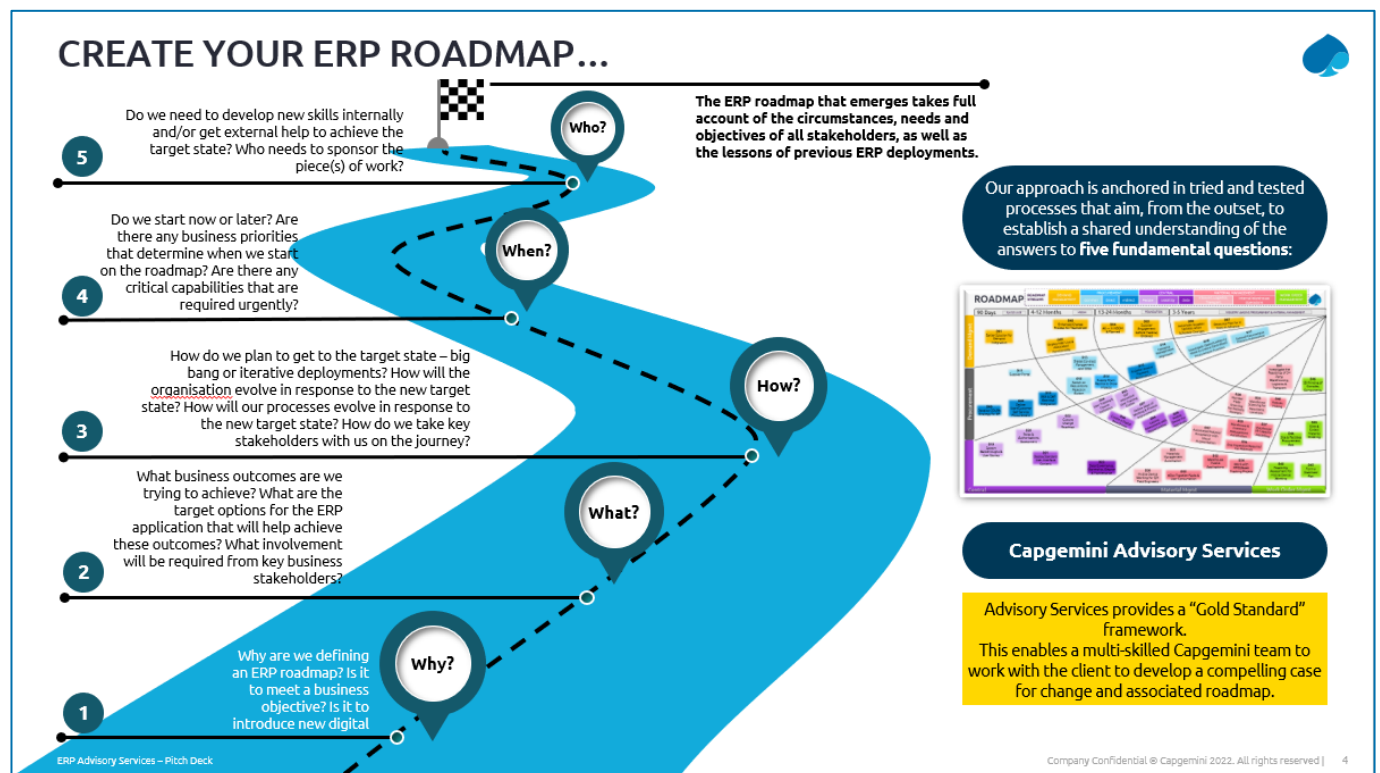
Capgemini's starting position is always to understand, in comprehensive detail, how Buyer's current ERP platform is contributing to the delivery of Buyer's strategy – or constraining it – and what Buyer's key challenges, opportunities, aspirations and goals are.

Armed with this intelligence, our ERP Advisory Services team will help Buyer to define the interventions required to get to the sought destination. These can range from tactical measures to improve Buyer existing ERP platform that may already be performing well, or a more fundamental overhaul, as part of a broader Cloud transformation programme. Capgemini's approach is anchored in tried and tested processes that aims, from the outset, to establish a shared understanding of the answers to five fundamental questions:

1. **Why** – why are we defining an ERP roadmap? Is it to meet a business objective? Is it to introduce new digital capabilities? Is it to bring efficiencies and cost savings? Is there a well-defined business case?
2. **What** – what business outcomes are we trying to achieve? What are the target options for the ERP application that will help achieve these outcomes? What involvement will be required from key organisational stakeholders?
3. **How** – how do we plan to get to the target state – big bang or iterative deployments? How will the organisation evolve in response to the new target state? How will our processes evolve in response to the new target state? How do we take key stakeholders with us on the journey?
4. **When** – do we start now or later? Are there any business priorities that determine when we start on the roadmap? Are there any critical capabilities that are required urgently?
5. **Who** – do we need to develop new skills internally and/or get external help to achieve the target state? Who needs to sponsor the piece(s) of work?

It's important to follow a structured process to assess each of many variables before a roadmap can be defined and agreed upon.

The exercise cannot be driven by IT alone. All key functions have to be engaged in a collaborative and transparent environment that can provide the ERP roadmap that takes full account of the circumstances, needs and objectives of all stakeholders, as well as the lessons of previous Cloud ERP deployments.





What can a high-performing Cloud ERP platform deliver:

- **Enablement of new organisational models:** Support shifts to service-based, predictive maintenance, Buyer or citizen centricity.
- **Strategic outcomes:** Reposition the ERP as an enabler of strategy through a highly connected platform, accessible data for insight and AI, and reimagined user experience.
- **Enablement of growth:** Understand how Buyer's ERP can help support and enable the growth ambition of Buyer's organisation.
- **Rich insights:** Eliminate information silos, gain a single source of truth, and fast answers to mission-critical organisational questions.
- **Faster reporting:** Fast-track organisational and financial reporting and act on insights to improve performance in real time.
- **Improved productivity:** Streamline and automate core organisational processes to help do more with fewer resources.
- **Reduced risk:** Maximise business visibility and control, enable compliance with regulatory requirements, and predict and prevent risk.
- **Streamlined IT:** By using integrated ERP Cloud applications that share a database, everyone has an easier way to work.
- **Enhanced agility:** With efficient operations and access to real-time data, Buyer can respond to changing market conditions, quickly identify and react to new opportunities.

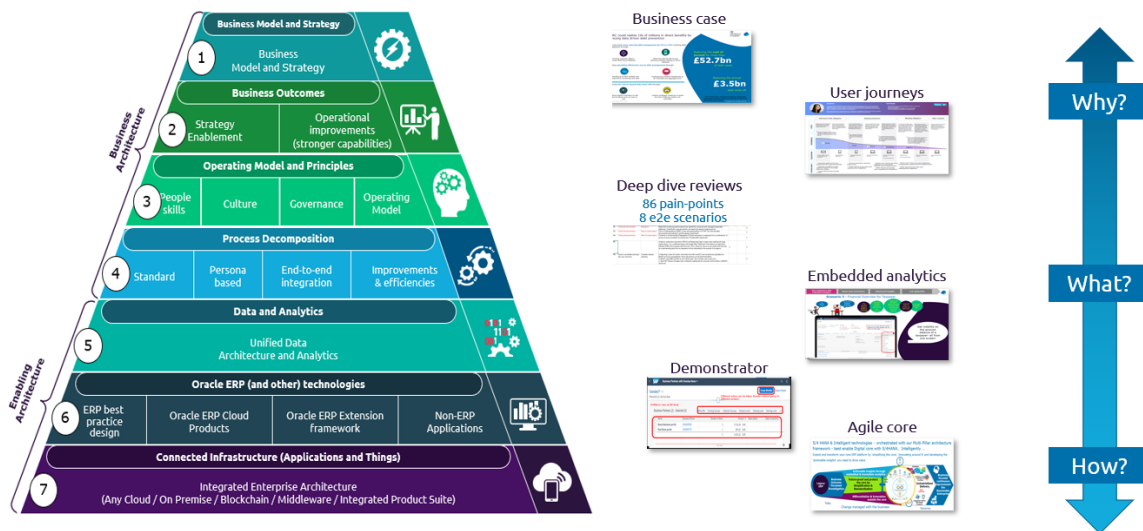
3 Our Approach

Capgemini Business Reference Model

With the answers to above five key questions in place, Capgemini deploy the Capgemini Business Reference Model to ensure the structured, sequenced thinking and action that will deliver the required ERP change, aligned with the strategic goals of y Buyer's organisation.

The seven layers of the model are organised by business architecture (layers one through four) and enabling architecture (layers five through seven, with ERP sitting at layer six).

Navigating the layers drives alignment of the future direction of your ERP platform to Buyer's organisational model and strategy, whilst at the same time enabling a complete view of the process.

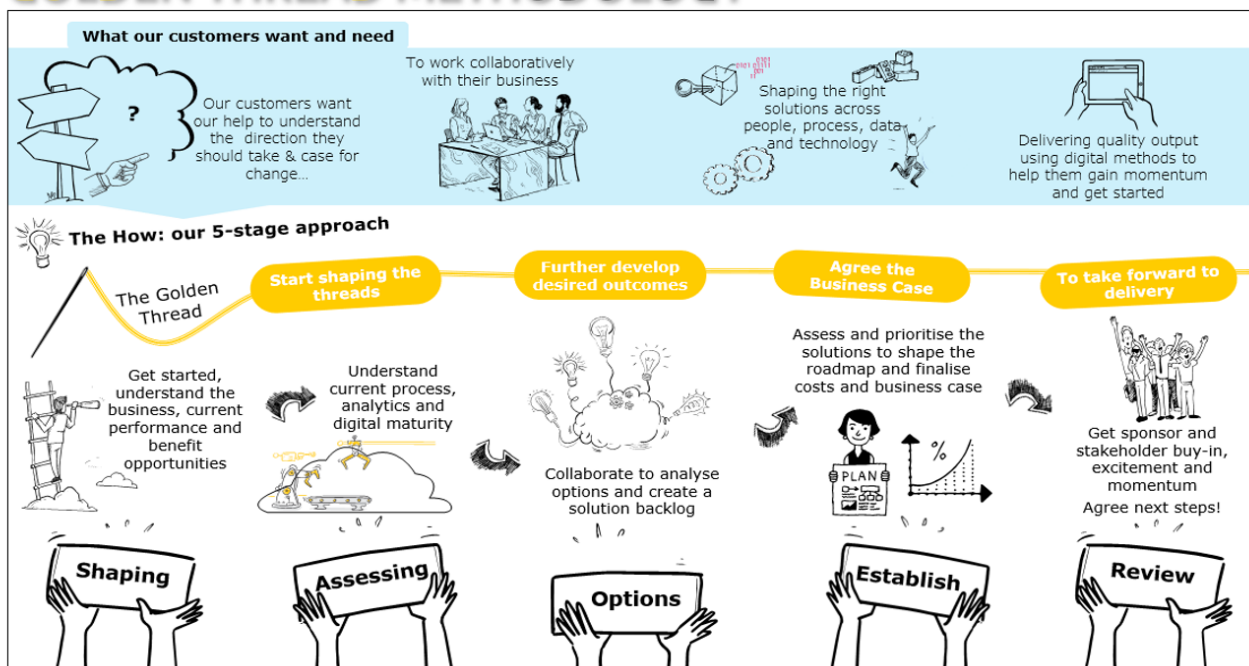


Weaving the Golden Thread

Without the right sponsorship and buy-in, even the most well-polished roadmaps, target architecture assessments or other types of strategies can quickly unravel. It is critical to be able to provide commitment.

A compelling case for change is crucial, embracing a clear articulation of the extent of transformational change required and how this helps organisational strategy and outcomes, along with an associated roadmap and resource plan. Capgemini helps Buyer navigate each of the layers to understand and apply Buyer's organisational strategy and capabilities, desired outcomes, and organisational change to shape the right case for investment. A concise case for change is what Capgemini calls the 'Golden Thread': connected, high-level, high impact actions and outcomes, across the enterprise, to gain executive sponsorship and focus and provide a connected transition into programme delivery.

GOLDEN THREAD METHODOLOGY





Meanwhile Capgemini's proprietary **Capgemini Advisory Services Online (CASO)** platform digitises its change approach, from the organisational strategy all the way to understanding the change impact on differing personas within the organisation and the actions required to adopt new ways of working. The CASO platform enable adoption is monitored and impactful decisions are made using a single, online, up-to-date repository, instead of multiple complicated document sets.

Global Expertise and Experience

Capgemini is a global leader in consulting, digital transformation, technology, and engineering services. With more than 270,000 employees in nearly 50 countries with 2020 revenues of €16 billion, Capgemini addresses the breadth of clients' opportunities across cloud, digital and platforms.

Capgemini's ERP Advisory Services team advises Buyers how to transform ERP landscape to maximise organisational benefits and to realise ambitions.

Capgemini's approach provides the framework and tools for innovation, collaboration, benefits, and transformation and involves process, analytics and strategy experts from across the Capgemini group and from Capgemini's global network. Capgemini connect technology and business and build coalitions of innovators, experts and leaders to unlock value for Buyers. Capgemini's expertise, accelerators and approach will enable Buyer's organisation to develop the case for change and, crucially, the roadmap that secures the support, enthusiasm and focus that unlocks business value.

It's this approach that wins regular industry recognition for Capgemini's excellence in delivering ERP programmes, most recently with the **Transformation Team of the Year** accolade in the 2021 ERP Today awards.



Use of Demonstrators & Tooling

The Capgemini approach introduces a working Oracle 'Demonstrator' Cloud system that showcases the functionality and processes, rather than delivering pages of static documentation. This Demonstrator can be then used to quickly and accurately identify, not only current deviances from best practice, but also to confirm the future business process model. It is a combination of a tool and way of working, in other words, a pre-configured standard Oracle solution and a set of agile sprints to enable your people to understand and adopt new ways of working.



Capgemini also uses digital collaboration tooling with pre-configured templates and methods to engage stakeholders in innovative and productive ways of working. Capgemini's approaches work face-to-face, fully remote or in a hybrid delivery situations. Capgemini's commitment to innovation and co-creation of solutions to challenges is demonstrated by Capgemini's two unique approaches to collaboration:

- **Capgemini's Applied Innovation Exchange (AIE)** is a global network and a rich and diverse ecosystem that delivers a high-performance innovation engagement experience through a portfolio of more than 20 distinct services that span the breadth of the applied innovation process. The AIE drives tangible business outcomes by applying innovation in ways that are meaningful to the business and able to drive tangible value and competitive edge.
- Meanwhile, more than a third of FTSE 100 and Fortune 500 businesses use our **Accelerated Solutions Environments**, to bring global experts together to solve complex business challenges at high speed.

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.

- Buyer shall perform its obligations which are set out in the clauses of the Agreement and the Paragraphs of the Schedules
- Buyer shall comply with laws and regulations applicable to its business and be responsible for determining and directing the Supplier with respect to any processes and procedures applicable to its business which Supplier must follow.

5 Service Management

Capgemini can implement Oracle Cloud Advisory in different ways depending on the Buyer's specific requirements. This can be delivered either as a defined project based on a set of requirements, on a time hire basis or as a fixed price offering.

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 and 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



Capgemini's expertise, accelerators and approach will enable Buyer to develop the case for change and, crucially, the roadmap that secures the support, enthusiasm and focus that unlocks business value. It is this approach that wins regular industry recognition for Capgemini's excellence in delivering ERP programmes, most recently with the **Transformation Team of the Year** accolade in the 2021 ERP Today awards.

Capgemini has been an Oracle Partner since 1997, and has held the highest partnership statuses for many years. We participate in the Sell, Service, and License & Hardware tracks of the Oracle Partner Network Program. Capgemini's global Oracle SaaS, PaaS and IaaS teams comprise of over 11,500 Oracle professionals and enable Capgemini to service clients across geographies and Oracle solution sets. Capgemini's UK SaaS, PaaS and IaaS teams have been developing and delivering Oracle solutions for over 20 years with deep experience in Public Sector. Capgemini UK Oracle experts collaborate with our colleagues across the world to develop and share best practice in the relentless pursuit of excellence for our customers. Our approach has been recognised globally in the last few years with numerous awards and analyst recognition, including:



- 2023: Oracle EMEA Business Impact Partner of the year for Cloud Technology
- 2022: Real IT Award for Cloud ERP
- 2020: OCI Partner of the Year Award
- 2019: UKOUG Industry Partner of the Year Award – Bronze
- 2019: UKOUG Middleware Partner of the Year Award – Bronze
- 2019: Oracle PaaS Forum; Best PaaS Contribution

Capgemini holds four published OPN Expertise in Western Europe region demonstrating our expertise in delivering Oracle Cloud Infrastructure solutions -

- Oracle Cloud Platform Integration
- Oracle Cloud Platform Business Analytics
- Oracle Cloud Platform Application Development
- Oracle Cloud Platform Security



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.



IDC has positioned Capgemini as a "Leader" in their IDC MarketScape: Worldwide Supply Chain Oracle Ecosystem Services 2023 Vendor Assessment



Everest Group has positioned Capgemini as a "Major Contender" in its report Oracle Cloud Applications Services PEAK Matrix® Assessment 2023, and "Leader and Star Performer" in its report Application Automation Services PEAK Matrix® Assessment 2023



Capgemini is a Leader in Avasant's Oracle Cloud ERP Services 2023–2024 RadarView™.

ISG has positioned Capgemini as "Leaders" in all the regions and categories in its report Next-Gen ADM Services - 2023

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.

Make it real. | www.capgemini.com



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