

OpenText Solutions Service G-Cloud 15





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1 Service Overview

Capgemini can offer a suite of OpenText solutions and services, which can comprise of:

- Platform Architecture
- Development
- Quality Assurance and Testing;
- Implementation;
- Project Management;
- Upgrade / modernisation;
- Application Support & Maintenance
- Migration to and from the OpenText technology stack
- Integration between OpenText technology and to other line of business systems
- Roadmap and strategy;
- Consultancy and proof-of-concepts / pilots;
- Training and enablement.

These solutions and services can be delivered utilising several components across the OpenText technology stack including:

- Content Manager / Documentum Content Management (for storage and management of content and collaboration)
- Information Archive (for long term preservation of content)
- Aviator Platform (AI-powered intelligent information management)
- Extended Enterprise Content Management (ECM) (for integration with a range of technology providers)
- OpenText eDiscovery
- Document sciences (document output management)
- OpenText Capture (for intelligent capture)
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- Process Automation (for process automation modelling)

In addition to the products and services above Capgemini can also support Buyers with packaged solutions such as:

- Extended ECM for Government also known as DigiGov
- Employee File Management
- Vendor Invoice Management

Capgemini's OpenText solutions can provide design / consultation, development, transition management and service management in support of the design and deployment of Cloud based services.



1.1 Why Capgemini

Capgemini has skills and expertise in delivering OpenText products and associated technologies. This has been recognised by OpenText by awarding Capgemini their “Partner of the Year” award in recent years. Capgemini is also a strategic systems integrator partner for OpenText and therefore has direct access to Open Text product subject matter expertise.

Capgemini has a global team of consultants with years of experience in delivering OpenText end-to-end solutions across a variety of sectors, including local and central government, police, criminal and justice. This is backed by Capgemini proven methodologies for several solution areas (for example implementation, migration and roadmaps) that Capgemini can help to adapt to Buyer’s defined and agreed needs.

Capgemini engagements are conducted in an ethos of collaboration where Capgemini would work with Buyer rather than for Buyer in defining how the solution can be deployed to address the Buyer’s business challenge. Capgemini has been working on Cloud based services in the public and private sector since 2007 when Capgemini’s client implemented the first Government Cloud integration between the Ministry of Defence and a third-party travel management service. Capgemini has positioned this service with particular reference to the government digital service manual to facilitate an alignment of recommendations and offerings to all departments and public bodies. To deliver this vision, Capgemini has created a cross discipline unit that can provide a menu of joined-up services (and end to end approach) to support the Government’s commitment to deliver digital public services that can place the citizen’s needs at the centre and can help the Cabinet Office achieve its estimated £1.8 billion cost savings through its ‘digital by default’ agenda. Across the public sector, Capgemini is actively delivering services using OpenText technology and solutions. In the private sector Capgemini has also delivered several transformational projects using the OpenText product set.

2 Business Need

Capgemini recognises that many enterprises have invested in an OpenText solution. The maturity of the solution and its recognition as an industry leader in Intelligent Content Services has led to its wide adoption throughout the public sector as well as other market areas.

Many organisations commit a lot of resources in managing their information and implementing different technologies to support it and ensure it is retained in a compliant environment. The volume of this information is immense, but organisations struggle to realise its potential; for example, to enable better informed and faster decision making.

Organisations need to consider the benefits available from joining up and decommissioning their myriad of disjointed information sources to create a single version of the truth. This results in the cost reduction from not having to maintain legacy systems and the technical skillsets to support them, or to develop integrations and processes that collate and combine information to provide a consistent view for users.

3 Our Approach

Collaboration is at the heart of Capgemini’s business, Capgemini works with its clients to determine how OpenText set of technologies, solutions and services can be used to help out client meet their objectives. Capgemini has already delivered OpenText solution to many clients in the UK public sector. Capgemini’s collaborative business experience is aligned with and compliments current thinking in government, as published in the *government service design manual*.

3.1 Capgemini OpenText Services

Capgemini can offer a suite of OpenText products, solutions and services from across the project lifecycle, which can be purchased either in combination or individually. These comprise of:



3.1.1 Architecture

(If selected) Capgemini would typically endeavour to understand the problem domain, the goals of the solution (both functional and non-functional) and the constraints under which the solution must operate. When evaluating solutions that might meet these requirements, Capgemini would typically use Enterprise Content Management (ECM) maturity model and following criteria:

- **Product** – whether the solution can meet the Buyer’s requirements for purpose, functionality, security, non-functional attributes, development and stability of the developer group;
- **Integration** – whether the solution can meet the Buyer’s requirements for modularity, support, and the options to link the product to other products or infrastructure;
- **Use** – whether the solution can meet the Buyer’s requirements for user supportability in everyday use and the support options that are available;
- **Acceptance & Adoption** – how the solution can be received in the user community and indicators of its ability to grow and develop as requirements change.

Capgemini can then help to develop the design that is suitable to meet Buyer’s requirements. Typically, Capgemini design services can comprise of the development of the following:

- Logical and physical design documentation;
- Solution architecture document;
- Technical architecture document.

In addition, Capgemini can produce other standard design artefacts as required and provide product-specific input into other design areas, for example network and security.

3.1.2 Development & Implementation

Capgemini has a team of consultants who can provide a range of development and implementation services, across different skill sets and experiences.

A key part of any implementation is ensuring that it is delivered by resources that have deep knowledge and experience of the product. Capgemini can provide resources that have worked with the product for over a decade and have experience of both small and large-scale projects. When combined with Capgemini’s delivery methodology and Capgemini Rightshore® service, this has been proven to deliver the required outcome for Capgemini clients with reduced risks and costs.

3.1.3 Project Management

OpenText projects can be implemented using a variety of project management methodologies, such as PRINCE2 and Agile. Capgemini can offer project management resources that are skilled and experienced in delivering OpenText implementations.

3.1.4 Upgrade and Modernisation

Existing OpenText clients may need to upgrade their current solution or look to take advantage of new features. Capgemini can help provide a range of upgrade services and modernisation consultancy. This can comprise of migration assessment, planning or implementation by using Capgemini’s upgrade methodology and experienced consultants who have delivered several successful upgrades for Capgemini clients.

OpenText release new features and enhancement to their products regularly. This can present an opportunity for existing clients to reinvigorate/ refresh their existing deployment. It can also potentially present an opportunity to replace expensive to maintain features with functionality that is now in a standard product. Capgemini can provide services that can help Buyer to evaluate and, if applicable, implement a refresh programme.



3.1.5 Support and Maintenance

Capgemini currently provides support and maintenance to several government departments of all sizes.

3.1.6 Migration

Capgemini has consultants who have executed numerous successful migrations from various source systems to OpenText stack. In addition, Capgemini can also provide services to migrate from OpenText to another system.

Capgemini methodology, called DocMigration, provides a repeatable framework for such processes. The methodology is typically broken down into key stages and deliverables and depending on Buyer's defined and agreed needs, Capgemini can add or remove elements to help match Buyer's migration requirements.

3.1.7 Integration

Some OpenText products such as Documentum and extended ECM integrates natively with several other applications, e.g. Oracle, SAP, portals and other enterprise and desktop solutions. Capgemini has successfully delivered solutions using such integrations and Capgemini can use this experience to provide services to assist Buyer with the successful deployment of these standard integrations.

Alternatively, Capgemini can provide services to extend open Application Programming Interface to provide tailored integrations with applications where no native connector exists. Typically, Capgemini would do this using REST APIs or another appropriate mechanism.

3.1.8 Roadmap and Strategy Services

Buyers should have a roadmap and a strategy for how their implementation will progress over both the short and long term, as their enterprise content management maturity levels increase.

Capgemini can provide services to define, document and implement such a strategy or roadmap to help enable the Buyer to derive understanding of how the OpenText implementation can help to achieve business benefit and return on investment.

3.1.9 Consultancy and Proof-of-Concepts/ Pilots

Capgemini can offer consultancy services around OpenText product set to assist Buyers in the selection and implementation of OpenText solutions. If Buyer is implementing or evaluating OpenText, Capgemini can provide design and implementation services to help augment Buyer's team.

In addition, Capgemini can also offer services to develop proof-of-concepts or pilot applications to your requirements.

3.1.10 Training & Enablement

Capgemini can provide both classroom and Internet based learning for product-based knowledge transfer. Capgemini can also support a model of team enablement through pairing (a buddy system for development/support) or team-based knowledge transfer to help promote a hands-on learning approach that may be a more effective learning method within Buyer's organisation.

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.



opentext™
Partner

For both 2024 and 2025, Capgemini has been awarded the GSI Partner of the Year by OpenText. This acknowledges the outstanding digital transformation work that Capgemini has delivered with OpenText technologies

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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