

Cloud Developer Experience Capability Service G-Cloud 15





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1 Service Overview

Capgemini Cloud DevX (Developer Experience) services can improve the productivity, satisfaction, and effectiveness of developers within a public sector organisation working with cloud services. Here is an overview of what the Capgemini Cloud DevX services offers:

Developer Tooling: Capgemini Cloud DevX services enable developers to access a comprehensive set of tools and technologies that support their workflow and helps them to build, test, deploy, and monitor applications efficiently. This includes IDEs (Integrated Development Environments), code editors, version control systems, CI/CD (Continuous Integration/Continuous Delivery) pipelines, testing frameworks, and debugging tools.

Generative AI for Software Engineering: Our Generative AI (GenAI) services can improve efficiency and quality across the whole software lifecycle, from design and coding to documentation, testing, deployment, and operations. This can accelerate the lead time for new software and increase security with a reduced attack surface by automatically identifying bugs or vulnerabilities and proposing adjustments to software development teams. GenAI can also reduce the technical debt of enterprises by facilitating large modernization programs of legacy software.

Self-Service Infrastructure: Capgemini Cloud DevX services allow developers to provision, configure, and manage infrastructure resources independently, without relying on traditional IT or operations teams. This involves providing access to cloud computing platforms, container orchestration tools (e.g., Kubernetes), serverless platforms, and infrastructure as code (IaC) frameworks for automating infrastructure provisioning and management.

Documentation and Knowledge Base: DevX services will include comprehensive documentation, tutorials, and knowledge bases that provide developers with guidance, best practices, and troubleshooting tips for using tools, frameworks, and technologies effectively. This helps developers onboard quickly, learn new skills, and troubleshoot issues independently.

Training and Education: DevX services can provide training programs, workshops, and learning resources to help developers improve their skills, stay up to date with emerging technologies, and adopt best practices in software development, architecture, and DevOps. This may include online courses, certifications, workshops, and mentoring programs.

Feedback Loops and Continuous Improvement: DevX services can collect feedback from developers through surveys, user interviews, and monitoring tools to identify pain points, gather insights, and drive continuous improvement. This feedback is used to refine tools, processes, and services, ensuring that developer needs are met, and productivity is maximized.

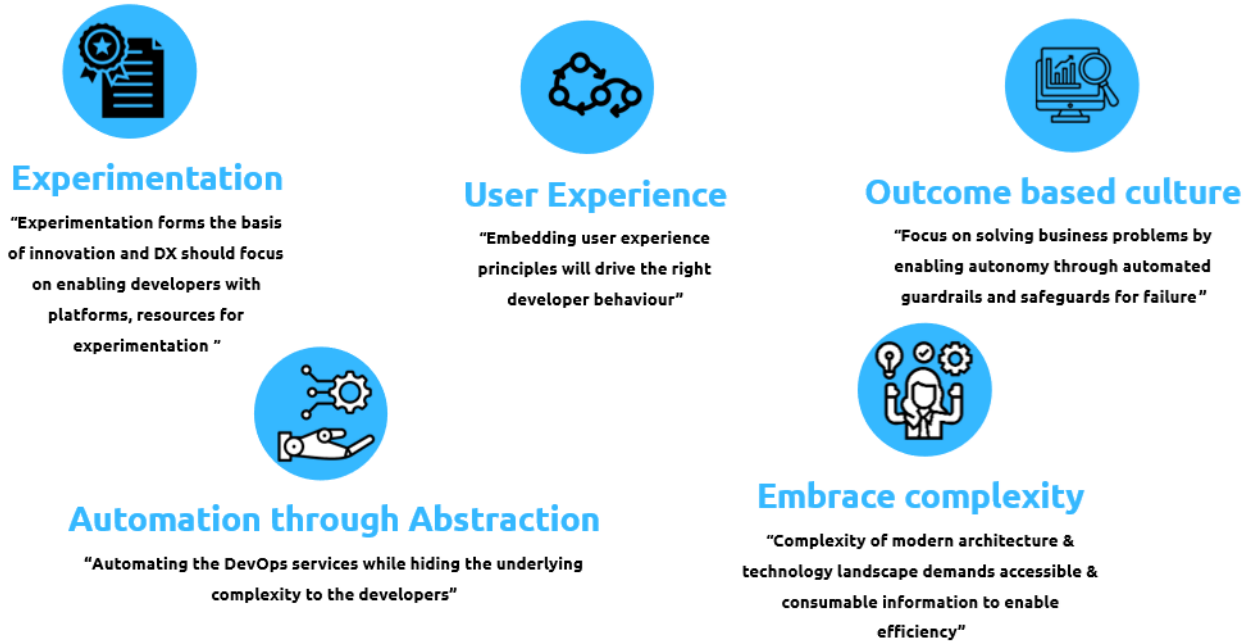
Performance Monitoring and Optimisation: DevX services can include monitoring and analytics capabilities that provide insights into developer productivity, code quality, and system performance. This helps identify bottlenecks, optimise workflows, and improve overall developer experience by providing actionable insights and recommendations.

Security and Compliance: DevX services can integrate security and compliance considerations into developer workflows, providing tools, frameworks, and guidelines for building secure and compliant applications. This includes secure coding practices, vulnerability scanning tools, and compliance checks integrated into CI/CD pipelines.

Overall, Capgemini Cloud DevX services can play a crucial role in fostering a culture of innovation, collaboration, and continuous improvement within a public sector organisation by providing developers with the tools, resources, and support they need to succeed in their roles and deliver high-quality software efficiently. By investing in DevX services, organisations can improve developer satisfaction, increase productivity, and drive business success in today's digital economy.

Below are key Capgemini led Cloud DevX principles to enable the change within developer community.

PRINCIPLES OF DEVELOPER EXPERIENCE



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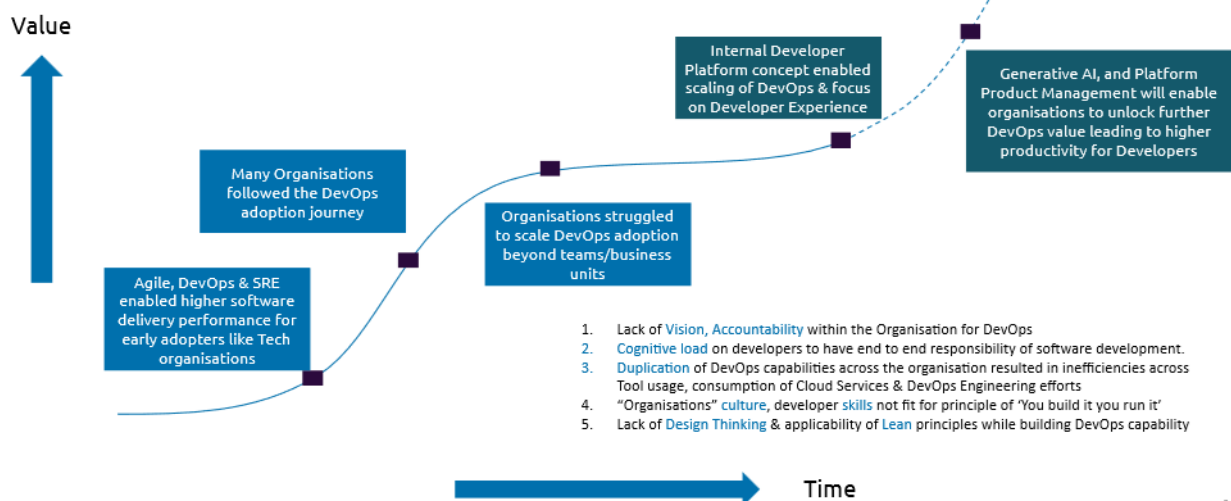
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2 Business Need

The business need for Developer Experience stems from the increasingly competitive, fast-paced nature of the digital economy, the complex technology landscape & shortage of talent in the software industry. Key reasons why organisations need to focus on Developer Experience are as below:

DEVOPS EVOLUTION TO DEVEX

Focus on building Developer Experience capability through leveraging Internal Developer Platform & Generative AI will unlock further value to organisations through decrease in Time to Market, higher quality, increase in developer productivity and engagement



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The above diagram represents the need for Developer Experience. This diagram is for illustration only and does not represent any obligation or responsibility of Capgemini.



Faster Time-to-Market: In today's fast-paced environment, public sector organisations need to deliver new features and updates to customers quickly to stay ahead. DevOps enables organisations to accelerate the delivery of software by streamlining development, testing, and deployment processes, reducing cycle times, and enabling rapid iteration and feedback.

Developer Satisfaction: An increasingly complex technology landscape and complex organisational processes can contribute to dissatisfaction among developers who have become the backbone of the digital economy. Public sector organisations need the right processes, tools, technology and culture to reduce the cognitive load for developers and increase developer satisfaction.

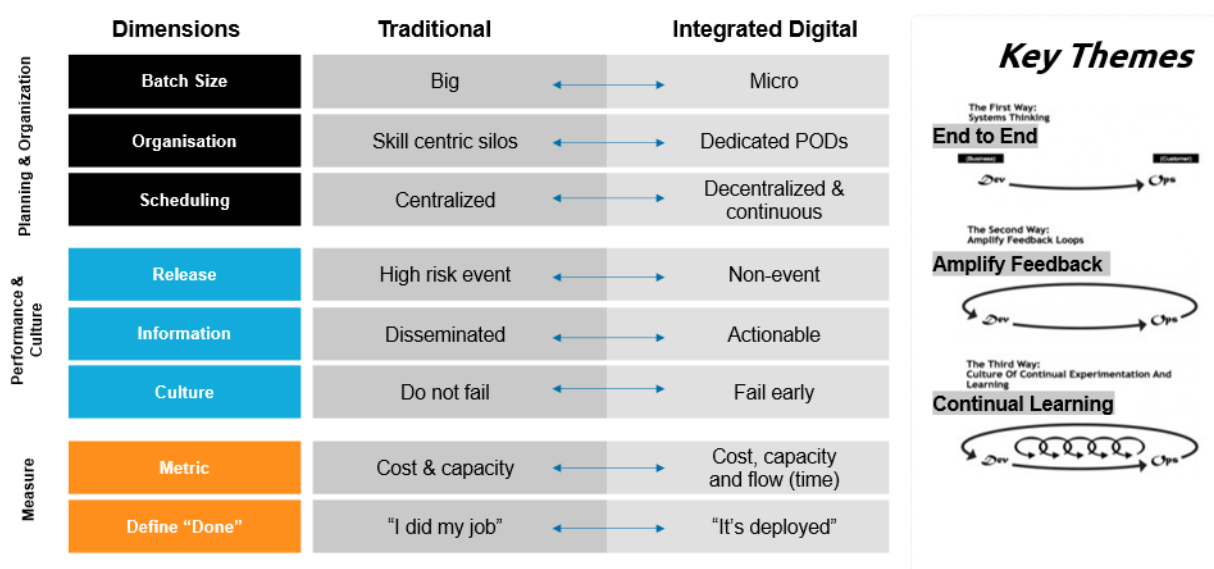
Improved Quality and Reliability: Quality is critical for maintaining customer satisfaction and loyalty. DevOps practices such as continuous integration, automated testing, and infrastructure as code (IaC) help to have developer capability to deliver software with fewer defects and higher reliability. This leads to better developer & customer experiences and reduces the risk of costly errors and downtime.

Increased Efficiency and Productivity: Automation of manual processes, elimination of bottlenecks, and reduction of waste in the software delivery lifecycle increase the efficiency of the overall developer workflow. This enables developers to focus on value-added activities and deliver more with less effort.

Competitive Advantage: Organisations that embrace developer experience gain a competitive advantage by retaining top talent and delivering higher-quality software more quickly and efficiently. By innovating faster, responding to market changes more effectively, and differentiating themselves from competitors, organisations can position themselves as leaders and attract more customers and opportunities.

Overall, the business need for Developer Experience lies in its ability to enable organisations to deliver value to customers more quickly, efficiently, and reliably in today's fast-paced and competitive digital economy and create an environment for developers that foster innovation & satisfaction.

ENABLING A DEVSECOPS OPERATING MODEL REQUIRES A CHANGE IN MINDSET



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3 Our Approach

The Capgemini approach to deliver DevOps – DevX experience is shown in Figure 1; our Developer Experience (DEVX) roadmap is outlined in Figure 2.



DEVELOPER EXPERIENCE APPROACH



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Figure 1. The Capgemini approach to deliver DevOps – DevX experience.

Capgemini follows a 4 phases approach to deliver Developer Experience (DX) in adopting DevOps aligned to the Organisation's Business Objectives:

- Phase 1: **'UNDERSTAND'**. As a part of this phase, we gather and agree on the business objectives with key stakeholders within the organisation. We define the problem statement and document the key challenges faced by the customer in the SDLC cycle. We use Value Stream mapping (VSM) to visualise the As-IS state of the delivery lifecycle. This enables us to identify value adds, and non-value adds in the overall delivery cycle. In addition, it provides us with the visibility of a baseline productivity measure. As part of this phase, we also map the Technology stack in use, overall architecture and tools used for development, testing and deployment cycles.
- Phase 2: **'ANALYSIS'**. Once we have the As-IS landscape captured, we map the DX journey in an ideal scenario to the As-IS. This provides a view into the current pain areas for developers. It enables us to map the missing capabilities impacting the developer's experience. These metrics have a direct impact on overall productivity measures.
- Phase 3: **'RECOMMEND'**. In this phase, we define recommendations by mapping the design principles & create consensus with client stakeholders. We then prioritise these recommendations, create implementation plans (including the dependencies & risks) and leverage productivity data to define the business case.
- Phase 4: **'DESIGN & IMPLEMENTATION'**. As part of this phase, we onboard the engineering team, UX, product owner & scrum master to develop technical capabilities. Agile consultants & Change Management consultants will implement the new ways of working within the team and drive the adoption of right behaviours. We will work with the leadership team, build learning capabilities, define custodians for DX and hand over the technical capabilities through a DevOps framework suitable for the requirements of an organisation to continue DevOps functions.



DEVELOPER EXPERIENCE (DEVX) - ROADMAP

Developer Experience capability requires a mix of Technical practices, Processes, Culture & Measurement capabilities to be built across all the domains of Digital Network

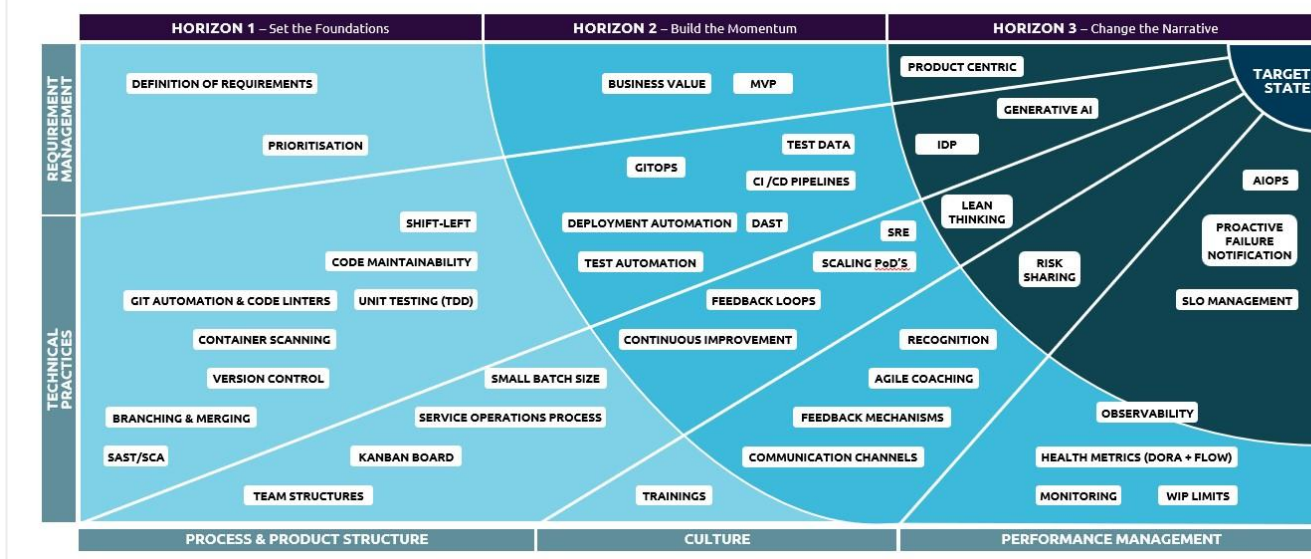


Figure 2. Our Developer Experience (DEVX) roadmap

Developer Experience capability enabled by DevSecOps & SRE practices can allow organisations to have developers at the centre stage and allows them to create capability that enhances developer productivity and efficiency. At Capgemini we take a 360-degree view while developing a DevX capability and don't just focus on technical practices but related process changes, culture changes & performance management that help to develop the right capabilities and implement them efficiently to realise value.

We have envisioned this in the following framework: BUILD IN THREE Horizons: Set the Foundation, Build the Momentum, and Change the Narrative.

During **Horizon 1**, we **set the foundational capabilities** for developers with standardisation of practices, process, and the right ways to use the tools. The focus is to be as close to the current developer work with minimal additional changes to the skills & behaviour of the developers. This helps us to create a culture of change.

In **Horizon 2**, our focus is to leverage the success of Horizon 1 and **build momentum** by introducing complex but critical practices to the lean ways of working, automation across developer's workflow, and helping developers & SRE's with visibility of the production systems behaviour. This stage requires a change in the behaviour, skillset, and practices of developers along with the introduction of Industry standard tools. In this stage, maximum value realisation happens with a change in the culture & behaviour.

In **Horizon 3**, once the momentum is built within the developer community and change with a focus on continuous improvement is embraced, organisations can attain **maturity in DevX**. This is the start of **changing the narrative** of DevX to organisations and they focus on automation driven by Data & Gen AI and proactive & predictive reliability of the systems. This allows organisations to have a change in productivity, efficiency & morale of developers.

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:

- Provide requested resources, stakeholders, information, and materials in a timely manner.
- Provide access to the appropriate process and subject matter experts to work with Capgemini to agree the design of the solution.
- Provide business users to perform user acceptance testing based on the agreed plan.
- Procure necessary software licenses and subscriptions as appropriate.
- Provide access to existing systems or the data from the existing systems to enable data migration.
- Provide test instances of any 3rd party system that will be required to test inbound or outbound interfaces.
- Enable employees to be made available for training as appropriate.
- Ensure the Buyer's project team is empowered to make the decisions necessary in a quick and timely manner.
- Review and sign-off all deliverables in a timely manner based on agreed acceptance criteria.

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

This service can be delivered as a defined project or on a day rate basis. In either case it will be a clearly defined project with agreed processes, outputs, and deliverables.

Capgemini will establish the required multi-level project governance and delivery assurance including regular reporting at the beginning of the project.

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 Partnerships/Alliances

There are no partnerships or alliances involved in 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

Disaster recovery solution may be included in the target solution if it part of the customer's requirement.

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.

All prices are in GBP and exclude VAT.

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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