

Insights Driven Workplace: Increasing Value from M365 G-Cloud 15





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1 Service Overview

Organisations face a dual challenge: unlocking value from vast unstructured data while maintaining compliance and security. Capgemini's Insights Driven Workplace (IDW), built on Microsoft 365, addresses this by combining intelligent governance with insight-driven services. Capgemini's Insights Driven Workplace (IDW), part of the Content Services portfolio, is designed to unlock this potential. Built on Microsoft 365, IDW offers a modular framework supported by accelerators and expert services that enable organisations to:

- Automate governance and lifecycle management across Sites, Groups, and Teams, ensuring content remains compliant, current, and cost-efficient.
- Deliver governed self-service for provisioning and permissions, reducing IT overhead while enforcing organisational policies.
- Prepare data for Generative AI and Microsoft Copilot by:
 - Securing and governing content to mitigate oversharing risks.
 - Enriching data with classification and metadata so document types and attributes are known, ensuring AI responses are grounded in trusted, relevant information.
- Surface actionable insights to improve decision-making and organisational effectiveness.
- Drive innovation and boost productivity through intelligent automation and optimised workflows. By embedding automation into everyday processes and streamlining workflows, IDW empowers teams to focus on high-value activities. This approach not only accelerates execution but also fosters a culture of continuous improvement, where innovation becomes a natural outcome of smarter, more efficient ways of working.

How IDW Delivers Value

IDW delivers a modern digital workplace by combining advanced Artificial Intelligence (AI), analytics, automation, and insight-driven templates with expert services to design, implement, and sustain transformation. For organisations at the early stages of their digital workplace journey, Capgemini provides a comprehensive set of advisory and implementation services.

Supported by AvePoint's Confidence Platform, IDW extends these capabilities with robust records management, compliance, and data protection. This integration ensures clients' digital workplace is secure, compliant, and optimised for productivity, while enabling actionable insights that drive smarter decisions and better business outcomes. The scope of services includes:

- **AI and Digital Use Case Advisory** – Identify business-specific opportunities and deliver tailored solutions.
- **Strategic Assessment** – Evaluate the current digital workplace and define a roadmap with actionable steps.
- **Adoption Health Check** – Assess usage and engagement to highlight areas for improvement.
- **Governance and Compliance Review** – Ensure alignment with regulatory and organisational standards.
- **Cloud Migration** – Transition from existing platforms to Microsoft 365, maximising the value of your investment in M365 and associated cloud technologies.

Capgemini's Insights Driven Workplace (IDW) transforms the digital workplace by combining Microsoft 365 capabilities with AvePoint's Confidence Platform for governance, compliance, and information lifecycle management (ILM). This integrated approach enables organisations to modernise operations, strengthen control, and build resilience, while unlocking actionable insights from enterprise data. The core pillars for governance, compliance, and ILM includes the following dimensions:

Core Service Dimensions



- **Modernisation – Employee Productivity**
 - Transform legacy business processes using modern technologies, intelligent automation, and custom Copilots tailored to organisational needs.
 - Measure engagement and influence behaviours that drive adoption and productivity.
 - Migrate and modernise legacy data into secure, cloud-based environments, ensuring readiness for AI-driven experiences such as Microsoft Copilot.
- **Control - Governance & Policy**
 - Gain visibility into access rights and identify areas of risk across the organisation.
 - Implement and monitor security, audit, and regulatory controls aligned with compliance standards.
 - Centralise policy management while enabling delegated administration for flexibility.
 - Enrich and classify data using AI to improve records management, strengthen compliance, and support automated governance. Improve data quality and structure to enhance AI-driven insights and ensure readiness for Microsoft Copilot and other advanced workplace tools.
- **Resilience – Data Security, Protection & Lifecycle Management**
 - Optimise content lifecycle management by identifying inactive or low-value data and relocating it from premium storage tiers to cost-effective alternatives, reducing costs and mitigating Microsoft 365 storage overage risk. Archived content remains fully searchable and accessible through Microsoft 365, ensuring compliance and business continuity.
 - Automate tagging, classification, and protection using AI-driven policies to safeguard sensitive information, prevent data loss, and enable intelligent lifecycle governance. These capabilities also enhance readiness for Microsoft Copilot and other AI-powered services by improving data quality and structure.
 - Continuously scan, analyse, and manage data with AvePoint's Confidence Platform and Copilot Control capabilities, delivering real-time visibility into risks, enforcing regulatory standards, and maintaining a secure, compliant environment for AI-driven collaboration.
 - Implement Workplace Lifecycle Management for Microsoft 365 sites, Teams, and Groups to restore governance across sprawling tenants. This includes automated recertification of ownership, permissions, and compliance policies, ensuring collaboration spaces remain secure, compliant, and aligned with organisational standards.

2 Business Need

All organisations face a common set of challenges, which include:

- **The constant need to do more with less**, driving demand for automation and intelligent tools.
- **Managing tasks, documents, processes, and teams digitally** in a secure and scalable way.
- **Adapting to changes in workforce demographics**, which is sustaining the call for flexible and hybrid modes of working.
- **Navigating an increasingly complex compliance environment**, with stringent regulatory and governance requirements.
- **Implementing workflow-driven governance** to maintain control across sprawling digital estates.
- **Maximising productivity and autonomy in the age of agentic AI**, ensuring readiness for solutions like Microsoft Copilot while maintaining trust and compliance.

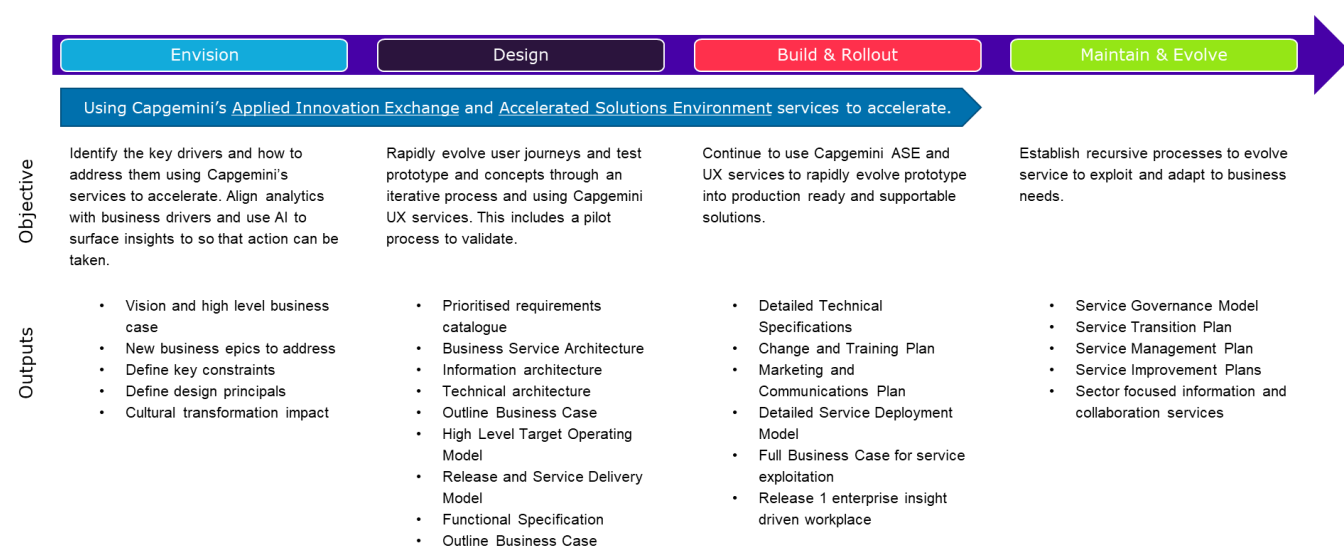


- **Managing storage growth and cost escalation**, particularly as generative AI accelerates content creation and amplifies the challenge of profiling which business units consume storage, creating governance and cost attribution gaps.

3 Our Approach

At Capgemini, collaboration is not just a principle, it is the foundation of how we deliver transformation. Capgemini work with clients to co-create solutions that align with organisational priorities and deliver measurable impact. Our IDW approach combines business-led and technology-aligned strategies tailored to the specific needs of each organisation.

The envisioning and design phases go beyond traditional UX to focus on Employee Experience (EX), mapping persona-led journeys and designing solutions that reflect how people work. This is complemented by a data-driven proposition, leveraging live telemetry from Microsoft 365 to capture key usage markers and behavioural signals. These insights reveal exemplar and sub-optimal collaboration patterns, enabling organisations to continuously optimise workflows, improve adoption, and maximise productivity.



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

Crucially, this telemetry-driven approach supports Microsoft Copilot adoption by identifying readiness gaps, monitoring usage trends, and ensuring that AI-driven experiences are grounded in well-governed, high-quality data. For organisations deploying custom Copilots, IDW provides governance frameworks and monitoring capabilities drawing on AvePoint's Confidence Platform and Capgemini accelerators to enforce compliance, manage lifecycle policies, and maintain trust in AI outputs.

Capgemini accelerates decision-making and reduce risk through continuous EX visualisation and rapid prototyping, allowing stakeholders to quickly validate approaches and understand the impact of change. Capgemini's experience spans multiple UK public sector organisations, aligning with government best practice as outlined in the Government Service Design Manual, and delivering tangible business value through modern workplace technologies.

3.1 Our IDW Services

In today's digital economy, organisations that fail to align workplace technology with business strategy risk falling behind. Capgemini's IDW services are designed to help enterprises unlock the full potential of their Microsoft 365 investment, transforming collaboration, productivity, and governance into measurable business outcomes.



Capgemini's modular approach allows clients to select targeted offerings or combine them for a comprehensive transformation journey.

3.1.1 IDW Agentic AI Use Case Assessment and Delivery

Within this landscape, Microsoft Copilot for M365 is redefining productivity by embedding AI into everyday workflows across the suite. Beyond content generation, Copilot enables intelligent summarisation, advanced data analysis, and contextual insights, reducing cognitive load and accelerating decision-making.

Capgemini's Agentic AI Assessment and Delivery Service helps organisations unlock this potential by:

- Identifying high-value use cases across the M365 ecosystem, including Copilot for Microsoft 365, Power Platform automation, and AI-driven compliance workflows.
- Evaluating current opportunities and uncovering business-specific scenarios to maximise ROI.
- Delivering actionable recommendations, robust business cases, and implementation plans to ensure secure, scalable adoption aligned with organisational priorities.

3.1.2 IDW Strategy Assessment

Content management and digital workplace solutions are often implemented without a cohesive strategy, resulting in fragmented experiences and unrealised ROI. Our IDW Strategy Assessment addresses this gap by co-creating a roadmap that aligns digital workplace capabilities with business objectives. Leveraging enterprise architecture expertise and technology insights, Capgemini ensures organisational strategy is both business-led and technology-enabled.

Key outcomes include:

- Identification of organisational pain points across IDW and non-IDW domains.
- Targeted readiness assessments for Copilot adoption and AI-driven workflows.
- Infrastructure and solution evaluations to uncover integration gaps and investment priorities.
- Governance frameworks to support sustainable transformation.

The objective of an IDW strategy assessment is to identify a defined roadmap proposal for interventions that realise defined benefits across the full range of digital workplace capabilities.

Capgemini works jointly with organisations to define the IDW strategy and select the right approach based on the requirements that meet the customers' business objectives.

3.1.3 IDW Business Case Development

Building a compelling business case for digital workplace transformation is not just about technology, it's about economics, governance, and measurable outcomes. Capgemini's approach ensures that clients' investment in Microsoft 365, including Copilot for M365, is justified through a rigorous financial and operational lens which takes into consideration:

- **Total Economic Impact Analysis**
Capgemini goes beyond simple cost-benefit analysis by incorporating **Total Expenditure (TOTEX)**, which combines both **CAPEX** (capital expenditure) and **OPEX** (operational expenditure). This holistic view helps organisations understand the full lifecycle cost of ownership and the long-term financial implications of adopting IDW innovations for M365.
- **Economic Case for AI and Copilot Adoption**
Capgemini quantifies the economic value of AI-driven productivity gains, including:
 - Reduction in time spent on repetitive tasks through Copilot automation.



- Increased throughput and faster decision-making enabled by AI insights.
- Opportunity cost savings from redeploying human effort to higher-value activities.
- **Defining KPIs for Success**
To ensure accountability and measurable ROI, Capgemini establishes clear KPIs, such as:
 - **Copilot Adoption Rate:** Percentage of eligible users actively leveraging Copilot features.
 - **Productivity Uplift:** Reduction in task completion time for document creation, analysis, and reporting.
 - **Operational Efficiency Metrics:** Decrease in manual processes and increase in automated workflows.
 - **Employee Engagement Scores:** Impact of digital tools on collaboration and satisfaction.
- **Scenario Modelling & Sensitivity Analysis**
Capgemini provide financial modelling to assess different adoption scenarios, including phased rollouts, and sensitivity analysis to account for variables such as licensing changes or evolving AI capabilities.
- **Funding Strategy & Governance Alignment**
Capgemini help secure executive sponsorship by linking the business case to strategic objectives, regulatory compliance, and risk mitigation, ensuring that investment decisions are defensible and future-proof.

3.1.4 IDW Modernisation: Employee Productivity

- Legacy systems often constrain innovation and slow down digital transformation. Capgemini's Modernisation module for IDW eliminates these barriers by delivering a zero-touch, fully automated migration to Microsoft 365, powered by Capgemini proprietary accelerators and informed by a comprehensive discovery and assessment phase. Zero-Touch Migration, supporting fully automated migration of email, files, and collaboration assets using Capgemini accelerators to minimise disruption, accelerate time-to-value and providing an assured migration pipeline.
- Discovery-Driven Precision identifying redundant content, integration points, and restructuring needs, ensuring migration aligns with business objectives.
- AI Data Enrichment for Copilot Readiness, conducted post migration to maximise the effectiveness of AI tools like Copilot through improved data quality and contextual relevance for AI-driven insights
- Automate compliance tagging using Microsoft Purview and Information Protection.
- Intelligent Content Restructuring reorganising content to reflect evolving business models and optimising collaboration spaces for AI-powered workflows.
- Accelerated Adoption of Innovation
- Enable rapid adoption of Copilot, Loop, and Viva Insights, embedding AI-driven productivity into everyday processes.
- Transformation Measurement Dashboards track adoption in real time, measuring productivity gains, and monitoring against defined KPIs, including Copilot usage metrics and AI-driven efficiency improvements.

3.1.5 IDW Control: Governance & Policy

- Governance is the cornerstone of a secure, compliant, and optimised digital workplace. Capgemini's IDW Control module, enhanced by the AvePoint Confidence Platform, delivers a comprehensive governance framework that combines automation, intelligence, and actionable insights to ensure organisations maximise their Microsoft 365 investment. The key capabilities of this module include: Operational Models for SaaS Collaboration with defined governance frameworks that balance centralised control with delegated administration, ensuring agility without compromising compliance.



- Automated Policy Enforcement, applying zero-touch governance for Microsoft 365 workspaces, Teams, SharePoint sites, and Groups using policy automation to reduce manual overhead and risk.
- Unified visibility and control across an M365 tenant or tenants, with the ability to drill down by department or specific workloads, while enabling business units to manage their own spaces within defined guardrails.
- Security, Audit, and Compliance Controls, integrating Microsoft Purview and Entra ID with IDW's advanced compliance capabilities to automate lifecycle management, enforce retention policies, and provide auditable proof of compliance.
- Cost Optimisation Strategies, employing workplace analytics to identify underutilised licences, redundant workspaces, and consolidation opportunities to aid reducing TOTEX and improving ROI.

Risk Management & Access Insights with real-time visibility into access permissions, identify potential risks, and automate remediation actions to maintain a secure collaboration environment.

3.1.6 IDW Resilience: Data Security & Protection

The IDW Resilience module addresses data security and protection for the digital workplace:

- Business continuity and data protection
- Protect against ransomware, accidental deletions, user error, and disasters
- Scan, Analyse & Manage Data
- Automate tagging, classification, protect data and prevent loss
- Storage optimisation
- Prune stale or unneeded content from active systems to save cost and improve quality, but retain for future use
- Information/Records Management
- Automate content compliance and records retention

3.1.7 Roadmap Reviews and Feature Adoption Packs

Organisations often invest significantly in Microsoft 365, yet the platform evolves at such pace that many fail to capture its full potential. To address this, Capgemini provides strategic roadmap reviews designed to keep clients' Microsoft 365 environment aligned with both Microsoft's innovation trajectory and clients' business objectives. These sessions deliver forward-looking insights into emerging capabilities in the M365 ecosystem and advanced security and compliance features, ensuring organisations remain ahead of the curve rather than reacting to change.

To translate strategy into action, each review is accompanied by a tailored Feature Adoption Pack. This pack provides a clear summary of new and upcoming Microsoft 365 capabilities, practical deployment guidance, and defined KPIs to measure success. By combining strategic foresight with actionable steps, these engagements ensure organisations remain proactive in leveraging Microsoft 365 innovations to drive measurable business outcomes.

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

Capgemini can provide service management capabilities supported by AvePoint's Elements Platform to enable proactive monitoring, administration, and support of your environment. These capabilities include tools and processes for incident resolution, performance optimisation, compliance assurance, ensuring that your environment remain secure, stable, and fully operational with agreed service levels.

These capabilities include, but are not limited to:

- Incident Management : Tools and processes for identifying, logging, and resolving incidents within agreed timelines.
- Performance Monitoring: Continuous monitoring of system health and performance to ensure optimal operation.
- Compliance Assurance: Mechanisms to maintain adherence to applicable regulatory and contractual requirements.

6 Protection of Data

This service is based on a security classification of 'Official'. For organisations required to hold data at higher levels of classification, we offer a targeted set of IDW services in combination with Microsoft 365 Local, ensuring compliance with stringent security requirements, while delivering the benefits of modern collaboration. This flexibility allows organisations to adopt secure, insight-driven workplace capabilities without compromising on security or governance obligations.

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

Partnering with AvePoint enables us to provide seamless automation, deep insights, and flexible tools, giving businesses the confidence to unlock the full potential of Microsoft 365.

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.



Capgemini has won six 2023 Microsoft Partner of the Year Awards and was honoured amongst the top Microsoft partners globally for demonstrating excellence in innovation and implementation of client solutions based on Microsoft technology.

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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