

Digital Delivery Centres - Digital/Agile/PaaS/DevSecOps/CI/C D/UR/UX/Cloud-native G-Cloud 15





Table of Contents

1	Service Overview	3
2	Business Need	4
3	Our Approach.....	4
3.1	Establishing Capability	4
3.2	Buyer Capability Growth.....	4
3.3	Cultural Transformation.....	4
3.4	Establishing Ways of Working	4
3.5	Agile	5
3.6	DevSecOps.....	5
3.7	User-centred	5
3.8	Security and Privacy	5
4	Buyer Responsibilities	6
5	Service Management	6
6	Protection of Data	6
7	On-boarding and Off-boarding	6
8	Skills and Knowledge Transfer	6
9	Vendor Accreditations/Awards	7
10	Sub-contractors	7
11	Business Continuity and Disaster Recovery	7
12	Pricing	7
13	Ordering and Invoicing	7
14	Termination Terms	7
15	Further Information	7



1 Service Overview

For Buyers who wish to build their own Digital DevSecOps Delivery capability, Capgemini offers Digital Delivery Centres (DDCs). DDCs are highly collaborative centres of excellence employing agile methodologies and DevSecOps ways of working to rapidly deliver user-centred services to market. The centres drive a culture of collaboration and inclusion, flexing hybrid working where applicable, implementing multi-disciplined DevSecOps teams, that blend both Buyer and Capgemini capability for a truly One-Team approach.

Capgemini's DDC offer will accelerate the Buyers' IT transformation journey helping them to establish and grow their own in-house delivery capability, transform their organisational culture and introduce high performance ways of working.

Key Features of our DDC offer include:

- Establishing Buyer directed, product oriented Digital Delivery Centres
- Transformation of the Buyer's IT organization, through a culture of DevSecOps and Agile at scale
- Co-creating a Delivery Transformation roadmap with the Buyer, including maturity assessments of the As-Is service(s), and defining their 'To-Be' operating model, as part of an IT Transformation Programme
- Building digital services using the Buyer's own employees, augmented with Capgemini DevSecOps, Agile, User Centred Design, Cloud-native, and Automation expertise
- Extensive Experience of delivering to the Gov.uk Service Standard led by Service Standard assessors
- Using User Centred Design approach to improve user experiences
- Supporting Legacy Transformation and re-platforming to Cloud
- Providing multi-device mobile application capability
- Using business process re-engineering and end-to-end service design to drive channel shift in support of the Buyer's strategic objectives
- Support for multi supplier environments with shared ways-of-working
- Using Sustainable by Design to build services that minimise their impact on our planet.

In addition to the above key features Capgemini can also:

- Operate DDCs on the Buyer's behalf in the longer term
- Transfer the operational running of DDCs to the Buyer once established
- Provide augmented resources for short periods of time to support and effect knowledge transfer
- Provide long-term staffing expertise.

Benefits delivered for the Buyer include:

- An Accelerated IT Transformation journey and time to market for new products and services
- A focus on customer experience and maximised user engagement
- Increased Product quality and reduced technical debt through automated governance and assurance processes in CI/CD pipelines
- Improved Live Service operational efficiency through monitoring and reporting tools – production issues identified and resolved quickly by DevSecOps teams
- Increased business agility and process efficiency
- Enables technology agnostic re-platforming to the cloud driving innovation and delivering performance improvements
- Embeds consistent working practices and supports Buyer capability growth.
- Designing for Net Zero goals through Sustainable by Design.



2 Business Need

Buyers can benefit from the expertise and experience of Capgemini personnel in designing, architecting, delivering, testing and operating Cloud-native services, typically where entering new markets, improving customer experience and improving business scalability are desirable end results.

3 Our Approach

Our approach accelerates the Buyers transformation journey helping them to establish and grow their own in-house agile delivery capability, transform their organisational culture and introduce high performance ways of working.

3.1 Establishing Capability

Capgemini is experienced in establishing, running and transferring Digital Delivery Centres (DDC). The DDC experience is highly collaborative; our Buyer's Digital ambitions realised by building an organisation consisting of the Buyers own in-house employees fused with Capgemini's own experts. This augmentation model rapidly establishes a flexible capability that is delivery ready.

Typically, DDCs would be Cloud-native and Automation orientated, however should you have a requirement for a different type of DDC, please contact us to discuss.

3.2 Buyer Capability Growth

Capgemini experts within the DDC work alongside existing and new Buyer talent, with mentoring a core feature of the culture. DDCs support capability growth through:

- Aiming to balance experience with new junior talent
- Employing academy models to source new talent
- Fostering a learning and knowledge sharing culture to build experience together.

3.3 Cultural Transformation

A performance orientated, collaborative culture which enables the rapid delivery of digital products and services that are designed to meet the needs of users. Key cultural features include:

- Agile ways of working, aligned with industry best practice around continuous delivery and DevSecOps ensure that value (changes) can be rapidly and reliably built and shipped
- User-centred approach to design ensures that user journeys are built upon evidence of what users need
- A collaborative One-Team approach to ensuring success, by recognising we all own the solution and learning quickly to iterate and continuously improve.

3.4 Establishing Ways of Working

DDCs are by nature Agile, advocate DevSecOps, with a focus on User Experience and UK Government Digital by Default service standards.



3.5 Agile

Capgemini has a history and proven track record of working with agile methodologies to bridge the gap between business and technology, including numerous certified Agile Coaches and practitioners working on Gov.uk Service Standard aligned programmes today.

Capgemini can help assess agile understanding and uptake across the Buyer's organisation and make recommendations for improvement. Capgemini has experience of SaFE and its own "Agile @ Scale" offerings that can show how low-level agile project practices link into the larger programme landscape. Capgemini can offer training and games-based examples to help change the mindsets of the Buyer's employees across the organisation and help reap the benefits of being an agile technology organisation.

3.6 DevSecOps

Delivery is driven through common technology platforms, rapid prototyping, continuous testing, deployment and improvements. DDCs emphasise an iterative build to run approach:

- Squads build, assure and operate products to meet user needs
- Small changes released to production early and frequently
- NFRs embedded from day one and assured via automation
- Simplifying and isolating change by breaking dependencies, with any assumptions made being robustly assured.

3.7 User-centred

- Focussing on end-to-end customer experience through holistic user journeys
- Life event directed user experience, exploration and design
- User Research driven solutions, designed to enable users to succeed first time
- Iterative delivery, responding to the needs of user personas
- Accessibility by default, making all services fully inclusive
- Net Zero focussed through Sustainable by Design

Employing Sustainable by Design creates or enhances services to not only meet the needs of the business and users, but also to do no harm to our planet (regenerative is even better). Bringing service design and architecture together with sustainability brings focus to bear on successful adoption and sustainable behavioral change, further reducing the harm done to our planet as customers/users choose to use new sustainable services over others. It should be seen as introducing a "planet" persona into the service design process.

3.8 Security and Privacy

Capgemini considers the appropriate level of security and privacy to be critical aspects of any solution. Capgemini's approach can help evaluate and categorise the security and/or privacy requirements in the early stages of an engagement, in agreement with the Buyer. This can enable "secure by design" and "privacy by design" to be embedded in the design and delivery of the solution, through the functional and technical design of the solution, the design and implementation of environments needed for the delivery of the solution and in Capgemini's delivery approach and ways of working.



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 product owner is available and empowered to make decisions when requested, in a timely fashion.
- Buyer should ensure that the product owner attends regular progress meetings.
- Buyer must ensure that changes to project goals are documented and communicated to the project delivery team, in a timely fashion.

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 will work with the Buyer to apply the appropriate levels of Service Management as they look to rapidly iterate and improve services to deliver value to their users.

The Service Management scope provided for DDCs will be agreed within the Order Form and will be charged for in accordance with the pricing section for this service.

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.

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



This presentation contains information that may be privileged or confidential and is the property of the Capgemini Group.

Copyright © 2026 Capgemini. All rights reserved.