

Integration Development and Support Services G-Cloud 15





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1 Service Overview

Capgemini offers a comprehensive suite of integration development and support services designed to help organisations to modernise their IT landscape, accelerate cloud adoption, and harness the power of AI. Leveraging decades of expertise and strategic partnerships with leading technology providers, our approach combines robust architecture, agile delivery, and advanced automation to deliver secure, scalable, and adaptable integration solutions. Our services encompass the full life cycle of integration, from strategy and design through to implementation, monitoring, and ongoing support, ensuring seamless connectivity across cloud, hybrid, and on-premises environments.

As a Tier-One Global Systems Integrator, Capgemini has a market-leading capability in enterprise integration transformation. We offer integration strategy and advisory services, business change, architecture and AI enhanced build, run, hosting and legacy platform migration. For architecture best-practice, we can leverage TOGAF and Capgemini's own Integrated Architecture Framework.

Capgemini has over 30 years of expertise across industry-leading integration products, including MuleSoft, IBM (Web Methods Hybrid Integration), Boomi, Workato, SAP, and hyperscaler integration capabilities on Microsoft Azure, AWS, and Google Cloud Platform. Capgemini has been building large scale integration platforms for its clients across the world. We have delivered hundreds of projects globally, integrating enterprise applications and business partners, enabling discoverable and reusable composable services for modern use cases such as API enablement, event-driven architecture, and agentic AI enablement.

Our strategic partnerships with product vendors (MuleSoft, Boomi, Workato, SAP, TIBCO, IBM, Oracle) and hyperscalers (Microsoft Azure, AWS, Google Cloud Platform) underpin our delivery of API and Enterprise Integration solutions. Our frameworks and accelerators incorporate standardised industry processes and best practices to accelerate development and provide market agility.

Key benefits include:

- Targeted modernisation for product-centric and outcome-based delivery
- Rapid design and build of architectural foundations for API management and service layers
- AI-assisted construction of adaptable data flows between applications
- Deployment of market-leading integration platforms supporting microservices-based integration
- Use of DevOps tools and processes for new application build and deployment
- Scalable services to support organisational growth

Our integration development and support services cover:

- API-led microservices and cloud integration
- API gateway implementation and product evaluation
- Integration CoE setup and platform migration
- Monitoring, support, and automated provisioning
- DevOps, process automation, and service reporting
- Service improvement, business change, and quality management

We deliver these services using technologies such as:

- MuleSoft, Boomi, Workato, SAP, IBM, and TIBCO platforms
- Microsoft Azure, AWS, and Google Cloud integration services
- Kong Konnect and Apache Kafka



- SAP Business Technology Platform Integration Suite
- Open-source technologies

Capgemini's approach ensures organisations are never held back by integration complexity. We combine high-quality delivery teams, AI-powered tools, transparent governance, and thought leadership to deliver on-time, tailored integration solutions with measurable service excellence and business alignment.

2 Business Need

Organisations seek to reduce costs, become more agile and innovative, accelerate cloud adoption, and exploit AI, without compromising service management. Balancing integration with legacy systems and adopting emerging standards requires highly adaptive designs.

Integration technologies are used for:

- Cloud platforms (AI activation, legacy modernisation)
- API-led solutions and channel integration
- Event streaming, messaging, and IoT integration
- Microservices and public sector integration
- Data lakes, big data, and business process orchestration
- Multi-supplier and inter-cloud connectivity

Capgemini is a Microsoft Gold Certified Managed Partner for Azure Integration Services and a Premier Partner for Google GCP Application Integration and Apigee-led GTM offers.

3 Service Scope

Integration Development and Support Services apply to:

- Public cloud (HTTP access, web UI, API, file upload)
- Private cloud (private/community clouds without public HTTP access)
- Hybrid scenarios (combination of cloud and on-premise)

4 Our Approach

Capgemini's integration support services are designed to ensure the ongoing reliability, performance, and evolution of enterprise integration platforms. Our support offering includes comprehensive monitoring, automated provisioning, and robust operational management across cloud, hybrid, and on-premises environments. We provide administration, incident management, and service improvement, underpinned by industry best practices and advanced tooling. Through our Integration Enablement Centre, clients benefit from centralised governance, security, and technical guidance, as well as rapid issue resolution and continual optimisation. This integrated support model enables organisations to maintain high service quality, adapt quickly to changing business needs, and maximise the value of their integration investments.

Architecture guidelines:

- API-led and event-based architectures for agility and scalability
- Self-service low-code options and AI utilisation across the lifecycle



- Industry best practices and open standards (OpenAPI, SOAP, REST, AsyncAPI, RAML, XML)
- Cloud-first and hybrid integration model support
- API gateway, security policies, and shared utility components
- Containerisation and microservices-based integration

Capgemini's delivery framework and agile practices, aligned with industry standards, provide a well-defined integration delivery methodology. Key features include:

- AI-powered development and agile practices
- Streamlined requirements and synchronisation with customer needs
- Data models for integration, exception handling, and monitoring
- Project management, change control, and configuration management
- Global collaboration and knowledge sharing
- Robust support and operation processes

Integration Enablement Centre:

Enables rapid project delivery with:

- Governance and centralised security
- Administration, monitoring, and management
- API catalogue for interface discovery
- Templates and architectural patterns for integration design
- Technical guidance and decentralised delivery assets
- Support for agentic AI collaboration

4.1.1 Rapid Start Process

Capgemini's QuickStart process enables rapid demonstration of business value and return on investment:

- Solution assets (frameworks, monitoring, test tools, templates)
- Technology-specific components for error management and observability
- CI/CD automation for DevOps integration
- API marketplace accelerators and SAP S/4HANA solutions
- Automation tooling for migration between technologies
- Proof-of-concept demonstrations for validation

4.1.2 Integration DevOps Model

Capgemini recommends a DevOps operating model with:

- Process automation for integration build-to-run
- Continuous integration and delivery
- Automated regression testing and version control
- Market-leading DevOps tools for quality and traceability
- Collaboration with consulting, technology, and professional services teams
- Advisory services for major organisations including HMRC, DWP, and the NHS



5 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.

In order to achieve an expedient start-up to any project which utilised this service, Capgemini would expect the Buyer to undertake the following:

1. Full 'Landing' Discovery process:
 - i. RACI analysis and implementation. Capgemini can support if necessary
 - ii. Setting timeframe for any knowledge transfer and recipients
 - iii. Determining the specific remit for Buyer's team members and CG new-comers
 - a. To include process for any Buyer's staff being 'supervised' by CG staff
 - iv. Ensuring the readiness of current Buyer systems for project start-up
 - a. Knowledge base – completeness and comprehensibility
 - b. Access and speed of security clearance against expected delivery schedule
2. Application/Platform 'take on' if already in existence:
 - i. 'Acceptance into support' process
 - a. If the Integration platform is currently being utilised by the Buyer and Capgemini takes over as the service supplier or is providing any sort of 'management' (including 'trusted advisor') support to it
 - b. For any legacy applications that Capgemini takes over support of prior to integration with the ESB platform

6 Service Management

Capgemini has successfully managed and delivered thousands of projects and programmes - some small in size and others which are some of the largest multi-supplier ecosystems in the world. Capgemini has an overall governance model, which sets the standards we need to follow both for small projects and large programmes of work.

The scope of the individual services to be provided will be agreed within the Order Form, and will be charged for in accordance with the Pricing section for this service.

7 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.

8 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.



9 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.

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's skilled resources have worked, and are working, on many successful Integration programs.

Key Awards

Some of Capgemini's key awards and vendor accreditations related to Cloud Services are listed below:

- IBM webMethods EMEA Hybrid Integration Highest Customer Loyalty and Expansion 2025
- Workato Agentic Hackathon first place 2025
- Kong Strategic Partnership Excellence Award 2025
- 2025 Salesforce MuleSoft Navigator Implementation Expert Distinctions for MuleSoft Automation and MuleSoft Anypoint Platform
- MuleSoft Global Partner of the Year 2023, 2021, 2020 & 2018
- MuleSoft APAC Partner of the Year 2023, 2022, 2021, 2020, 2019, 2018 & 2017
- MuleSoft EMEA Partner of the Year 2021, 2020, 2019, 2018 & 2017
- Boomi Global Innovation Partner 2021

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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