

Application Development and Maintenance Advisory Services G-Cloud 15





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1 Service Overview

Capgemini's Applications Development and Maintenance (ADM) Advisory Services offer has evolved out of our delivery of hundreds of applications management services globally. Our ADM practice concentrates on the management, support and on-going evolution and development of enterprise IT applications suites to help clients deliver business outcomes. A team of applications and service management experts are selected to focus on the business, service and technology areas of a Buyer's estate and assess the application and related IT portfolio over a period of 5 to 8 weeks. This assessment project provides the information and recommendations to:

- Help clients refocus on business value and operational cost reduction as well as sustainability opportunities
- Provide a high-level design of a revised target operating model for improved service delivery and user experience
- Show how Buyer services can continuously improve in a cost-effective model.

To perform this analysis exercise effectively Capgemini team use our ADM services framework of tools and processes. AI-Powered ADM services is Capgemini's lifecycle approach to application management, built on a culture of continuous improvement and innovation that can help to establish a platform to deliver a comprehensive application optimisation programme using Cloud based and other services through several initiatives that can deliver incident reduction and help improve the productivity of the overall applications service.

Areas Capgemini team can focus on depending on Buyer's needs specified in the Order are:

- Benchmarking Buyer's cost and help in enabling opportunities for sustainable reduction
- Consulting to re-engineer the landscape across applications, platforms and infrastructure
- Designing operating models for the future (high level design)
- Enhancing ADM service design to focus on speed, reliability and value
- Advising on best industry practice and capability in ADM services
- Service Levels and the introduction of business-based KPIs
- Assessing levels of automation maturity and opportunity for introducing Generative AI

An improvement recommendations report and a high-level plan of how to implement them is produced at the end of the assessment along with other deliverables that have been agreed with the Buyer in the respective Order.

2 Business Need

Complex legacy applications and data may limit an organisation's business flexibility and performance. Modern applications are expected to have more than just code quality and predictability – they need to be adaptable to changing business needs and IT environment. A complex and integrated application estate needs to build knowledge and understanding of systems and business functions and yet processes may be fragmented and disjointed. For example, a development team may currently provide support but have insufficient capacity to focus on normal activities, such as looking at remediating technical debt or innovation and exploitation of application platform capabilities. Support and development of applications may simply be costing too much.

Capgemini's Application Development and Maintenance (ADM) Advisory Services use the tools in our ADM services framework which have evolved out of Capgemini's delivery of hundreds of application maintenance services globally, to focus on the business, service and technology areas of the Buyer to help address these or similar needs.



3 Our Approach

Typically, an assessment project will take 5 to 8 weeks depending on the Buyer needs and the size of applications estate that needs to be considered. Once Buyer's requirements are understood the Capgemini team follow the steps in the diagram below:



Typical Steps in an AM Advisory Service project

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

As well as assessing data provided by the Buyer such as application performance information the team hold a series of workshops, chaired by a Capgemini solution architect, with Buyer subject matter experts such as application or COE owners to obtain more information and validate their views. In Capgemini analysis we consider the user/customer journey and business function of the applications. Weekly status reports are issued to the Buyer business sponsor and discussed. All hypotheses and draft high level designs are tested with the Buyer. Typical outputs of an Development and Maintenance (ADM)Advisory Services are (specific requirements to be confirmed in a relevant Order):

Deliverable	Description
Baseline Analysis	Overview of any existing applications delivery model used for custom applications and SaaS solutions, including an assessment of current challenges and opportunities including service performance, IT spend (if available) and customer/user experience.
Improvement Recommendations Report	Recommendations for improvement based on good practice application support and Capgemini's "AI-Powered ADM services" approach. These may include organisational changes and automation improvements and a business case for making the changes.
High Level Design	A future target operating model for application management delivery that aligns with other changes within the service management function and broader Buyer ambitions
Implementation Plan/Roadmap	A high-level plan to show how the potential service could be scaled/deployed to take on existing applications.

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:

- Provision of a single point of contact to help drive the exercise on the Buyer side
- Provide access to key users and domain managers to discuss the health of applications portfolio in a series of workshops
- Supply the relevant applications data such as incident and change information and other service analytics



- Working space and other access if onsite working is required

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 will be managed by a UK engagement manager who will be responsible for meeting the service deliverables and performance targets agreed in a relevant Order.

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.

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 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 maintains strong strategic alliances with leading technology providers to deliver innovative Application Development and Maintenance (ADM) solutions in the cloud. Through its extensive "Cloud Alliance," Capgemini partners with industry leaders such as Microsoft, Oracle, AWS, Salesforce, SAP, Google Cloud, VMware, MuleSoft, and others to enable end-to-end digital transformation for clients. These partnerships



empower Capgemini to leverage cutting edge technologies across cloud, AI, and automation. Capgemini has consistently been recognised with numerous awards and accreditations from its partners and industry analysts, including multiple Google Cloud Partner of the Year awards for Generative AI, Sustainability, and Industry Solutions. These accolades underscore Capgemini's commitment to delivering innovative, secure, and scalable solutions that drive measurable business outcomes for clients worldwide.

9.1 Analyst Recognition



9.2 Oracle

As a key global strategic partner, Capgemini continues to participate in the Sell, Service, and License & Hardware tracks, and holds recognized Expertise across Oracle's SaaS, PaaS, and IaaS portfolio. Capgemini brings deep capabilities in Intelligent Cloud Operations, ERP Cloud Advisory, and industry-specific solutions, supported by over 11,400 Oracle-certified consultants worldwide and more than 85 OPN Expertise areas.

The power of our collaboration with Oracle continues to earn global recognition, with recent highlights including:

- **2025:** Capgemini named Regional Best-in-Class Service Partner for Technology/Cloud – EMEA at the Oracle Partner Awards, reflecting excellence in Oracle Cloud implementations and business impact across Europe, Middle East, and Africa.
- **2024 -2025:** Recognized as an Innovator in Avasant's Oracle Cloud ERP Services RadarView™, for embedding generative AI in delivery platforms and accelerating ERP transformations.
- **2025:** Winner of multiple Oracle Partner accolades for cloud transformation projects and industry solutions, reinforcing our leadership in Oracle SaaS and PaaS deployments.

9.3 SAP

Capgemini remains a certified Global AMS and Cloud Services provider for SAP, with over 25,000 SAP practitioners worldwide and more than 8,000 certified resources. It continues to lead in SAP S/4HANA



certifications in Europe and ranks among the top globally for overall SAP certifications. In 2025, Capgemini strengthened its SAP partnership through initiatives like the Sovereign Technology Partnership, aimed at delivering secure, AI-powered enterprise transformation across highly regulated European sectors.

Analyst Recognition:

Capgemini is consistently recognized as a Leader in SAP services. In 2025, it was named a **Leader in The Forrester Wave™: SAP Services in Europe, Q2 2025**, earning top scores for SAP S/4HANA transformations, AI innovation, and data-driven strategy.

Gartner continues to position Capgemini as a Leader in **its Magic Quadrant for SAP S/4HANA Application Services, Worldwide**, maintaining its leadership for multiple years.

Awards:

- **2025 SAP Pinnacle Awards:** Capgemini was a finalist in the SAP Business AI – Partner Innovation category for delivering advanced AI use cases on SAP Business Technology Platform.
- **2025 SAP Innovation Awards:** Winner in the Transformation Titan category for leveraging SAP S/4HANA Cloud and SAP Analytics Cloud to drive enterprise agility and automation.

9.4 Microsoft

Capgemini is a strategic global partner of Microsoft, driving innovation across development, integration, and Application Lifecycle Management. Today, Capgemini has **over 28,000 Microsoft-certified professionals** worldwide, including Microsoft Certified Professionals (MCPs), Azure® certified architects, and Microsoft Cloud Solution Architects.

Capgemini holds **Microsoft Solutions Partner** designations across all six solution areas and continues to maintain advanced specialisations in key domains such as Application Development, Data & AI, Security, and Azure Expert Managed Services (MSP).

As a leading partner for Azure Cloud, Dynamics 365, and AI-driven solutions in Europe and globally, Capgemini has strengthened its position in delivering end-to-end cloud transformation and industry-specific solutions.

In recognition of its impact, Capgemini was honoured with multiple **2024 Microsoft Partner of the Year Awards**, including global awards for SAP on Azure, AI Innovation, and Sustainability Transformation, reinforcing its role as a trusted advisor for enterprise modernization and digital acceleration.

9.5 AWS

Capgemini has partnered with **Amazon Web Services (AWS)** since 2008, building a strong collaboration across **sales, delivery, and innovation**. Today, Capgemini is recognized as a **Premier Consulting Partner and an AWS Managed Service Provider (MSP)**, part of AWS's elite MSP program, with advanced specialisations in **migration, SAP on AWS, AI/ML, and industry-specific solutions**.

Capgemini's global team of **AWS-certified architects and consultants** delivers end-to-end cloud transformation, from **discovery and planning to migration, optimization, and operations**, ensuring workloads and cloud-native applications are fully optimized on AWS.

With **over 6,500 successful cloud projects** and deep industry expertise, Capgemini offers a comprehensive portfolio of **cloud hosting, modernization, industry solutions, and continuous improvement services**.

In 2024, Capgemini earned **multiple AWS Partner of the Year Awards**, including global recognition for **AI/ML Innovation, Industry Leadership in Automotive**, and **Global Innovation Partner of the Year**, reinforcing its position as a trusted leader in cloud-driven business transformation.



9.6 Salesforce

Capgemini has been delivering **successful Salesforce implementations and integrations for over a decade**, helping organisations make **SaaS solutions a strategic component of their IT landscape**. As a **Salesforce Global Strategic Consulting Partner**, Capgemini operates across key geographies with a team of **over 3,000 Salesforce-certified specialists**, enabling businesses to deliver **cloud-based processes seamlessly integrated with enterprise systems**.

Capgemini continues to drive innovation in **Salesforce Customer 360, Industry Clouds, and AI-powered experiences**, supporting clients in achieving **personalised engagement and data-driven decision-making**.

Recent recognitions highlight Capgemini's leadership:

- **2024:** Salesforce Partner Innovation Award for **AI-Driven Customer Experience**
- **2024:** Named among the **Top Global Strategic Partners for Industry Solutions**
- **2023:** Best Salesforce Partner to Work For in the UK (Digital Revolution Awards)

Capgemini's Salesforce practice is focused on **accelerating digital transformation through AI, automation, and industry-specific solutions**, ensuring clients maximize the value of their Salesforce investments.

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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