

AI Enabled Enterprise Integration G-Cloud 15





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1 Service Overview

In today's AI-driven enterprise landscape, organisations face constant pressure to innovate rapidly while maintaining secure, resilient, and intelligent operations. As a Tier-One Global Systems Integrator, Capgemini combines decades of integration leadership with advanced AI expertise to help clients transform their business. Our Agentic AI Powered by Integration offering enables enterprises to connect data, systems, and intelligent agents into a cohesive, trusted network, turning isolated intelligence into coordinated, outcome-driven action.

Capgemini has delivered large-scale integration programmes for over thirty years, using industry-leading platforms such as MuleSoft, IBM, TIBCO, Workato, Boomi, AWS, Google, and Microsoft Azure. Leveraging proven frameworks like TOGAF and our Integrated Architecture Framework (IAF), we specialise in API-led modernisation, multi-agent orchestration, and AI-assisted delivery, supported by standardised assets and best practices that accelerate time-to-value.

As integration evolves beyond automation to agentic capabilities, Capgemini's portfolio embeds AI agents that access data, trigger workflows, and collaborate securely across applications and environments. Our strategic partnerships with major hyperscalers and iPaaS providers underpin a robust integration fabric, enabling multi-agent orchestration, enterprise observability, and responsible autonomy. This ensures agentic AI systems can automate with contextual data, act through connected applications, and scale securely across hybrid environments.

Key benefits of our approach include:

- Seamless connectivity for LLMs and agents through Model Context Protocol (MCP) and Agent-to-Agent (A2A) communications, simplifying orchestration and ensuring secure, scalable AI interactions.
- Intelligent integrations in which platform employs agents to inspect payloads and gather wider context from Enterprise to route messages to the most appropriate endpoints, or generate personalized responses
- Robust security and compliance safeguards to protect user actions and data, maintaining trust and regulatory alignment.
- Accelerated API-led architecture and service layer delivery through AI-assisted modelling, automated mapping, and reusable patterns, moving from human delivery team labour to agent AI labour
- Adaptable data flows and intelligent integration components that streamline business system connections and enhance user experiences.
- Evolution of microservices supported by AI-driven analysis for safe coexistence with legacy environments.
- AI-augmented DevOps pipelines for optimised testing, deployment, and asset reuse.
- Predictive monitoring and self-healing capabilities to improve reliability and operational efficiency.

Capgemini provides comprehensive services to design, implement, and optimise agentic AI-powered integration ecosystems, including:

- API and integration strategy, governance, and advisory services
- Intelligent Integration Centre of Excellence (CoE) setup, management, and platform modernisation
- Microservices and event-driven architecture, composable design, and B2B integration
- AI-enabled API management, gateway solutions, and predictive quality of service
- Cloud integration solutions leveraging iPaaS/iSaaS platforms and AI-assisted DevOps

Our expertise spans a broad range of technologies, including Salesforce MuleSoft, Workato, Boomi, IBM Integration, Google Apigee, AWS Integration Services, Microsoft Azure, WSO2, Apache Kafka, TIBCO, and open-source platforms.

For integration migration, Capgemini's i-Migrate solution automates the analysis and transition of APIs and B2B integrations between platforms, reducing cost, time, and manual effort while ensuring error-free outcomes.

Built on Capgemini's established Anypoint Partner Manager Accelerator, the i-Migrate platform reflects Capgemini's commitment to delivering a robust, automated and intelligent migration solution for the seamless transition of integration assets between platforms.



The i-Migrate platform provides a standardised, error-free, AI enabled migration with significant reduction in cost, time and manual effort. Typical-migration scenarios include:

1. Boomi -> Mule,
2. Boomi -> SAP TPM,
3. Mule -> SAP BTP,
4. IBM Sterling B2B -> Mule,
5. SEEBURGER -> SAP PI,
6. Axway -> Azure

Additionally, our low/no-code solutions with Microsoft Power Platform accelerate time to market, enhance productivity, and streamline legacy modernisation through AI-assisted app generation, adaptive automation, and robust governance frameworks.

Capgemini's integrated approach empowers organisations to innovate confidently, scale intelligently, and optimise costs through efficiency, automation, and re-use.

2 Business Need

Organisations today are focused on reducing costs while becoming more agile, innovative, and resilient in the evolving AI-driven enterprise era. As cloud adoption and IT transformation accelerate, integration is critical for enabling connected, data-aware, and automated business processes. Modern enterprises are evolving their integration ecosystems to support Agentic AI, empowering seamless collaboration across applications, platforms, and environments.

Capgemini enables this transformation by leveraging modern iPaaS platforms embedded with agentic and AI capabilities to automate design, optimise operations, and enhance governance. Typical integration use cases include:

- Legacy modernisation with AI-assisted migration tools
- API-led digital channel integration and marketplace solutions for intelligent, composable platforms
- Business process automation, including agent-to-agent and microservices orchestration
- Data integration, analytics, event streaming, and messaging
- Inter-cloud and IoT connectivity, supported by predictive API gateway patterns
- Industry-specific offerings for public sector and automotive, delivered through strategic partnerships with hyperscalers

As a Microsoft Gold Certified Partner and a strategic partner with Google, Capgemini implements AI-driven integration services, including Azure AI, Apigee, and GCP Application Integration.

Enterprises seek optimised business processes that eliminate redundancy and deliver smarter outcomes, driving cost reduction and increased revenue. Success depends on moving away from rigid, point-to-point integrations and embracing agile, product-centric approaches that prioritise re-use and automation.

Modern integration goes beyond connecting systems—it enables intelligent collaboration between agents, large language models, and applications, forming the foundation for data-aware, automated business processes.

Capgemini's AI-enabled integration solutions deliver:

- Secure, standardised connectivity via Model Context Protocol (MCP)
- Transformation of legacy systems and APIs into MCP-enabled endpoints
- Accelerated delivery with GenAI-assisted design and natural language coding
- Embedded security and governance for safe, compliant AI adoption

Our integration approach empowers organisations to innovate confidently, scale intelligently, and optimise costs through efficiency and re-use.



3 Service Scope

The scope of this Service applies to:

- Public Cloud platforms where the public has HTTP access (Web UI, API, File Upload with AI assisted API Management)
- Private Cloud Secure and controlled environment (Community or enterprise clouds) enabling AI-driven automation, compliance without public HTTP access.
- Hybrid scenarios - Environments-where cloud and on-premises systems co-exist supported by agentic and adaptive integration for seamless interoperability

4 Our Approach

Our strategic vision for integration platforms is to enable AI-driven transformation and faster innovation through a flexible, intelligent, and secure environment that seamlessly connects customer-facing services with back-office systems, abstracting users from legacy complexities.

Capgemini leverages The Open Group Architecture Framework (TOGAF) and our Integrated Architecture Framework (IAF), aligned with industry and open standards, to deliver consistent, repeatable, and AI-enabled architecture and consulting practices. These frameworks combine governance, proven templates, accelerators, and development methods to ensure agility, scalability, and resilience.

Our architecture and solution services are guided by the following principles:

- API-led and microservices architectures built around business capabilities, enhanced with AI-assisted flow design, monitoring, and recommendations for agility and scalability.
- Adoption of industry standards and best practices, including a cloud-first approach for hybrid and AI-driven integration models.
- Secure API gateway implementation, API federation, and adaptive management of microservices.
- Shared utility components and reusable assets, supported by intelligent capacity planning and elastic compute optimisation.
- Platform resilience through self-healing services and robust monitoring strategies.
- Continuous integration and deployment with automated testing and change validation.
- API catalogue-driven taxonomy, categorisation, and versioning, supported by AI-assisted discovery and reuse.
- Scalable and portable deployments across multi-cloud environments.
- Industry-focused research and go-to-market solutions for integration and APIs, leveraging AI for innovation.
- Low/no-code enablement with Microsoft Power Platform, combining AI-assisted application development, workflow automation, and data integration to deliver end-to-end business value.
- Architecture and governance frameworks supported by AI-based monitoring, policy compliance, and validation.
- Information architecture to ensure IT and data security.
- Innovation services to establish and manage the innovation funnel.
- Scalable delivery models, enhanced by AI-driven analytics and DevSecOps for proactive governance and continuous improvement.
- Power Platform solutions that integrate seamlessly with enterprise systems, with AI-supported lifecycle management for both enterprise and citizen developers.
- Automated license optimisation powered by AI-driven usage analytics.
- User adoption support through AI copilots and guided learning experiences.
- Business application rationalisation, migrating legacy solutions to Power Platform.



- Time-boxed pilots and proof-of-concept projects enhanced by AI to validate business fit and accelerate rollout.
- AI-driven robotic process automation to streamline workflows across legacy environments.
- Cloud migration planning and automated workload assessment.
- Support for mobile and field workers with contextual data and processes.
- AI-led training, predictive performance tracking, and learning enablement.

To support these guidelines, Capgemini adopts an Integration API enablement model for efficient delivery through automation and AI-assisted discovery and reuse:

- Discover: Interfaces and APIs are registered within an AI-enhanced catalogue, enabling intelligent search and reuse across projects.
- Design: AI-assisted templates and advisory services help define integration consistently, supported by architectural patterns, product assessments, and reference architectures.
- Deliver: The AI-enabled Integration Centre of Excellence (CoE) provides automation toolkits, accelerators, and governance frameworks for setup, validation, and lifecycle management, supporting both centralised and decentralised delivery.

5 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Platform. These may contain additional Buyer obligations or costs not otherwise identified anywhere else in the Supplier's Application or on the Platform.

To ensure an expedient project start-up

Capgemini expects the Buyer to undertake the following:

1. Full 'Landing' Discovery process:
 - i. RACI analysis and implementation. Capgemini can support if expressly agreed and set forth in the Order Form
 - ii. Set timeframes for any knowledge transfer and identified recipients
 - iii. Determining specific remit for Buyer's team members and new Capgemini arrivals
 - a. Include process for any Buyer's staff 'supervised' by Capgemini personal
 - iv. Ensuring readiness of current Buyer's systems for project start-up
 - a. Maintain a comprehensive and up-to-date knowledge base
 - b. Ensure timely security clearance and system access aligned to the delivery schedule.

6 Service Management

Capgemini has successfully managed and delivered thousands of projects and programs. From small-scale initiative to some of the world's largest multi-supplier ecosystems. Our service management framework follows Capgemini's global governance model and industry standards, ensuring consistent quality, transparency and risk control across all engagements.

Capgemini now augments its delivery governance with AI-assisted service-management capabilities, including analytics, automated SLA tracking, and intelligent incident triage.

The specific scope of the services is defined 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 will conduct on-boarding and off-boarding activities agreed within the Order Form (including any agreed 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 delivering structured, repeatable and measurable knowledge transfer programme across both private and public sector engagements.

Using Capgemini's Assess plan implement framework, we ensure consistent, targeted and effective transfer of technical and functional skills.

The framework can be applied throughout a project to-

- Identify training objectives and skill gaps using AI-driven assessments
- Plan tailored training delivery method and materials
- Evaluate outcomes through feedback analysis and predictive success metrics.

10 Vendor Accreditations/Awards



For the 123th year in a row, Capgemini has been recognized as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgment 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
- 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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