Business Analysis Service
G-Cloud 15

Table of Contents

1 Service Overview

Capgemini's Business Analysis service provides business analysis in support of the design and implementation of Cloud based projects and services. The service has a focus on:

- Requirements Analysis using flexible delivery methodology or line requirement approaches.
- Cloud Vendor and Software Selection
- Business Process Modelling
- Business Process Management Assessment.
- Business Case and Benefits Realisation

2 Business Need

Capgemini can deploy a ~~project~~ team to work with business stakeholders to identify business requirements for the native cloud application. This helps to produce an accurately defined solution.

For clients who need to select the appropriate commercial off-the-shelf (COTS) cloud-based solution to meet their business needs, Capgemini can help the customer through activities that support the decision-making process. This includes helping to develop the requirements shortlist, managing the procurement process through a Request for Information (RFI), creating a demo list using costed Request for Proposal (RFP) responses, and supporting them to make a final selection based on scenario demonstrations, and considering factors such as cost, delivery, technical fit, and cultural fit.

For clients looking to gain benefits from technology-driven change, our consultants collaborate with customers to create a business case and benefits realisation framework. The maintenance of this framework can then be handled by the clients' business owners.

3 Our Approach

The actual service will be agreed with the client to meet their specific need and include:

- Requirements Analysis
- Vendor and Software Selection
- Business Process Modelling
- Business Process Management Assessment
- Business Case and Benefits Realisation
- Use AI tools to optimise ways of working

3.1 Agile Expertise with Cross-Methodology Adaptability Requirements Analysis

Capgemini would work with business and IT stakeholders to help identify and deliver business requirements using proven approaches. Requirements analysis is a systematic process whereby Capgemini consultants would perform a comprehensive examination of the needs and expectations of a system or solution. The Requirements Engineering framework would be utilised to define high quality requirements, processing through different activities, i.e., elicitation, analysis, validation, documentation, and management.

Various aspects that can influence the desired goal would be considered, such as:

- Scalability – how well the solution can handle increased demands.
- Usability – how user-friendly the solution for end users is.
- Security – ensuring the solution meets security requirements.
- Feasibility – ensuring practicality of implementing the solution.
- Performance analysis – ensuring the solution meets performance requirements.
- Reliability – how reliable and available the solution is.
- Compatibility – how compatible the solution is with other systems.
- Adaptability – how well the solution adapts to changes in technology.
- Compliance – ensuring the solution complies with laws, regulations, and industry standards.

3.2 Vendor and Software Selection

Capgemini would develop line requirements and business scenarios with business and IT stakeholders to enable evaluation of solutions using agreed criteria:

- Line requirements support scoring mechanisms used during vendor and software evaluation.
- Business scenarios enable us to compare vendor solutions. This is facilitated by demonstrating how each solution meets specified business scenarios. When there are uncertainties with no documented requirements and no preferred supplier, Capgemini helps customers by developing their requirements, narrowing down options through Request for Information (RFI), creating a demo shortlist based on costed Request for Proposal (RFP) responses, and guiding the final selection using scenario demos that consider factors like cost, delivery, technical fit, and cultural fit.

Depending on the services purchased, Capgemini's Vendor and Software Selection Approach can help customers to be:

- Objective – the evaluation would be evidence based, i.e., no evidence from outside the defined process is allowed, and that a range of sources are used to provide multiple independent data points.
- Consistent – achieved by applying the same process and criteria to all vendors and products in the same way at each stage in the process.
- Rigorous – achieved by basing evaluation criteria on a formal set of requirements and signing off the criteria and associated weightings early in the process.
- Auditable – traceability through all steps in the process to demonstrate how each recommendation or decision was reached.

3.3 Business Process Modelling

Capgemini would collaborate with business stakeholders to model existing and proposed business processes to aid business process improvement, business change or technology transformation.

Depending on the services purchased, Capgemini's process modelling approach can help customers establish:

- Documentation of Business Processes that can be handed over for future maintenance by business owners.
- Business Process Modelling that can be used to identify quick wins for improvement.
- Business Process Modelling that can help identify potential risks and vulnerabilities, enabling proactive risk mitigation strategies.

3.4 Business Process Management Assessment

This would typically be an assessment conducted using Capgemini's 'VALUE' framework to check whether the customer organisation is managing business processes in an efficient way, identifying opportunities for improvement, and recommending specific actions. The primary focus would be on the business value enabled by process management and the efficiency by which process management could be aligned with the business need. Against this baseline, the customer's ongoing improvement and process governance can be assessed.

Depending on the services purchased, Capgemini's Business Process Management Assessment can help customers with:

- Assessment driven by the longer term aims of Business Process Management - drive cost reduction, business agility, customer centricity and efficiency.
- A framework can be used to help identify quick wins.
- Process optimisation that can help identify opportunities with streamlining workflows.

3.5 Business Case and Benefits Realisation

Capgemini helps customers develop their integrated business case and benefits realisation framework using Capgemini's 'SAFER' methodology. This methodology enables clients to determine how to get the most value from technology-driven changes. The business case stage may consist of helping the customer with benefits identification, options appraisal, financial modelling, and cost benefit analysis. Benefits management includes helping customers establish benefits ownership, performance measurement, business change requirements (to deliver benefits) and benefits reporting. Analysis and reporting on benefits output data help provide understanding and ownership of required actions.

Depending on the services purchased, Capgemini's Business Case and Benefits Realisation can help customers establish:

- An integrated business case and benefits management framework focused on gaining business ownership and stakeholder buy-in.
- Links between the business and the solution to identify meaningful benefits.
- Top-down scalable methodologies that create early insights to shape propositions enabling resources to be focused in areas of greatest value to the business.

3.6 Use AI tools to optimise ways of working

Our Business Analysts (BAs) will actively leverage AI tools as a collaborative tool to enhance productivity and decision-making throughout the project lifecycle. They will use AI tools to augment their expertise, enabling them to work smarter and focus on strategic outcomes.

At project initiation, BAs will utilise tools to quickly draft project charters and terms of reference by referencing similar past projects, ensuring consistency and reducing preparation time. When identifying stakeholders, BAs apply AI-driven analysis of organisational charts and documentation to validate roles and engagement strategies.

During discovery, BAs employ AI to assist them in generating tailored interview questions, transcribe sessions, and summarise insights, allowing them to concentrate on interpretation and stakeholder alignment. For workshops, they will use AI to prepare materials, suggest discussion topics, and capture outcomes for structured follow-up.

In requirements gathering, BAs will utilize AI to draft initial documents from transcripts, apply standard formats, and maintain terminology consistency. They also use AI to create process maps from textual descriptions, highlight inefficiencies, and propose improvements. For prioritization and validation, BAs rely on AI to score requirements, flag inconsistencies, and ensure completeness of user stories, including acceptance criteria and effort estimates.

By embedding AI into these workflows, our BAs accelerate delivery, improve accuracy, and dedicate more time to value-driven analysis and stakeholder engagement.

3.7 Agile Expertise with Cross-Methodology Adaptability

Our Business Analysts are integral to product teams, bringing Agile expertise while remaining adaptable to other methodologies when required. They play a critical role in ensuring that business objectives are translated into actionable deliverables, working closely with stakeholders to maintain transparency and alignment throughout the development lifecycle. By utilising Agile practices such as user story creation, backlog management, and prioritisation, our BAs help teams focus on delivering incremental value and meeting customer needs effectively. Their ability to facilitate workshops, clarify requirements, and manage dependencies ensures smooth collaboration across cross-functional teams. While Agile is at the core of their approach, they remain flexible to adopt other methodologies when project demands require, enabling them to support diverse initiatives. This adaptability, combined with strong communication and analytical skills, positions our Business Analysts as trusted partners in driving successful outcomes for both the business and its customers.

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.

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 can be delivered as a defined project or on a day rate basis.

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 to ensure continuity of service. 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. Capgemini's Assess-Plan-Implement framework has been used repeatedly by our teams to organize the tasks associated with skill transfer and the formation of new teams capable of driving and sustaining change beyond the conclusion 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

This section is intentionally left blank.

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.

Business Analysis Accreditation

- BCS International Diploma in Business Analysis
- SAFe – Leading SAFe and SAFe PO/PM
- Agile EEE – Scrum.org PSM & PSPO
- Scrum.org User Experience
- Professional Scrum with User Experience Certification

Product Management Accreditation

- SAFe – Leading SAFe and SAFe PO/PM
- Agile EEE – Scrum.org PSM & PSPO
- scrum.org PSPO1
- scrum.org PSPO2
- scrum.org PSPO3
- Scrum.org PSM1
- scrum alliance CSPO
- scrum alliance A-CSPO
- SAFe POPM
- SAFe APM
- SAFe Agilist

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.

All prices are in GBP and exclude VAT.

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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