

Crown Hosting VMware SDDC Hosting G-Cloud 15





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1 Service Overview

1.1 Granularity of Service Offer

In some cases, there may be requirements to host a VMware Software Defined Datacentre (SDDC) deployment. Considering this there could be a number of drivers, such as:

- VMware licenses investment or existing fixed contract term.
- OS or application obsolescence (only runs on VMware)
- Agility & Scalability of a VMware platform
- Business Continuity & Disaster Recovery capabilities
- Security & Compliance
- The desire to adopt a hybrid cloud strategy
- Operational Benefits (large amount of operation capability and investment).

Capgemini can guide the buyer through the process of evaluating the right approach. Capgemini has been an effective partner of public sector clients for many years and understands the key priorities of the sector such as: Consistency and stability of service provision to the public, total cost of ownership (TCO) reduction, reliability and security improvement and time to market improvement to name a few. Combining Capgemini's experience of the sector, its comprehensive expertise in workplace technologies and ability to deliver in large, complex enterprises provides the public sector Buyer with the opportunity to work with a partner who demonstrably comprehends a sector that forms a core part of the foundation for the nation.

Capgemini can design and deliver a VMware SDDC deployment to meet the Buyer's needs, the detail will need to be discussed with the Buyer in order to design the best-fit package(s) for the specific Buyer requirements.

Capgemini has been an effective partner of public sector clients for many years and understands the key priorities of the sector - consistency and stability of service provision to the public, total cost of ownership (TCO) reduction, reliability and security improvement and time to market improvement to name a few. Combining Capgemini's experience of the sector, its comprehensive expertise in workplace technologies and ability to deliver in large, complex enterprises provides the public sector's Buyer with the opportunity to work with a partner who demonstrably comprehends a sector that forms a core part of the foundation for the nation.



2 Business Need

There are many reasons the Buyer may consider using VMware to host a VMware Cloud Foundation (VCF) platform, including:

- **Unified Hybrid Cloud Platform** – VMware Cloud Foundation delivers a consistent, software-defined infrastructure across VMware hosted on-premises and Crown Hosting datacentres, enabling seamless workload mobility, centralised management, and operational efficiency while supporting both traditional and modern applications.
- **Application and datacentre modernisation of a monolithic approach to hosting** – VCF integrates compute (vSphere), storage (vSAN), networking (NSX), and cloud management into a single automated platform, supporting both traditional VMs and modern containerised workloads.
- **Business continuity and resilience** – Built-in lifecycle automation, disaster recovery options (VMware Cloud Disaster Recovery), and enterprise grade security features help maintain uptime and compliance.
- **Ensure critical business applications remain operational**, reducing security and compliance risks. Legacy applications that depend on outdated operating systems can be securely hosted within a VMware virtualised environment. By implementing robust security controls and network isolation, a protective wrapper can be created around these aging systems, safeguarding them while maintaining business continuity.

Using VMware Cloud Foundation enables the buyer to deliver a consistent VMware cloud experience across Crown hosting Data centres. It simplifies operations through automation and provides a unified operational model for modern workloads.

3 Our Approach

Capgemini's partnership with Dell OEM to provide Dell PowerEdge servers and vSAN Ready Nodes, which are purpose-built for VMware hyperconverged infrastructure. Capgemini would typically design and install and configure the VMware stack (vSphere, vSAN, NSX) on these servers to deliver a fully integrated Software Defined Data Centre (SDDC).

This solution offers:

- **Certified Hardware:** Dell hardware including Hyperconverged vSAN Ready Nodes validated for VMware deployments.
- **Optimised Performance:** Bare metal servers running VMware for predictable compute and storage.
- **Scalability:** Start small and expand by adding Dell nodes as needed.
- **Consistent VMware Environment:** Private cloud infrastructure.



3.1 Service Description

Capgemini offers end-to-end capabilities to design, build, and manage a VMware Private Cloud tailored to the buyer's requirements. This includes deploying and operating a VMware Cloud Foundation (VCF) hosting platform, which provides a unified software-defined infrastructure for management of compute, storage, networking, and security.

Through this solution, buyers gain access to enterprise-grade virtualisation, automated lifecycle management, and integrated hybrid cloud services, enabling consistent operations across on-premises and cloud environments. Capgemini ensures the platform is delivered with robust governance, scalability, and resilience, while also providing ongoing managed services capability.

Crown Hosting Data Centres (CHDC) Limited provide facilities management and data centre services including inter-data centre connectivity. CHDC is located in Spring Park Corsham and Cody Park Farnborough. The modern data centre facilities have been designed as Tier III+, with class leading power efficiency (PUE=1.15), using 100% Renewable Energy for the past 6 years. The CHDC organisation is set up to host secure and sensitive workloads for public sector and related bodies such as Central Government, Local Government, Defence, Transport, Education, Health, Police & Justice, UK Charities and certain regulated / licensed entities. Operationally CHDC and its subcontractors have the required security clearances to operate these workloads. CHDC has been assured by the Centre for the Protection of National Infrastructure (CPNI) and National Cyber Security Centre (NCSC).

For Government Buyers Capgemini can efficiently provide and improve citizen services by innovating faster and meeting Buyer privacy requirements.



Host and extend legacy apps

Take advantage of enhanced security, scalability, and flexibility by extending legacy apps to a dedicated cloud environment or hosting of on-premises apps that aren't yet ready for the cloud.



Improve citizen services

Provide practical, predictive, and efficient services for citizens by enhancing Buyer's on-premises app and database performance.



Meet compliance regulations

Adhere to specific data compliance, regulatory, and policy requirements by using a common set of tools for building and managing data and apps.

Capgemini can assist the Buyer in all aspects of a VMware Cloud deployment, from a full VMware assessment, licencing optimisation discovery and analysis review, decisions on the type of hardware to purchase, VMware software to deploy, initial sizing and requirements, full end to end migration planning and execution services. Capgemini provides complementary services, assisting with procurement and liaising with OEM hardware providers.

Please Note: However, Capgemini not able to resell or manage Broadcom VMware licensing on behalf of the buyer. It is the buyers responsibility to bring their own licenses or engage with a VMware software and license reseller. Capgemini recommends the Buyer to contact Capgemini for a detailed overview discussion to ascertain the correct type of solution required that meets the business need and desired outcomes.



3.2 Prerequisite

Before contracting or placing an order, Capgemini would carry out initial consultations with the Buyer to establish the required outcomes, understand the business requirements, use the collective experience of Capgemini, hardware providers to define the requirements and ensure a smooth implementation of VMware infrastructure and surrounding services.

3.3 Impact Assessment and Evaluation

This will include evaluation of the buyers requirements through initial consultation to understand the buyers business requirements, applications, security requirements, datacentre services and availability, including rack, power, cooling and physical security services. It is important to evaluate these types of services the Buyer is wishing to host on a VMware SDDC deployment.

Additionally, understand any migration volumetrics, and predicted growth, all of which define the initial “stamp” or size and type of the VMware SDDC deployment .

As part of the impact Assessment and Evaluation, Capgemini also considers **long-term scalability and modernisation objectives**. This includes:

- **Private Cloud Readiness:** Designing the VMware SDDC architecture to support future expansion.
- **Hybrid Cloud Enablement:** Reviewing the buyers business requirements and long-term strategy to ensure the environment is ready for seamless integration with public cloud platforms.
- **Application Modernisation:** Preparing infrastructure to support containerised workloads and modern application frameworks.
- **Elastic Scalability:** Building capacity planning models that accommodate predicted growth and seasonal workload fluctuations.
- **Future Licensing Strategy:** Aligning VMware licensing choices with anticipated technology adoption and hybrid/multi-cloud strategies.
- **Migration planning and execution:** Capgemini has extensive experience in migration services.



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:

- Provide initial volumetrics of target payload on VMware SDDC deployment.
- Provide growth expectations over the term of the VMware SDDC deployment.
- Provide access to SMEs and Architect resources from the Buyer to work with Capgemini in the design and implementation of VMware SDDC deployment.
- Allow Capgemini to work with hardware providers and third parties on behalf of the Buyer
- Provide/purchasing of VMware licensing and any contractual and support agreements with Broadcom VMware or a reseller.

If these responsibilities do not match your expectations, then please contact Capgemini, so it can explore options to vary Capgemini's approach.

5 Service Management

Capgemini Service Management provides a set of specialised organisational capabilities for providing value to clients in the form of services. It includes a full lifecycle approach to service management from service take-on, through strategy to operation and continual improvement. It can be offered either as a standalone service or in conjunction with other sourcing arrangements.

6 Protection of Data

This service is based on a security classification of 'Official', however should Buyer have a requirement for a different security classification that you would like Capgemini to consider, please contact Capgemini to discuss. Additional requirements may be subject to additional Charges in accordance with the SFIA Rate Card.

7 On-boarding and Off-boarding

Capgemini's service offer is based on 90 Working Days for completion of on-boarding activities and the production of an exit plan. Capgemini can provide additional consultancy to facilitate on-boarding and off-boarding should a Buyer have specific requirements they may wish Capgemini to consider. This additional consultancy (including any additional exit plans required) and any exit assistance, such as assisting with the handover of Capgemini provision of the Services back to the Buyer or another supplier the Buyer may appoint, shall (unless otherwise agreed) be performed, and fees paid, applying the applicable Fee Rates as set out in the "Service management" column of Capgemini SFIA rates table.



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. Capgemini's consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients.

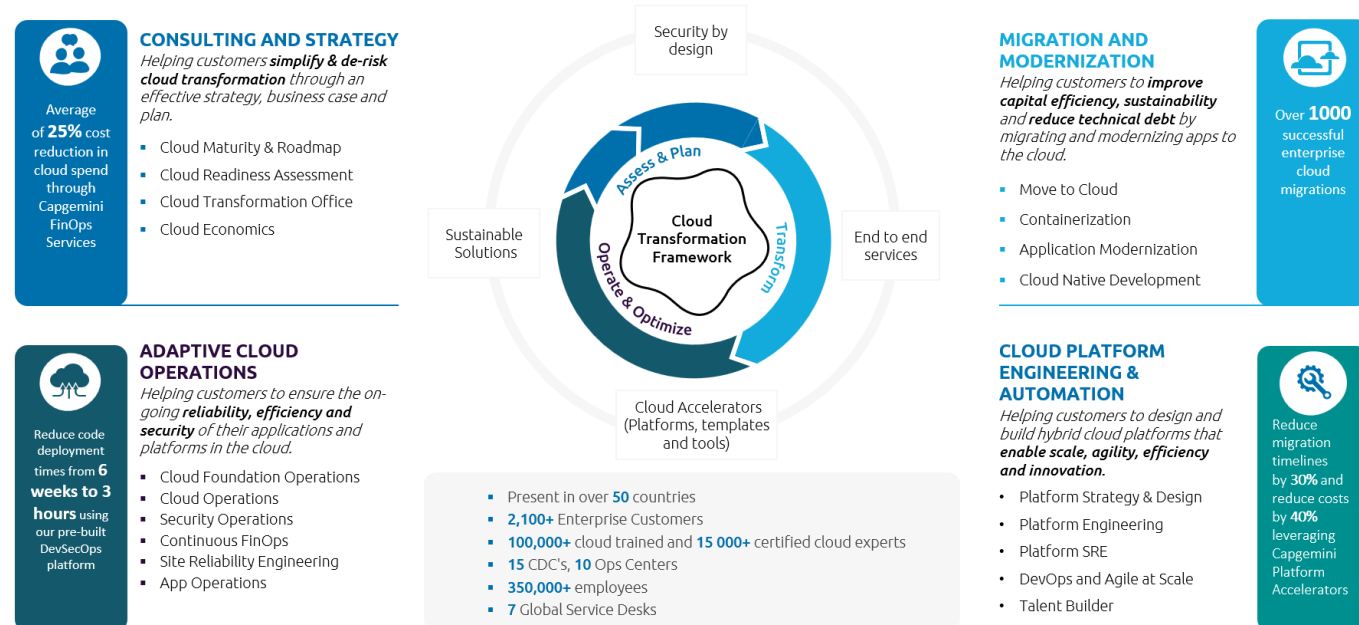
Where appropriate, Capgemini may use a standard approach, tailored to topic, skills-gap and individual, to ensure consistency and effectiveness. The approach, Capgemini's Assess-Plan-Implement framework, has been used repeatedly by Capgemini's teams to structure the work involved in transferring skills 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 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.

How we enable our customers to leverage cloud for their business



Capgemini has been independently audited and certified to be in conformance with the below mentioned industry standards: ISO 27001: 2005, ISO 9001: 2008, ISO 20000-1:2005, ISO 9001: 2000, AS9100, TL9000



10 Sub-contractors

Capgemini UK may use the following subcontractors to deliver this service:

- Capgemini Technology Services India Limited.
- Capgemini Polska SP z O.O.

Where offshore resources cannot be used, Capgemini will deliver using UK-based resources.



11 Business Continuity and Disaster Recovery

Capgemini provides end-to-end services to help the buyer **plan, design, and implement robust BC/DR strategies**. Capgemini understand the importance of ensuring operational resilience and minimise downtime during unexpected disruptions. Leveraging VMware's Software-Defined Data Centre (SDDC) technologies, we are able to design seamless failover and recovery across **Cross-Data Centre (Cross-DC)** and **Hybrid Cloud** environments.

BC/DR capabilities are closely tied to the **VMware software version and licensing model**, typically within the **VMware Cloud Foundation (VCF)** or **VMware vSphere/vSAN/vRealize Suite (VVF)** offerings. Capgemini can guide the buyer in selecting the right licensing and architecture to meet your business objectives.

11.1 BC/DR Key Benefits

- **Operational Resilience:** Maintain business continuity during outages with automated failover and recovery.
- **Flexible Deployment Models:** Choose between on-premises, hybrid, or multi-cloud strategies.
- **Rapid Recovery:** Achieve aggressive Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO).
- **Compliance & Security:** Meet regulatory requirements with secure, auditable DR processes.

11.2 BC/DR Deployment Options

1. **Cross-Data Centre (Cross-DC) Architecture**
 - Active/Active or Active/Passive configurations across geographically separated data centres.
 - Synchronous or asynchronous replication using VMware vSphere Replication and vSAN.
2. **Hybrid Cloud BC/DR**
 - Extend your SDDC to VMware Cloud Hyperscalers or other supported cloud platforms.
 - On-demand DR capacity with pay-as-you-go cloud hyperscaler solutions.
3. **Stretched Cluster**
 - VMware vSAN stretched clusters for zero-downtime failover between sites.
 - Ideal for mission-critical workloads requiring continuous availability.

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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