

Capgemini Borders and International Trade Services

G-Cloud 15





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1 Service Overview

Capgemini's Borders and International Trade Service provides UK Government clients with the End-to-End (E2E) advisory, design and delivery capabilities required to accelerate the transformation of the UK Border through the power of innovative digital services, cloud, data and artificial intelligence (AI) platforms.

Our Borders and International Trade capability consists of 1,000+ resources deployed across 20+ digital programmes impacting border control and international trade systems across the UK, France, Germany, Netherlands, UAE and USA. Our Borders and Trade experts have supported both Public and Private Sector clients deliver several of the largest digital transformations at the Border, including rapid mobilisation of new cloud solutions to support EU Exit.

We combine the above domain expertise with our cutting-edge digital transformation capabilities to offer a unique E2E service for the design, delivery and implementation of innovative, intelligence, secure and sustainable border solutions. Our approach integrates advanced AI technologies—such as generative AI, digital twins, and machine learning—to enhance policy design, risk management, and operational resilience. These solutions are informed by political, industry and technology trends, and are supported by our #1 ranked global think tank (Capgemini Research Institute) and our extensive network of Global Technology Partners.

1.1 Service Capabilities

Capgemini's Borders and International Trade Service provides clients with the expertise and resources to supplement existing digital transformation programmes across the following capabilities:

E2E Programme Management

We bring industry best practice in the design, delivery and governance of Border transformation programmes. This includes Target Operating Model design and implementation (business and IT) and delivery assurance reviews covering commercials, delivery milestones, resourcing and border technology through our Command Centre/Control Tower capability. These are enhanced by AI-powered analytics and forecasting tools that improve programme visibility, risk management, and delivery performance.

Border Policy Lab

Using Capgemini's Applied Innovation Exchange (AIE), Accelerated Solutions Environment (ASE), Frog user centred design capabilities, we support the setup and implementation of Border Policy Labs to bring together cross-government/industry communities to evaluate border policy and its impact on technology solutions. This allows early strategic challenge to policy design and validation of policy impact through business case creation, pilot programmes and data insights, supported by generative AI and digital twin simulations to model policy outcomes and stakeholder impacts e.g. for understanding the impacts of Carbon Border Adjustment Mechanism (CBAM), E-invoicing and Electronic Trade Documents Act (ETDA).

Strategy and Roadmap

Our Technology Strategy and Maturity Assessments supports the identification of digital, cloud, data and AI capabilities required to enable border transformation. In collaboration with our Global Technology Partners, we assess technology strategy in line with industry and government trends. We support the creation of technology roadmaps, highlighting foundational technical capabilities and pathways to leveraging border technology innovation (e.g., IoT, Blockchain, Biometrics, AI), with AI-driven scenario modelling and impact forecasting to inform strategic decisions and enable digital traceability across supply chains.

Digital Service Design

Through combining our Frog creative consulting services and global borders and trade expertise, we apply creativity, strategy, design and data to re-invent border interactions that drive upstream compliance and sustainable economic growth. We provide digital service design expertise from over 2000 designers, technologists, data scientists, consultants, business analysts and digital strategists, orchestrating customer-centric transformation of the border. This is enhanced by AI-based user behaviour analysis, sentiment tracking, and adaptive service interfaces to improve accessibility and engagement.

Sustainable Business and Technology Architecture

Business and Technology Architecture design and delivery is accelerated through our library of digital, cloud, data and AI reference architecture models for border systems. In line with our commitment to creating a



sustainable future, we provide Sustainable IT assessments providing you with insights on how to reduce the environmental impact of Enterprise IT across hardware, infrastructure, applications and data. AI is embedded to optimise system performance, automate sustainability reporting, and support predictive infrastructure planning. In collaboration with our Global Technology Partners, we provide architecture reviews (e.g., AWS and Azure Well-Architected framework reviews), for trade and global supply chains solutions, optimising cloud costs.

Engineering and Monitoring

We provide full stack, e2e engineering capabilities including testing and test data management to deliver digital, cloud, data and AI platforms that underpin immigration, border control, tax and customs solutions (e.g. supply chain observability and e-invoicing). This includes expertise in Microservices, Platform Engineering and containerisation, DevSecOps, SRE, Cybersecurity and global interoperability standards (UN/EDIFACT, AEOI, eIDAS, e-CODEX, PSD2, XML, API, OAuth, EU/OECD, Peppol). Our engineering teams also integrate AI microservices and ML pipelines to support intelligent automation, real-time decision-making, and scalable innovation.

Data Services

Our data services capabilities provide expertise to support the creation of border data strategies, data architectures and governance models that underpin innovative border solutions. We design and deliver data analytics, visualisation and AI/ML platforms that provide greater insight to immigration and customs processes and enable data sharing across government and industry. AI is used to enhance data fusion (government, industry and opensource data), detect anomalies (entity matching, fraud and compliance), and generate predictive insights for operational and policy decision-making.

AI Border Solutions

Our AI capability provides expertise in the adoption of GenAI solutions to support improvements in trade flow, passenger flow and security at ports of entry. This includes establishing AI strategy, piloting and scaling AI based border solutions e.g., risking and compliance platforms that accelerate frontline border operations and back-office processing. We design and deliver Digital Twin capabilities to bridge the gap between the Physical and Digital Border. This enables Government to scenario plan changes in passenger, goods and traffic flow, model the impact of policy changes, build a resilient workforce and proactively manage border/supply chain resilience.

Change Management

Our change management capabilities accelerate the adoption of border solutions across government and industry. We provide expertise in designing and implementing border stakeholder change programmes that enable the safe and controlled rollout of change across the Border, including the setup and execution of pilot programmes and sandbox environments for government and industry integration. This is encompassed through our Border Command Centre solution, which brings together key border stakeholders, data and insight to drive proactive management of change at the border. AI is used to analyse stakeholder sentiment, forecast adoption trends, and tailor engagement strategies for maximum impact.

2 Business Need

The UK Government has an ambition to create a world-leading Border that is effective, frictionless, streamlined, innovative and secure, enabling the economic prosperity of the UK and global competitiveness.

Due to evolving global challenges including geo-political tensions, legal/illegal immigration, climate change, supply chain uncertainties and more complex security threats, the UK Government must invest in new border solutions to meet this ambition. This includes the development of digital traceability across supply chains and a coordinated approach across Government and industry.

Capgemini believes the catalyst for delivering the future UK Border is the adoption of advanced innovative digital, cloud, data and AI technologies and services that integrate and enable seamless data exchange across complex industry supply chains and Government. These will facilitate pre-emptive risk detection, real-time decision-making, and resilient border operations. Advancements in innovative border technology such as AI, IoT, Blockchain, Biometrics, and Digital Twins are central to achieving a seamlessly integrated border operation.

Capgemini's Borders and International Trade Service provides UK Government with an accelerator to understanding how technology can be used as an asset to drive border transformation and be delivered



collaboratively with industry to maximise adoption. It provides an E2E capability to border transformation programmes that drive business outcomes and optimises value for money.

3 Our Approach

Capgemini uniquely combines its digital transformation capabilities and domain expertise across immigration, border security, tax, customs and international trade to deliver this service. Our approach is underpinned with 3 key principles:

Collaboration

Collaboration is central to the Capgemini philosophy and a pillar of our service delivery. From strategy development through to implementation, we employ our **Collaborative Business Experience™** to work beside Government, analysing challenges and guiding transformation to deliver business outcomes. Combining deep domain expertise with cutting-edge technology, our approach supports the design, delivery, and scaling of intelligent border solutions in collaboration with industry, ensuring maximum adoption and measurable outcomes.

We work in multi-disciplinary and blended teams, collaborating across policy, business and IT teams across the organisation to support alignment to border change solutions. We also integrate AI-powered collaboration tools and knowledge platforms to enhance co-creation, scenario planning, and decision-making. In addition, we work in lockstep with third party suppliers, vendors, OGDs and Industry to deliver border solutions that drive the maximum value for all stakeholders and are adopted at pace.

Local Delivery / Global Reach

Our UK based delivery model enables us to rapidly mobilise and scale our engagements with security cleared resources to support UK Government transformation programmes. Where required, we have access to our global delivery model, providing a broad range of technical capabilities and AI expertise to supplement your delivery requirements.

Recognising that UK Government border processes are required to be interoperable at a global scale, we bring a blend of UK and Global expertise in immigration, border security, tax, customs and international trade processes to our engagements. We build communities across our global borders, tax and customs clients to foster international knowledge sharing and co-development of AI-enabled border assets and accelerators. We believe this is key to ensuring global lessons learned and innovations are shared for border change programmes and value for money is achieved.

Innovation & Thought Leadership

We bring our global expertise in technology transformation and borders to support your teams, providing strategic challenge to policy, business and technical solutions. We de-risk your deliveries through our deep expertise in large scale border transformation programmes, leveraging our proprietary assets (including AI) as delivery accelerators.

Our thought leadership from the Capgemini Research Institute (#1 global ranked think tank), provides cutting-edge insight and most up-to-date thinking across intelligent industry supply chains, collaborative data ecosystems, digital identity, biometrics and AI. We apply these insights to develop AI strategies, pilot GenAI use cases, and scale AI solutions across border operations.

Our Global Technology Partners further supplement our capabilities to give you a holistic view of emerging technology trends and practical application of innovation to border solutions. In combination with our Applied Innovation Exchange (AIE), we bring a tested suite of AI-driven capabilities to collaboratively design, prototype and scale innovative technologies that deliver world-leading, intelligent border capabilities.

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

Not applicable.

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

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.

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 Partnerships/Alliances

Capgemini will work with our leading technology partners to determine the optimal digital, cloud, data and AI services required to underpin UK Border processes. Our global core partners include:

Adobe | AWS | Dassault Systemes | Duck Creek | Google Cloud | Guidewire | IBM | Intel | Majesco | Microsoft | Mulesoft | Oracle | Pega | Red Hat | Salesforce | SAP | ServiceNow | Temenos | VMWare

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.



ISO 9001 Quality Management for Management Consultancy and IT Implementation and services to the Public Sector



ISO 27001:2013 - Provision (Delivery) of IT services including business applications development, maintenance and Data, Digital and Cloud technologies.



NelsonHall has identified Capgemini as a Leader in its 2022 NEAT Vendor Evaluation for Learning Services due to its ability to meet future client requirements as well as its capability to deliver immediate learning benefits to them.



Capgemini is the first amongst consultancy and technology firms to be recognized six times in a row for its thought leadership reports.



2023 Ecovadis Platinum Rating: We maintained a platinum rating, recognising us as a responsible and sustainable business in the top 1% of companies assessed.



Better Society Awards: Our collaboration with Code Your Future to offer digital skills training won a Better Society Award in 2022. The awards celebrate efforts by commercial organisations to create a better society.



Inclusive Top 50 UK Employers List: We achieved second place in the Inclusive Top 50 UK Employers List 2022/23 – a list that assesses companies for best practice on diversity, equality and inclusion



UK Best Workplaces for Women: We were listed as a Best Workplace for Women by Great Place to Work®. This listing is based on responses from our team to an anonymous survey about their employee experience.



UK Best Workplaces for Wellbeing: We are listed by Great Place to Work® as a Best Workplace for Wellbeing



Great Place to Work: We were certified as a Great Place to Work® in 2023, reflecting our employees' experience of working at Capgemini in the UK.

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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