

Growing Transformation Leaders G-Cloud 15





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1 Service Overview

Capgemini's Growing Transformation Leaders service **provides leaders with the knowledge, ability and tools to implement transformation within their organisations** in support of the design and implementation of Cloud-based services.

Capgemini's experience in collaborating with organisations to drive complex organisational transformation and change has been captured within our Growing Transformation Leaders service which establishes the basis for us to work with all levels of Capgemini's client leadership to support them through end-to-end transformation to realise long-term value.

Companies are facing an increasing number of influencing factors that are changing the current business world's state of play to become faster-paced, technology-focused, and value driven. Leadership must therefore take a more progressive approach to driving change that places employee-centricity, communication, purpose, and technology at the centre of transformation strategies. Transformational leadership is also crucial in the context of cloud transformation due to the complexity, scale, and organisational shifts involved in migrating to cloud-based infrastructure and services.

Transformation Leadership is not an individual capability demonstrated exclusively by senior leaders or change specialists. To be successful at navigating change, companies must effectively build distributed Transformational Leadership across their organisation and within each role, including Senior leaders, middle-managers, project leads, product owners, change agents, early adopters, and change leads. Capgemini can work with organisations to unlock the "5 Es" capabilities (Envision, Engage, Energise, Execute, Enable) across Transformation Leaders to foster a culture of successful change and continuous development within their organisations. This can be achieved through Capgemini's Growing Transformation Leaders service approach:

Investigate and Assess

- Understand the Transformation Leadership eco-system, its strengths, and the opportunities to grow using Capgemini's Growing Transformation Leaders Maturity Assessment.

Upskill

- Build transformation leadership capability through change management training on Capgemini's People Science methodology.
- Utilise Capgemini Change Management and Leadership Development capabilities to create customised coaching and/or training programmes.
- Work with the Buyer to tailor the organisation's change management methodology.

Equip and Sustain

- Accompany Transformation Leaders on their development journey and give them the tools to efficiently drive change.
- Scale the change approach and streamline change initiatives across the organisation.

2 Business Need

The need for cross-organisational Transformation Leadership is being driven by increasing demands on the Public Sector due to continual changes in the political, economic, and technological landscapes. As a result, change has become an ongoing constant in Public Sector and organisations are being tasked to deliver more and at an increasingly faster pace.

Organisations are seeing an increased emphasis on employee well-being, meaning that leaders must look to co-define purpose and priorities while adapting to new communication methods. Hybrid work models also pose unique challenges, requiring leaders to optimise remote work, nurture inclusive cultures, and maintain effective communication channels across all levels of their organisation. Furthermore, increased migration to cloud-based



systems in the public sector present intricate challenges and opportunities. This is due to the need for visionary direction and guidance of the future state of the organisation post-cloud transformation, encouraged collaboration across departments and functions, and fostering a working environment of continuous learning and development.

Leadership also faces new challenges in achieving transformation amidst economic constraints, public scrutiny, and workforce fatigue. Leaders in the Public Sector must also now balance priorities amidst labour shortages, disparate workforce demographics, and skills gaps whilst also adjusting to heightened external visibility and informal accountability. Adapting to these dynamics and embracing these challenges is fundamental for effective Transformation Leadership and success in a rapidly changing landscape.

Although some Leaders within an Organisation might have the skills and experience to embody Transformation Leadership, there may be a lack of breadth of capability, support, and tools to embed successful change and transformation. Capgemini can be positioned to equip leaders with the knowledge and ability to implement transformation in organisations and Transformation Programmes through its Growing Transformation Leaders service offering and a base of expert resources with capability and experience of major transformations, leadership coaching, and change management. This is also underpinned by:

- **Capgemini's People Science Framework:** Capgemini's global Change Management Offering
- **Capgemini's Transformation Science Framework:** Capgemini's Strategic Transformation Offering
- **Tools and Methodologies:** Capgemini's Digital Accelerator Navigator Tool, Accelerated Solution Environment, and Change Management Office Toolbox

3 Our Approach

The "5 Es" Growing Transformation Leaders Capability Framework focuses on providing identified Transformation Leader personas with the skills, knowledge, and tools to drive change in organisations. The "5 Es" framework is embedded into an organisation's Transformation Leadership capability using a three-phase implementation approach.

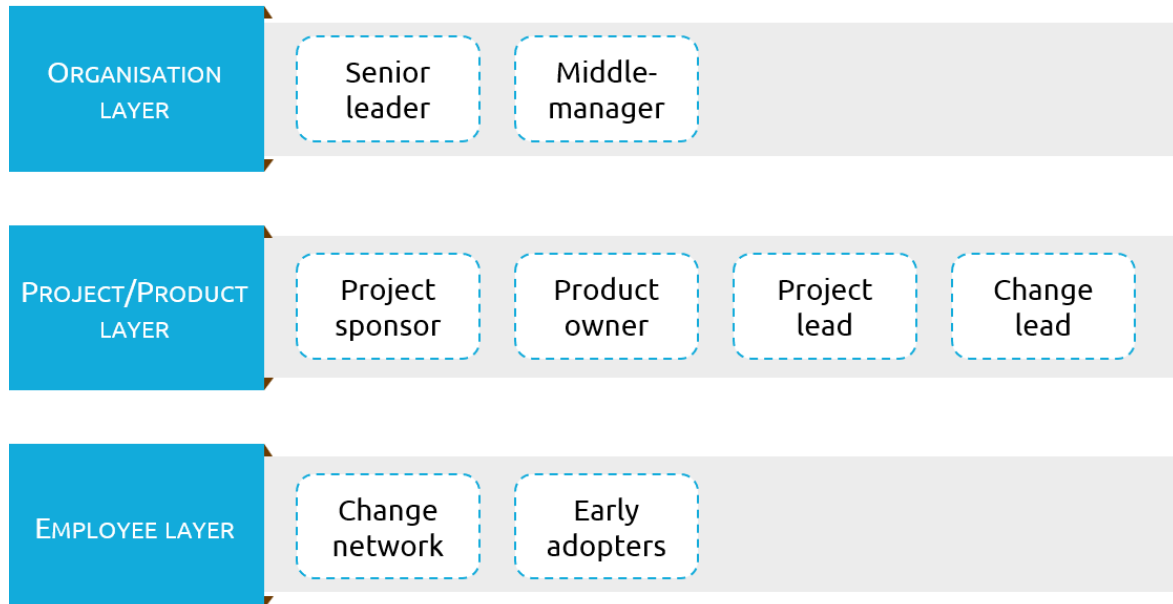
The "5 Es" Leadership Transformation Capability Framework

Capgemini can work with organisations to unlock the 5 key capabilities of transformation leaders to drive and sustain effective Cloud Transformation across the ecosystem of organisations.

- **Envision:** Creating the future by embodying the philosophy of change and creating a clear vision for the business
- **Engage:** Builds relationship & collaboration by communicating directly with colleagues on the impact of change
- **Energise:** Inspires others by advocating change to colleagues and visibly participates throughout the Transformation journey
- **Execute:** Implements and sustains the change and transformation within an organisation to develop outstanding results and realise change benefits
- **Enable:** Builds capability and develops trust to allow for creativity and productivity, change acceptance

Transformation Leadership Personas

Capgemini has identified eight Transformation Leadership personas that sit across multiple levels of every organisation where each of the 5 Es of the Growing Transformation Leaders Capability Framework should be prevalent.



Implementing Transformation Leadership across the Organisation

Investigate and Assess

- Understand the Organisation's transformation leadership eco-system, its strengths, and the opportunities to grow across the "5 Es" through Capgemini's **Growing Transformation Leaders Maturity Assessment Tool**.
- The outcome of the assessment can create tailored Transformation Leader profiles, Transformation Leader strengths and development opportunities across the "5 Es", and recommendations for training and development programmes.

Upskill

- Build up the Organisation's Transformation Leadership capability through Change Management training, using Capgemini's **People Science Framework** and **Leadership Development Capability**.
- The outcome of this phase can enable Transformation Leaders to have the skills and capabilities to identify, understand and overcome transformation challenges, and provide a common change management strategy.

Equip and Sustain

- Supporting the Organisation's long-term Transformation Leadership development by providing the tools and accelerators to efficiently drive change with the **Growing Transformation Leaders Toolbox**.
- The outcome of this phase can enable the Transformation Leadership approach, tools, and capabilities to be embedded within the organisation.

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 so 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

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 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.

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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