

Artificial Intelligence (AI), Generative Artificial Intelligence (GenAI) and Agentic Advisory Services

G-Cloud 15





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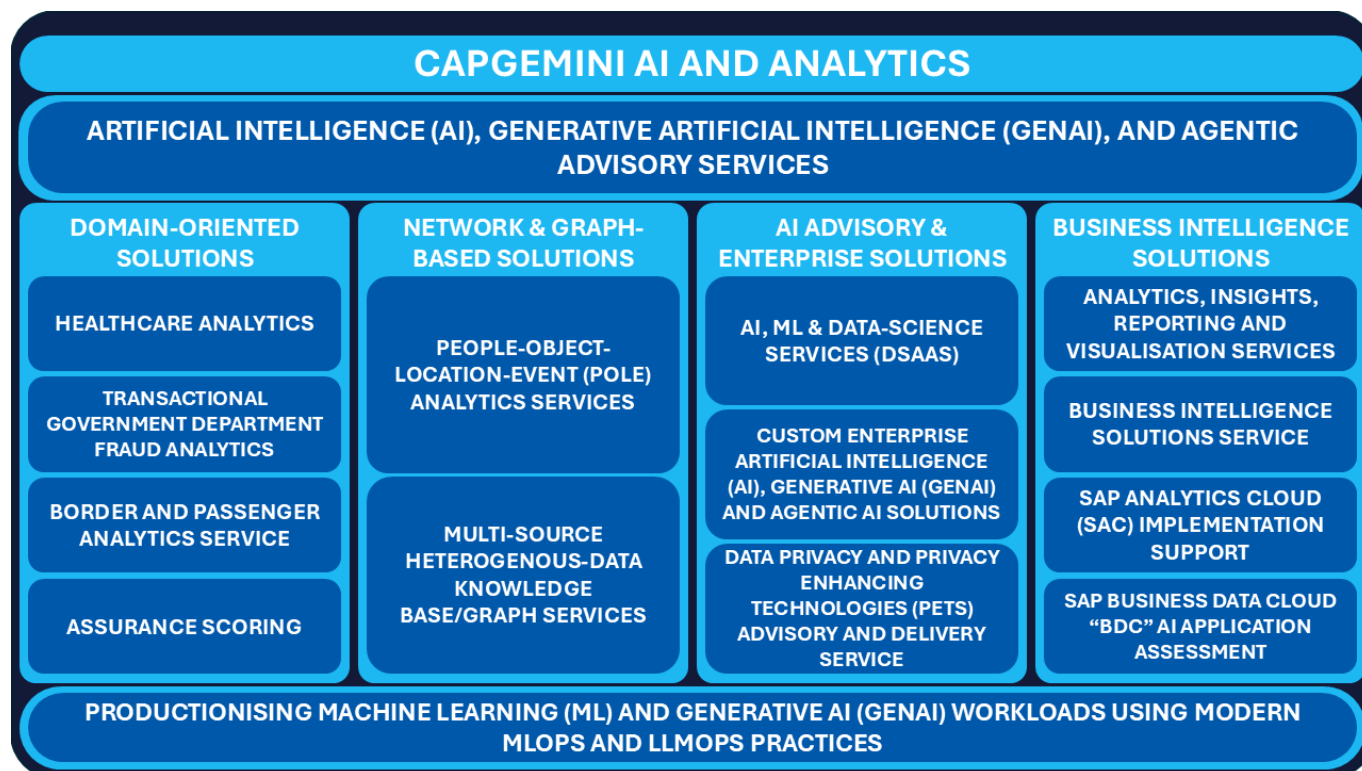
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1 Service Overview

Capgemini is a leader in the provision of Artificial Intelligence (AI), Generative AI (GenAI), Agentic AI, big data exploitation and analytics, with a number of service offerings available on G-Cloud as illustrated below.

This document defines the AI, GenAI and Agentic AI Advisory Service, which can be commissioned in its own right or as an enabling capability.



This diagram is for illustration only and does not represent any obligation or responsibility of Capgemini.

AI, GenAI and Agentic AI are among the most transformative technology available today. From fraud and risk management to law enforcement and border control management, AI solutions are revolutionising every facet of government operations. The service covers Agentic AI patterns (tool use, multi step planning, agent to agent collaboration) and support for protocols such as Model Context Protocol (MCP).

The aim of the Capgemini AI, GenAI and Agentic AI Advisory service is to help IT and the organisation to understand the value of AI and pragmatically define and assess the capabilities needed to implement AI, GenAI and Agentic AI at scale, by:

- Defining use cases driven by business value
- Prioritising use cases based on business readiness, strategic priorities and skills etc.
- Assessing the readiness of the current data and platform landscape, supported by knowledge of the latest technologies, tools and agent orchestration frameworks
- Designing transformation plans and operating models covering platform, people and processes, with governance, safety and evaluation for agent operations
- Aligning and mobilising business stakeholders.

2 Business Need

AI, GenAI and Agentic AI can help transform government agencies by optimising processes, automating tasks and solving complex public sector problems.



However, AI, GenAI and Agentic AI are not a single technology nor a solution for a single use case. They are a set of methods, tools and agentic patterns that can be applied to countless situations. Therefore, to unlock the optimal value, public sector agencies must choose where and how to introduce these new technologies based on value, business readiness and strategic importance.

When applied to the right use case, with the right stakeholder and business engagement, AI programs can make government services more effective, more efficient and more tailored.

The Capgemini AI, GenAI and Agentic AI Advisory service can identify and prioritise AI/GenAI/Agentic use cases, define and implement AI/GenAI/Agentic strategies and assess organisational readiness across many public sector agencies, including but not limited to:

- AI/GenAI/Agentic AI aided self-diagnostics
- Border control management enhanced by AI/GenAI/Agentic AI
- Entitlement assurance assisted by AI/GenAI/Agentic AI
- AI/GenAI/AgenticAI enabled payback monitoring
- Inspections of fishing activities aided by AI/GenAI/Agentic AI
- Application of AI/GenAI/Agentic AI in various Defence & National Security settings

3 Our Approach

It is not enough to implement data modelling, technology and analytics solutions alone. Capgemini's experience delivering AI capabilities shows that unlocking benefits also requires planning and business engagement, with the right people, process and technology, and consideration of agentic patterns and governance.

Our approach assesses and provides a POV and/or plan on the following five areas:

- Prioritised use case roadmap driven by value, business readiness and strategic vision
- AI Maturity and readiness assessment of the current data landscape, platform and skills
- Review and recommendations on the latest tools and platforms (AWS, Azure, Google Cloud) and agent tooling
- A Transformation plan using established methods and templates, start small, demonstrate value, then scale fast. This includes business design and change approaches that connect delivery to public sector constraints and embed change in business-as-usual, with evaluation and monitoring for agent operations
- Business stakeholder alignment and mobilisation.

3.1 Cloud-based Technology

The technology environment is moving fast, and so are Capgemini's skills, knowledge and capability. Capgemini's AI Advisory service will both assess the current use of Cloud-based technology whilst providing advice and a roadmap for the implementation of the latest tools and platforms, including agentic orchestration patterns and protocols (e.g. MCP, A2A).

Capgemini's cloud credentials are significant, for instance Capgemini architected and built UK Government's largest cloud transformation project at Home Office. Capgemini's Data Engineering community has built and deployed solutions into production that exploit open source or native capabilities across AWS and Azure providers most notably.

Irrespective of platform, Capgemini routinely works with clients to deliver a pragmatic and performant technology blend that mixes products that are free and open source, open source with support wrappers, commercial off the shelf, licensed, and pay-per-consumption. Choosing the right technologies requires extensive knowledge of available tools and emerging technologies, balancing the benefits of established, mature and stable products, as well as those that are compliant with security or support requirements as necessary. This



includes agent frameworks (graph/planner workflows, tool registries), secure tool calling and retrieval orchestration, eventing and human-in-the-loop checkpoints, runtime guardrails (policy engines, content filters, secrets and least privilege access), and telemetry for evaluation, drift detection and monitoring.

3.2 Collaborative Delivery

Capgemini's collaborative business experience delivers a collaborative, responsive but controlled approach fully aligned with the Government Digital Service (GDS) model. The approach includes a set of templates which can integrate data science, data management, technology, business design and business change throughout the lifecycle. Capgemini is well versed in user-centred delivery and has developed many products that have successfully passed GDS service assessments.

3.3 Integrated Business Change

Capgemini's AI Advisory service will not only assess the technology landscape of the Buyer but also assess the requirements of the business from skills and change management perspective so that AI solutions move from POC to scaled implementation.

Our assessment will be translated into an action plan which is aligned to the use case and technical roadmap so that change activities occur at the right time and to the right end user group. Adoption enablement includes training, playbooks, governance and operating model updates, and evaluation and monitoring for agent operations (guardrails, telemetry and drift SLAs).

3.4 Innovation

Organisations often find it difficult to understand the possibilities of AI/GenAI/Agentic AI and how it can help support and drive business strategies. To build our use case roadmap Capgemini will push the boundaries and bring together stakeholders to explore the 'art of the possible' so that ideas are both innovative and achievable.

Capgemini creates a use case roadmap that is not only innovative but will also bring the latest thinking around technology and tools to our implementation plan.

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:

- Buyer must ensure a project owner is available and empowered to make decisions when requested by the project delivery team, in a timely fashion.
- Buyer must ensure that changes to project goals are documented and communicated to the project delivery team, in a timely fashion.
- Buyer should ensure that the project owner attends regular project progress meetings.
- Buyer must provide access to the necessary data owners and documentation for the data sources involved.

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 Vendor Accreditations/Awards



For the 13th 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.

- Gold Partner with Microsoft
- Microsoft's 2025 UK Global System Integrator (GSI) Partner of the Year
- Advanced Specialisation Status for AI and ML on Azure
- Databricks EMEA Partner of the Year 2024
- Google Cloud 2024 Global Industry Solution Partner of the Year award (Services) for Generative AI
- Data / BI /AI Practice well recognised by industry analysts
 - positioned as a Leader for the third year in a row, in Gartner's Magic Quadrant for Data and Analytics Service Providers, Worldwide
 - positioned as a Leader in Everest Group's PEAK Matrix assessment for Data & Analytics (D&A)

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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