

ServiceNow:

ServiceNow Intelligent Connected Service Operations:
ITSM, ITOM, ITAM, SPM, SecOps, IRM

G-Cloud 15





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1 Service Overview

Capgemini brings extensive experience supporting UK public sector organisations in delivering consistent, secure, and cost-effective digital services. We understand the sector's priorities, including reducing total cost of ownership (TCO), improving time-to-value, strengthening security, and ensuring the reliability and stability of public-facing services.

This offering focuses on the delivery of intelligent connected service operations implementations using the ServiceNow platform. Capgemini combines its deep public sector expertise with strong capabilities in Service Integration and Management (SIAM) and a scalable, modular approach to enterprise service transformation. This enables organisations to align people, processes, and technology to deliver measurable operational improvements.

As a ServiceNow Elite Partner, Capgemini offers direct access to experienced ServiceNow Business Analysts, Developers, Technical Architects and Solution Architects. Our clients benefit from a blended team that brings both sector knowledge and platform specialisation to accelerate delivery and optimise value from the ServiceNow Platform.

Our approach supports the implementation of ServiceNow across IT and business domains spanning IT Service Management (ITSM), IT Operations Management (ITOM), Asset Management, Integrated Risk Management (IRM), Security Operations (SecOps) and Strategic Portfolio Management (SPM):

1. Readiness assessment and Discovery
2. ServiceNow Implementation:
 - a. New Platform implementation
 - b. Platform optimisation
 - c. Re-platforming

Our General Approach

Capgemini delivers Intelligent Connected Service Operations by combining ServiceNow platform expertise with a structured, agile implementation methodology aligned to ServiceNow's best practice frameworks, including the Now Create delivery methodology.

Our ServiceNow-certified business analysts, solution architects, and developers collaborate closely with your service process owners and operational stakeholders to assess current-state processes, integrations, and data structures. This enables the design of a target state that aligns platform capabilities with your organisational objectives and operational priorities.

We adopt an agile, sprint-based delivery model, ensuring rapid iteration, continuous feedback, and prioritisation of value-driving capabilities. Throughout the engagement, we apply the Agile Development and Test Management modules to manage user stories, track development progress, and execute integrated testing before promoting features into production.

For Intelligent Connected Service Operations, we focus on aligning modules such as ITSM, ITOM, IRM, SecOps, and AIOps to create an integrated, data-driven operating model. This includes:

- Service mapping and CMDB optimisation
- Cross-domain automation and orchestration
- Proactive operations using predictive intelligence
- Data visualisation through Performance Analytics

Foundation data quality is a core focus throughout. We perform rigorous validation and cleansing to ensure clean data migrations whether from legacy ITSM platforms or existing ServiceNow instances.



2 Business Need

Many public sector organisations face challenges in shifting from reactive to proactive service management models. A combination of siloed systems, legacy tooling, and inconsistent processes can hinder efforts to improve service delivery, increase efficiency, and reduce operational risk.

Common issues include:

- Fragmented IT environments with multiple tools performing overlapping or disconnected functions
- Limited visibility across IT and operations, reducing the ability to predict and prevent service issues
- Underdeveloped service management processes that prevent organisations from fully leveraging automation and self-service

Capgemini supports Buyers in addressing these challenges by combining deep experience in enterprise service management (ESM) processes with proven ServiceNow platform expertise. Our approach helps public sector organisations to:

- Mature IT and operations processes by aligning them to ITIL and SIAM principles
- Consolidate tools and enable collaboration between IT and Operations on a unified platform
- Shift from reactive to proactive service operations, supported by automation and data insights

Capgemini also offers structured platform health checks to assess the effectiveness of existing ServiceNow implementations and identify opportunities for optimisation. Where required, we help establish strong platform foundations through the delivery of platform strategy, architecture, and a roadmap aligned to the organisation's goals.

This service is designed to help Buyers realise long-term value from ServiceNow by improving service quality, reducing cost, and enabling scalable transformation.

3 Our Approach

3.1 Service Description

Capgemini's ServiceNow implementation offering for Intelligent Connected Service Operations provides end-to-end support for public sector organisations looking to modernise and integrate their service delivery models using the Now Platform.

Our service is designed to establish a connected operating model by enabling seamless collaboration across IT, Security, Risk, and Business functions. Using ServiceNow's platform capabilities and aligned to Now Create and ServiceNow's Implementation Methodology (SIM), we help Buyers transform siloed operations into proactive, data-driven, and automated workflows.

The service supports implementation and enhancement of a wide range of ServiceNow modules including:

- IT Service Management (ITSM) – for efficient incident, request, change, and problem management
- IT Operations Management (ITOM) – including discovery, service mapping, event management, and operational intelligence
- IT Asset Management (ITAM) – enabling lifecycle control and optimisation of software and hardware assets
- Strategic Portfolio Management (SPM) – aligning project and demand management with organisational goals
- Integrated Risk Management (IRM) – automating risk, compliance, and policy management
- Security Operations (SecOps) – accelerating incident response and vulnerability remediation

Our services include:



1. Readiness assessment and Discovery:

Capgemini offers a rapid, structured assessment of your current service management environment, whether based on ServiceNow or legacy platforms. This includes:

- Evaluation of existing platform configuration, processes, and integrations
- Maturity and capability assessment across ITSM, ITOM, and adjacent domains
- Identification of automation and optimisation opportunities
- Stakeholder workshops and requirements gathering
- Business case input and roadmap development for intelligent service operations
- Risk identification and mitigation recommendations
- This phase results in a Readiness Report and Implementation Roadmap tailored to the Buyer's operating model, platform goals, and organisational context.

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2. New Platform implementation

Capgemini delivers structured ServiceNow implementations that align to Buyer objectives while maintaining platform integrity and scalability. Activities include:

- User story development and backlog creation through stakeholder engagement
- Platform configuration aligned with ServiceNow out-of-the-box (OOB) capabilities, adapted where appropriate
- Agile delivery cycles, using sprints and continuous feedback loops
- Foundation data preparation and validation
- Design and build of intelligent workflows, portals, and performance dashboards
- Deployment of ServiceNow modules such as ITSM, ITOM, IRM, SPM, SecOps, and more
- Change, test, and release management processes aligned with ServiceNow ATF and CI/CD tools

Capgemini also support integrations with third-party systems (e.g. monitoring tools, HR, ERP, finance platforms) using ServiceNow's Workflow Data Fabric - IntegrationHub and web services capabilities.

3. Platform optimisation

For existing ServiceNow customers, Capgemini offers optimisation services to assess, stabilise, and enhance platform performance and user adoption. This includes:

- Platform health checks and usage audits
- Alignment to ServiceNow's latest functionality and roadmap
- Workflow automation reviews and improvements
- Performance tuning and upgrade readiness assessments
- Re-alignment to ServiceNow's Common Service Data Model (CSDM)
- Clean-up of technical debt and legacy customisations
- Recommendations for AI, Virtual Agent, and Performance Analytics adoption

Optimisation services are designed to unlock greater value from existing investments, improve service maturity, and prepare for future platform evolution.

4. Re-platforming



Capgemini provides re-platforming services to support Buyers migrating from legacy tools or underperforming ServiceNow instances. Our approach includes:

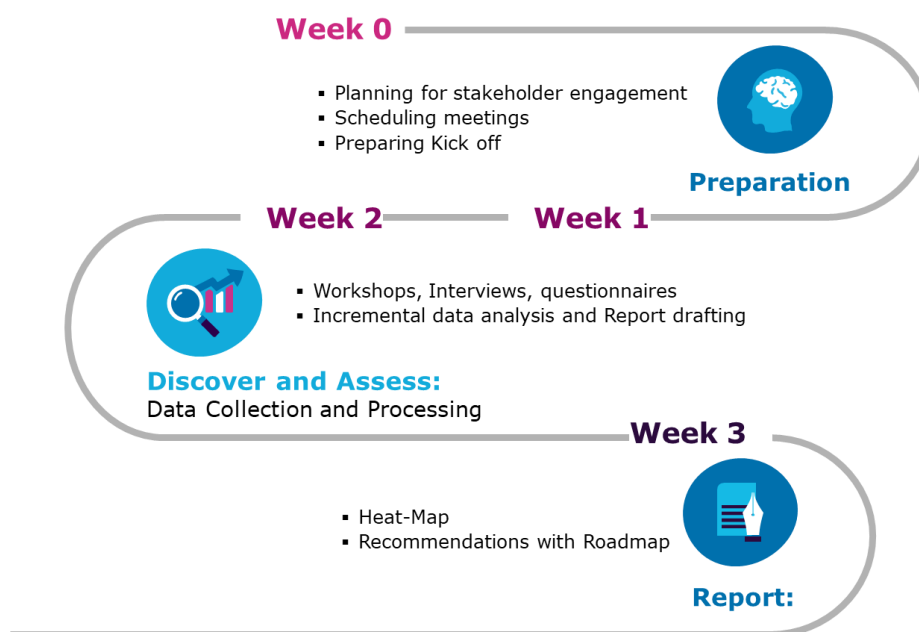
- Detailed assessment of the current platform (ServiceNow or third-party)
- Data migration planning and execution
- Redesign of processes aligned to OOB best practice workflows
- Rationalisation of customisations to reduce technical complexity
- Rebuild and reconfigure using scalable, maintainable patterns
- End-user and admin enablement to support adoption

Re-platforming ensures a clean, best practice-aligned ServiceNow environment that supports long-term scalability, lower total cost of ownership, and improved service delivery.

3.1.1 Readiness Assessment and Discovery

Capgemini has industrialised the readiness assessment into a 3-week timeframe, quickly providing tangible outputs that can be used to drive your intelligent connected service operations tooling roadmap. Our assessment helps you understand the platform configuration needs, along with the actual implementation and maintenance costs, to help you build or support your business case.

The assessment can be used to assess the maturity of your existing ServiceNow implementation or to assess your readiness to migrate from your existing toolset(s) to ServiceNow.



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

- The ServiceNow Readiness Assessment output will provide you with a comprehensive view of the state of your current capabilities (current state report with heatmap) and a roadmap for implementation and maintenance of the Now platform.
- The ServiceNow readiness assessment can also be used to take a deep dive into the current state of an existing ServiceNow implementation, providing you with the technical due diligence as well as process assessment to understand optimisation and innovation opportunities. This activity will highlight where improvements can help yield greater benefits and efficiencies from an existing implementation, and where a new platform implementation can deliver greater value, efficiencies and productivity to your organisation.



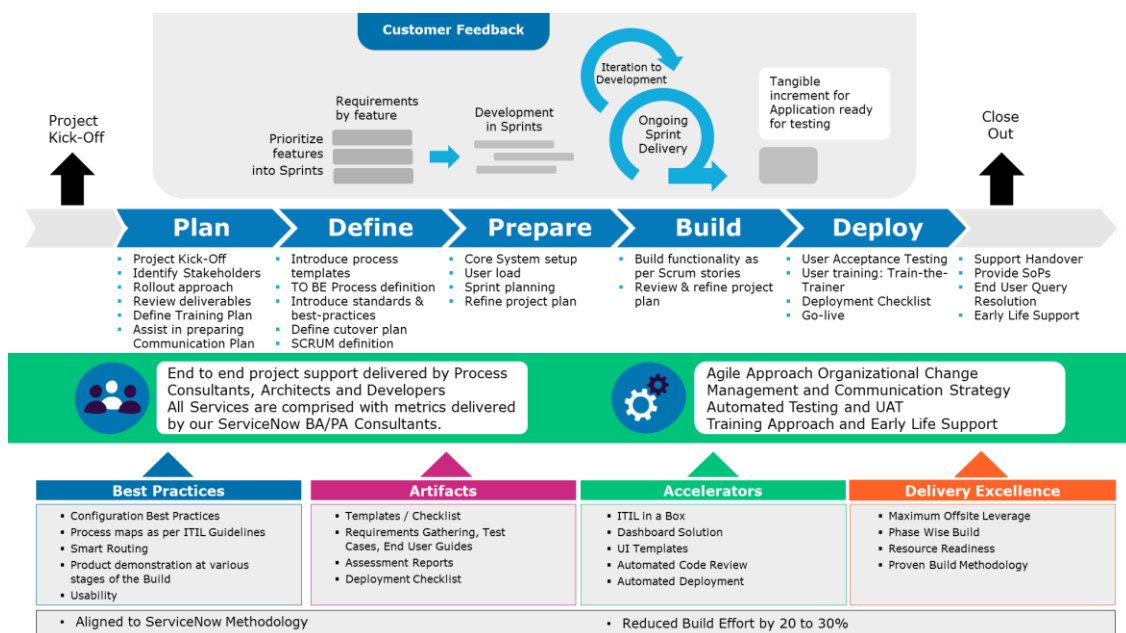
- Capgemini will analyse your organisation's readiness from both project implementation (design) and operational support perspectives. In the assessment report, we will include recommendations on how to keep your Now platform project easy to run and cost-effective.
- The assessment report will highlight risks and challenges you are most likely to face when implementing the Now platform and will articulate how to prevent delays and additional costs.
- Capgemini will focus on automation potential in assessing your readiness to improve the process layer, helping to drive costs lower and efficiency higher.
- In the final stage of the assessment engagement, Capgemini will deliver a Readiness Report and Roadmap. It will detail the actions needed to support optimised implementation for every assessed area. Low and medium-maturity IT organisations will receive guidance on how to advance their maturity and prepare for implementation and support of the Now platform – this includes the migration from any legacy platform(s).

3.1.2 ServiceNow Platform Implementation

Our consulting activities consist of process reviews and validation of gathered requirements, and the use of platform specifications and use cases to drive the design of an optimal and functional solution. Based on the analysis of the requirements and user stories gathered, workshops are designed and executed to address logically grouped requirements and user stories, thus enabling the enrichment of the project plan and speedier sign-off for the agreed requirements.

Capgemini will configure the platform utilising sprint releases driven by detailed functional requirements captured jointly with your SMEs in the form of User Stories.

The diagram below outlines the typical approach we take. Of course, this can be adjusted to address the objectives each individual client.



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The Capgemini Project Team will start with a project kick-off to determine your requirements, priorities, business stakeholders and approvers, and agree realistic timelines. We then design, build and test the platform using our consultants and SMEs, working jointly with your team of SMEs and key stakeholders to ensure the delivered outcome is aligned with your objectives. Requirements for process-specific functionality will be discussed with your teams during workshops to capture detailed business needs and to process them from concept to product configuration by using user stories. All activities will be aligned and designed to help enable a smooth transition to the support team providing the managed service for the platform.

Capgemini will apply SIAM principles in the design, configuration and implementation of your new ServiceNow platform, unlocking the potential of your business ecosystems and accelerating your entire journey to service



excellence. Although you may not have a SIAM operating model, a platform that embraces the principles of SIAM is still valuable as it promotes collaboration, clear lines of demarcation and transparency across the ecosystem

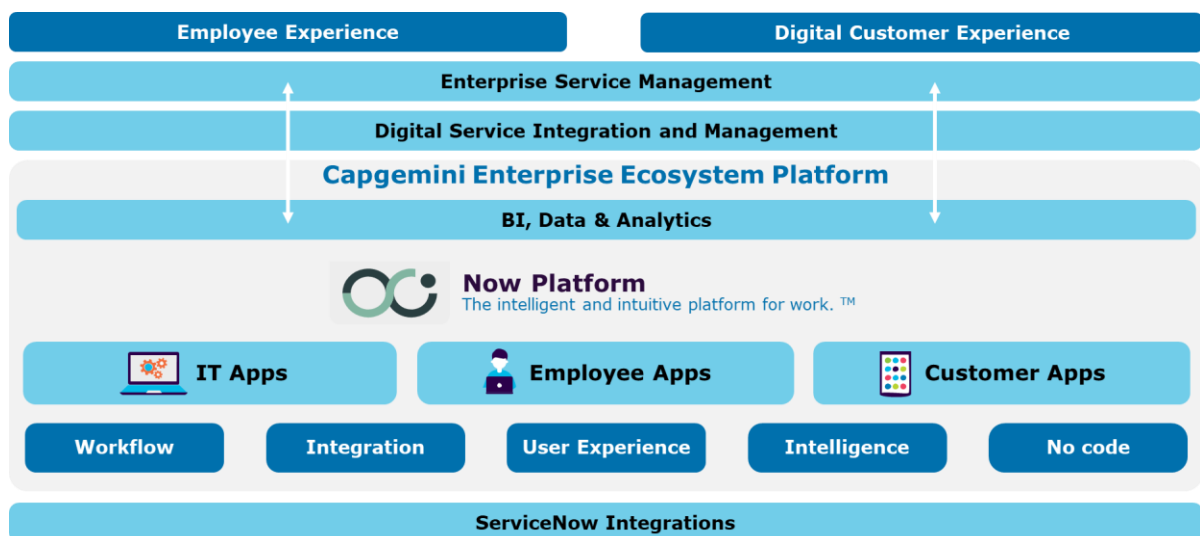
This offers you a unique combination of capabilities:

- Delivers a dynamic portfolio of service processes
- Removes duplication across services
- Takes control back from suppliers or allows you distribute it in-line with contractual obligations
- Creates a plug-and-play, integrated supplier model

Combining these capabilities provides the flexibility, innovation and efficiency of a multi-sourced business ecosystem; and the accountability and simplicity of a single-source provider model.

With the above-mentioned capabilities, the platform can deliver:

- Superior service quality by truly integrating suppliers, creating a single line of sight and one version of the truth.
- The right level governance and control by engaging business functional leaders; integrating providers, technologies & capabilities and ensuring alignment, cooperation and accountability.
- Cost savings and operational efficiency by reducing duplication across functions and suppliers and leveraging optimised ITIL-based process stacks.
- Rapid and agile innovation by combining a digital service fabric, pre-configured ServiceNow automation tools, advanced integration technologies (IPaaS), and a service governance and operating model.



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While ServiceNow provides an excellent foundation for building service excellence, Capgemini can add value to the Now Platform on many levels:

- All business processes: Through our Digital SIAM and Enterprise Service Management (ESM) offerings, Capgemini can help your service organization dramatically improve any repeatable business process across all technology workflows, including Integrated Risk Management (IRM) – also known as Governance, Risk and Compliance (GRC), Security Operation (SecOps), IT Service Management (ITSM), IT Operations Management (ITOM), Strategic Portfolio Management (ITBM), and more.

3.1.2.1 Designing and Building the New ServiceNow Platform

Where implementing ServiceNow as a new platform, optimising existing platforms or re-platforming, Capgemini's implementations are based on best practices we have developed while performing numerous ServiceNow Implementations for our public and private sector clients. It blends our acquired knowledge with a



collaborative approach that we bring to our clients, which means we will work with stakeholders of the ecosystem to make sure that the governance structure, communications plan and other key transformation activities are developed in consultation with you and your team.

Capgemini will prepare a core baseline of the ServiceNow Platform that includes:

AD/LDS/LDAP Integration

This integration allows the ServiceNow system to use an existing LDAP server as the master source of user data. Capgemini configures one LDAP connection with the ServiceNow Platform to load initial data and to set up an automated, one-way synchronisation importing new updates to ServiceNow for user data. The integration uses a read-only connection that never writes to the LDAP directory. The integration only queries for information, and then updates ServiceNow accordingly. LDAP integration supports security by connecting from a single machine that uses a fixed IP address through a specific port on the firewall. Furthermore, the connection requires a read-only LDAP account for authentication.

Foundation Data

This dataset establishes the foundation, or base set of organisation information, needed to get the best value from the ServiceNow platform. Some of this data is manually imported as part of the initial build, while some will be imported/updated automatically through the integrations to remote systems. The decision to manually import data or build an integration is based on several factors such as the volume of the dataset, the frequency to which the data needs to be updated or maintained, and the time-sensitivity of updates reflected in ServiceNow. Foundation data is related to Companies, Users, Groups and Roles.

Capgemini's Recommendations for ServiceNow's Environment procurement

As good practice Capgemini, suggests that the implementation of a ServiceNow environment should use (4) separate ServiceNow Instances:

Environment	Purpose and Description
Sandbox	Demo environment and repository for prototyping activities.
Development	Configuring approved design for ServiceNow built-in modules or new applications for the ServiceNow platform.
Quality Assurance (QA) & Test	Perform user acceptance testing (UAT), integration tests as per validation standards.
Production	Production, validated and approved deployments, working application environment.

It is recommended that approved designs are implemented and tested in the Development instances. All other development efforts should be executed in the Sandbox instance.

QA & Test is the managed instance deployed to facilitate controlled and managed UAT and QA activities from approved code and configuration that have been implemented and tested in the Test/Development instance.

The Production instance will be periodically cloned back into the development and test instances to ensure development activity is conducted on an instance that is representative of Production, thus minimising rework of changes when deployed in the Production instance.

Email & Notification Service

Notifications are an important communication tool to keep users informed of events that concern them. The Buyer can use email and SMS notifications to send and receive communication from within ServiceNow. Notifications can be forced to override any user preferences or settings, such as notifications for critical incidents or outages. This helps the correct users to receive important notifications.



Other Core Functionality

Our services include the configuration of core functionality outside the base implementation, driving an increase in reliability and optimal functionality of the platform, including:

- Single Sign-On (SSO)
- Virtual Private Network (VPN)
- Orchestration with other systems (via web services, rest messaging, SOAP, others)
- Archiving or migration of transactional data from the Legacy Systems and Processes
- Localisations or language notifications (translations and currency changes, language and locale settings in the instance)
- Advanced tailoring to mobile view (to support proper rendering of new applications, complex catalogue items' variables, macros and widgets)
- Data segregation or domain separation
- Multiclient instance
- Additional LDAP or HR systems connections
- Support and maintenance of on-premise instances

As part of a ServiceNow implementation Capgemini can offer deployment, configuration, tailoring of:

- IT Service Management ServiceNow functionality including Incident Management, Major Incident Management, Problem Management, Change Management, Knowledge Management, Service Catalogue and Service Request Management, Service Portal, Configuration Management Database, and Service Level Management.
- Capgemini can utilise ServiceNow to deliver intelligent connected service operations by uniting: IT Service Management (ITSM), IT Operations Management (ITOM), IT Asset Management (ITAM), Strategic Portfolio Management (SPM), Security Operations (SecOps) and Integrated Risk Management IRM.
- Platform Analytics dashboards that support complex and progressive data calculations and provide a variety of KPI and metric visualisation methods (graphs, charts, etc), allowing you to perform trend analysis, baselining and other analytical activity
- Virtual Meeting Workbenches - functionality that allows process managers to schedule, plan and manage meetings
- Data Quality Management - an in-house developed solution offered by Capgemini as a ServiceNow feature providing the capability of enhanced and complex data/records evaluation and accuracy control
- Connect Chat, a real-time messaging tool that enables users to chat with individuals and groups, quickly share files, and collaborate on any record by connecting with the right people promptly
- Visual Task Boards (VTBs) along with Connect Chat enable fulfillers to manage their work, projects, and activities with an intuitive drag and drop interface integrated with real time chat and communication functionality on ServiceNow platform
- Tech bars, the walk-up experience feature enables the creation and management of an onsite IT walk-up venue where requests and issues are fulfilled and solved by experienced IT technicians in person and in real time
- Virtual Agent, a conversational bot platform for providing user assistance through conversations within a messaging interface
- Automated Test Framework (ATF) enabling ongoing regression testing
- A variety of accelerators aimed at optimises operations and process compliance

In parallel with the design, build and test activities, a Training Needs Analysis (TNA) is performed to assess the gaps and training actions/initiatives needed to bring your teams up to the required operational level. The analysis results in a detailed training plan which includes activities for assessing the effectiveness of the training once it has been delivered.

Our ServiceNow implementation team can leverage different methods and approaches (including gamification) for training and upskilling your staff: Shadowing and reverse shadowing where appropriate, brown-bag sessions (lunch and learn), classroom instructor-driven training, computer-based training (CBT), train the trainer sessions, mentoring, scenario workshops/role play workshops, trade-show events...etc.



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Capgemini will leverage its ServiceNow Centres of Excellence (CoEs), which provide you access to webinars and monthly project connect meetings to discuss project issues and prepare roadmaps. It also allows you to participate in our Innovation Drive program where we share learning, incubate ideas, create proof of concepts (POCs). You can also benefit from training programs tailored to your needs and access to our "Rescue Cell", where we assist in the resolution of escalated issues.

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:

- If the Buyer chooses to purchase ServiceNow Licenses directly from ServiceNow then this will be the Buyer's responsibility. However, we will provide guidance on the most suitable ServiceNow product and licensing package based on your business objectives and requirements. Access and availability to Buyer stakeholders and SMEs throughout the project Access to Buyer's internal and external third party applications for integration as agreed within the scope of the project Access and availability to Buyer's facilities (such as rooms, printing, internet)
- Access and availability to Buyer stakeholders for escalation

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

Capgemini recognises that even the best technical solutions must be governed by processes that ensure the tools are used in a consistent and measurable way and consistently maintained and upgraded. As such, Capgemini 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. This is no different for ServiceNow. 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 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's service offer is based on 5 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. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients. More detail about training needs and knowledge transfer is provided in the Platform Implementation section of this document.

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.



Capgemini has experience and expertise unlocking the power of ServiceNow...

- Dedicated ServiceNow **Centres of Excellence (COEs)** located across North America, Latin America, Europe, Northern Africa, and Asia Pacific, with over 1,500+ consultants
- Our **Rightshore™ Model**, delivering 50% reduction in ongoing maintenance costs, leveraging our **Global Delivery Centers (GDCs)** in Morocco, Brazil, Poland, Scotland, and Australia, with 600+ certified staff

RECOGNITION

2022 ServiceNow EMEA Workflow Partner of the Year – NEW!

2020 ServiceNow APAC Partner of the Year

Third Party Analyst and Advisor recognized SIAM & ServiceNow Leader

CAPABILITIES AND CREDENTIALS

4.56 out of 5 ServiceNow CSAT Score	1500+ ServiceNow and Process Consultants	3000+ Certifications and Accreditations	500+ Delivered ServiceNow Projects	150+ ServiceNow Accelerators	PRODUCT LINE ACHIEVEMENTS BY WORKFLOW Technology Workflow Employee Workflow Customer Workflow Creator Workflow ITSM ITOM App Engine
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PARTNERSHIP

Capgemini and ServiceNow combine strong domain expertise with the power of the Now platform to accelerate your journey to service excellence.

Gain from Innovations	Productivity	Rightshore™ Model	Turnaround Time	First Call Resolution
~\$500k saved through innovative solutions	38% implementation improvement through artifacts and accelerators	50% reduction in maintenance cost	20% faster ticket turnaround times	80% improvement in first call resolution

RECOGNITION

Gartner MQ 2020 Managed Workplace Leader

2020 Gartner MQ Public Cloud Infra Prof & Managed Services Leader

Everest Group's PEAK Matrix™ 2020 Intelligent Automation in Business Processes (IABP) Solutions Leader

2021 ISG ProviderLens™ ESM Leader

2021 ISG ProviderLens™ ServiceNow Leader

Capgemini has been a Certified ServiceNow Global Alliance Partner since 2009, and today we are a ServiceNow Elite Partner. Our 1500+ ServiceNow and process consultants have substantial ServiceNow expertise gained from 500+ ServiceNow engagements and have earned 3000+ ServiceNow certifications and accreditations. We have performed large-scale rollouts at Fortune 500 enterprises.

Capgemini maintains dedicated ServiceNow Centres of Excellence in the UK (strong presence), Poland, India, Morocco, and the United States, where we provide early access to new product releases; product demonstrations; interaction with ServiceNow Technical Architects to discuss project challenges, tools, and new product features; participation in developer events; training on new features and modules; quick, accurate responses to product-related questions and much more.

10 Sub-contractors

Where appropriate, and in agreement with each buyer, Capgemini UK may use the following subcontractors to deliver this service:

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

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



11 Additional Associated Services

A number of additional associated services can be offered as shown below. Additional Associated G-Cloud Services shall be priced based on the price defined in the offer.

- Digital SIAM: Maturity Assessment, Design, Implementation, Run and Transformation
- Intelligent Service Monitoring: Assessment Design Implementation Run and Optimisation
- Service Asset and Configuration Management (SACM).
- Business Change Management Service

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.

For licences pricing will vary depending on requirement and will be discussed between Capgemini, ServiceNow and the end Client at Call-Off Contract level.

All charges are exclusive of taxes.

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:

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.

Make it real. | www.capgemini.com



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