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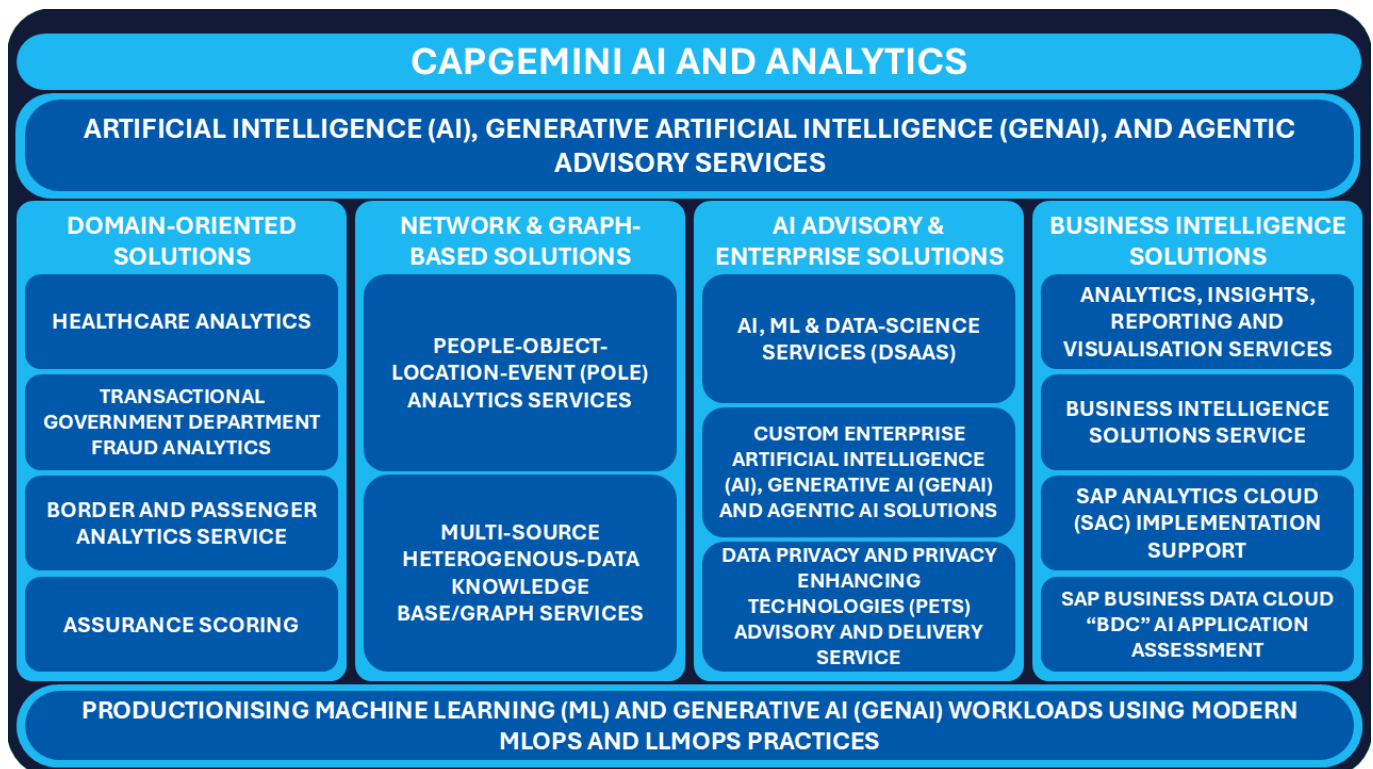
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1 Service Overview

Capgemini is one of the leaders in the provision of big data exploitation and analytics and has a number of service offerings available on G-Cloud as illustrated below.

This document defines POLE (People, Object, Location Event) Analytics Services, which can be commissioned in their own right, or as an enabling capability.



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

Capgemini's support for intelligence, policing and complex investigations through POLE (People, Object, Location, Event) Analytics Services leverages Capgemini's rich experience in cross-dataset transformation, amalgamation and exploitation. POLE Analytics Services can provision all the necessary capabilities to design, build, transform and exploit data in a single conformed data layer. This offers the following benefits to the organisation, data architects and data consumers alike:

- Minimal overhead of having to manage, or understand, variable and changing source formats at the point of analysis – meaning the focus can be on insights generation rather than data manipulation;
- A data model/layer equipped to be robust against changing sources;
- A single point-of-reference for matching services, for instance: building a 'single view of a person' or a 'single view of an object e.g. passport;
- A single point-of-query for data queries relating to these common entity types;
- Data-consuming services benefit automatically from additional data without the need for uplift/change, meaning quicker route-to-value for new data.

POLE Analytics Services, as required for the implementation and use case, can offer the following:

- Standardised approach to gathering, coordinating and disseminating intelligence
- Improved identification and evaluation of trends
- Better information and intelligence sharing among different parties and geographical partners



- Scrum leadership to manage the backlog and sprint team/s
- Business analysis to work with the buyer's product owners to define requirements and agree backlog priorities
- Platform engineering to configure the big data and matching platform, locally or Cloud-hosted
- Big data engineering to ingest and structure the data
- Probabilistic matching of data (e.g. to build up a total view of an applicant's transaction history)
- Data science expertise to build, test, validate and monitor matching techniques
- Upskilling of client resource in capability, technology and DevOps services
- Information visualisation and application-building expertise to present insights in an exploitable, actionable, form
- Data science expertise to build, test, validate and monitor POLE-consuming services

2 Business Need

Capgemini has experience in analytics and delivering POLE Analytics Services that can be used to enhance data holdings, in turn enabling analytics processes that can address the business needs across the public sector.

The public sector faces a daunting set of challenges, including the need to:

- Reduce budgets through provision of end-to-end digital services
- Minimise data risk, by surfacing hidden patterns in data, and leveraging insights by making them accessible and interpretable to decision-makers
- Build digital services that enhance user experience, such as increasing customer satisfaction by reducing waiting times
- Deliver future (e.g. '2025/6') visions and 'Digital First' agendas

POLE analytics, as part of a wider analytics-led approach, can provide a crucial, risk-reducing, and time-saving enabling capability towards meeting the business needs above.

A single conformed POLE data layer enables a single-point of query that can help public sector clients:

- Better unite, simplify and surface critical operational data
- Identify the unknown, by simplifying relationships and associations and enabling consuming services to discover these more easily
- Generate efficiencies in existing processes by offering a single standardised data model for consumers to integrate with as well as common data quality checks and patterns when consuming data into a POLE model
- Realise the greatest value in their data

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3 Our Approach

Capgemini's wealth of experience delivering POLE Analytics Services tells us that delivering benefit may well require customers to implement changes in core operational processes, and requires the following factors to be brought together:

- A technology approach founded on the use of the latest tools and platforms (e.g. AWS, Azure, Google Cloud) to provide secure, robust, enterprise-level services
- Collaborative delivery using proven methods and templates, that start small, prove value, then scale fast, in accordance with the standard Government Digital Service (GDS) phases
- An integrated business design and business change approach that can connect delivery with public sector constraints and embed the change in business-as-usual
- Innovation and Continuous Improvement embedded in both the tactical and strategic levels
- Agile consuming services and prototypes that can rapidly exploit the value in POLE data that will justify the business change required

3.1 Cloud-based Technology

The technology environment is moving fast, and so are Capgemini's skills and proven capability. Technology choices for POLE analytics should initially focus on the exploratory needs of Discovery-style activities and value proofing, yet with an ever-growing consideration on delivering enterprise-scale, robust and secure services.

Capgemini's cloud credentials are significant: e.g. Capgemini architected and built one of the UK Government's largest cloud transformation projects at the Home Office. Capgemini's Data Engineering community has built and deployed solutions into production that exploit open source, or native capabilities, across all major hyperscalers.

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, or 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 various security or support requirements as necessary.

3.2 Collaborative Delivery

Capgemini's collaborative business experience aims at a collaborative, responsive but controlled approach fully aligned with the GDS model. Capgemini's approach includes a set of templates which can integrate data science, data management, technology, business design and business change throughout the programme lifecycle. Capgemini is well versed in user-centric development with full appreciation of user needs, and has developed many products that have successfully passed GDS service assessment.

3.3 Integrated Business Change

POLE-based data science and technology can deliver insights – but delivering benefits from those insights needs an additional focus on business change right from the start. Sustaining those benefits into the future requires that the customer's in-house analytics capability is developed.

Capgemini offers a multi-speed business change approach which balances:

- organisation-level business change



- in-house capability development, mentoring and building internal data science teams
- business change integrated with commissioning teams

At project inception, the role of POLE Analytics is defined at high-level by defining the relationship between the service and key aspects of the organisation's operating model and highlighting the specific capabilities/dependencies required by, and of, the POLE service. During an elaboration stage the overall business change process and agile development activities are defined, ensuring that business readiness activities have the greatest focus and direction, whilst also being flexible to the dynamic 'test and learn' approach being employed during development activities.

3.4 Innovation

Capgemini can offer an initial Innovation service to bring stakeholders together to understand the 'art of the possible' for POLE modelling, analytics and data matching, generate multiple ideas and create a prioritised list of options for the Discovery phase.

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.

5 Service Management

Not applicable.

6 Protection of Data

This service is based on a security classification of 'Official', however we have experience designing and building Data Science capability at higher classification levels; 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

Prior to the execution of the Order, the Supplier and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to ensure continuity of service.

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. 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.

- Diamond Partner with Oracle
- Gold Partner with Microsoft
- Global Platinum Partner with SAP
- Global Strategic Partner with SAS
- Global Partner with IBM and QlikView
- 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
 - named a Leader in IDC's MarketScape Worldwide Business Analytics Consulting and Systems Integration Services 2020 Vendor Assessment
 - positioned as a Leader in Everest Group's PEAK Matrix assessment for Data & Analytics (D&A)
 - identified as a Leader in Nelson Hall's NEAT vendor evaluation for GDPR Services in the overall market segment.

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.

Termination Terms

Please refer to the Supplier Terms for this service.

14 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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