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1 Service Overview

Capgemini's AI & GenAI Strategy & Value Realisation service is designed to help UK public sector organisations navigate the complexity of adopting Artificial Intelligence, Generative AI, and Agentic AI in a secure, ethical, and value-driven manner. This offering aligns with G-Cloud Lot 3 Cloud Support objectives by providing strategic guidance, governance-first principles, and practical implementation support for cloud-native AI solutions. We combine Capgemini's global expertise, Resonance AI Framework, and RAISE GenAI Factory accelerators to deliver end-to-end transformation—from vision and governance to deployment and continuous improvement. Our approach ensures compliance with government standards, addresses ethical and security considerations, and accelerates innovation to improve citizen services and operational efficiency.

2 Business Need

Public sector organisations face unprecedented challenges: rising citizen expectations for digital services, budgetary constraints, and the imperative to adopt emerging technologies responsibly. While AI and GenAI promise transformative benefits, they also introduce risks around governance, ethics, and compliance. Without a structured approach, organisations risk fragmented initiatives, shadow AI, and poor ROI. Capgemini addresses these challenges by delivering a comprehensive strategy and value realisation service that ensures AI adoption is secure, ethical, and aligned with cloud-first principles. Our solution helps organisations prioritise high-value use cases, establish governance frameworks, and embed continuous improvement, enabling sustainable transformation and measurable outcomes.

3 Our Approach

Capgemini's methodology is structured into three phases—Strategy, Design, and Implementation—each enriched with detailed activities, proven frameworks, and accelerators. This approach ensures clarity, compliance, and measurable results while aligning with G-Cloud Lot 3 objectives.

The following is a detailed breakdown of each phase:

3.1 Strategy Phase

We establish a strong foundation for AI adoption by defining vision, assessing readiness, and creating governance structures.

Key Activities

- Conduct AI maturity and readiness assessments across people, process, technology, and data
- Define AI and GenAI vision aligned with public sector priorities and cloud-first strategies
- Establish governance frameworks, ethical AI guidelines, and risk management protocols
- Perform capability mapping and gap analysis to identify organisational strengths and weaknesses
- Prioritise high-value use cases using Capgemini's Value Realisation Model

Deliverables

- Vision document
- Governance model
- Strategic roadmap

Expected Outcomes



- Clear strategic direction
- Informed decision-making
- Reduced risk

3.2 Design Phase

We design operating models, compliance processes, and value frameworks to enable scalable and secure AI integration.

Key Activities

- Create AI operating model and integration architecture leveraging Resonance AI Framework
- Develop compliance and risk management processes aligned with public sector standards
- Design value realisation frameworks with ROI modelling and KPI dashboards
- Define change management and organisational readiness programmes
- Develop data governance and security protocols for AI and GenAI deployments

Deliverables

- Operating model blueprint
- Compliance plan
- KPI dashboard

Expected Outcomes

- Future-ready architecture
- Improved governance
- Measurable value tracking

3.3 Implementation Phase

Execution transforms strategy into reality. We deploy accelerators, enable Agentic AI pilots, and deliver change management and skills transfer.

Key Activities

- Deploy Resonance AI and RAISE GenAI Factory accelerators for rapid implementation
- Enable Agentic AI pilots for autonomous workflows and decision-making
- Execute change management programmes and leadership alignment initiatives
- Provide structured skills transfer using Capgemini's Assess-Plan-Implement framework
- Establish continuous improvement cycles supported by governance reviews and analytics

Deliverables

- Implemented AI governance
- Pilot outcomes
- Training materials



Expected Outcomes

- Operational efficiency
- Cultural adoption
- Ongoing adaptability

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

Priced per SFIA Rate Card. Available on Time & Materials or Fixed Price 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

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. 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

This section is intentionally left blank.

10 Vendor Accreditations/Awards

Architecture Accreditation

- TOGAF 10.0
- SAFe Architect
- AWS Practitioner and Architect
- Azure Fundamentals
- Azure Solution Architect

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 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.

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.

We would be pleased to arrange a call or meeting to discuss your requirements of our service in more detail.

All prices are in GBP and exclude VAT.

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 "AI & GenAI Strategy & Value Realisation".
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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