

Windows 11 Evergreen Support G-Cloud 15





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1 Service Overview

1.1 Granularity of Service Offer

Many of the activities and outputs described throughout this offer can be ordered separately as smaller **“standalone”** engagements/work packages (**“modular”** approach). In some cases, activities/outputs may need to be combined to offer the best value and effectiveness for the Buyer. For this Evergreen offer to meet the Buyer’s needs, the detail will need to be discussed with the Buyer in order to design the best-fit work package(s) for the specific Buyer requirements.

Capgemini has been an effective partner of public sector clients for many years and understands the key priorities of the sector such as: Consistency and stability of service provision to the public, total cost of ownership (TCO) reduction, reliability and security improvement and time to market improvement to name a few. Combining Capgemini’s experience of the sector, its comprehensive expertise in workplace technologies and ability to deliver in large, complex enterprises provides the public sector Buyer with the opportunity to work with a partner who demonstrably comprehends a sector that forms a core part of the foundation for the nation.

1.2 Our General Approach

Evergreen is the ongoing maintenance cycle of Feature Release upgrades for Windows 10/11 and Microsoft Endpoint Configuration Manager (MECM) formally known as System Centre Configuration Manager. . This document assumes that you have already deployed these products and you need a process that will help ensure timely delivery of the upgrades to stay supported and secure, and to exploit the latest features.

If you have not already made the move to Windows 11, then Capgemini have an offering that can get you there.

There is no one-size-fits-all for Evergreen: Our Business Analysts and platform architects will work with your service process and tower leads to understand the current workplace estate to tailor our proven Evergreen solution to your needs.

WINDOWS EVERGREEN SERVICE

The following are examples of the servicing tools available to manage Windows as a service updates:

- **Windows Update (stand-alone)** provides limited control over feature updates, with IT pros manually configuring the device to be in the Semi-Annual Channel.
- **Windows Update for Business** this tool includes control over update deferment and provides centralized management using Group Policy
- **Windows Server Update Services (WSUS)** provides extensive control over Windows 11 updates and is natively available in the Windows Server operating system.
- **Endpoint Configuration Manager (previously SCCM)** provides the greatest control over servicing Windows as a service. IT pros can defer updates, approve them, and have multiple options for targeting deployments and managing bandwidth usage and deployment times.
- **Microsoft Endpoint Manager (Intune & Autopatch)** a cloud service that allows to roll out upgrades to Windows, Microsoft 365 Apps for enterprise, Microsoft Edge, and Microsoft Teams

KEY CAPABILITIES



All the upgrades kept as automated as possible.



Maximizing value by making small, iterative and continuous changes to the technology



Delivering an end-to-end procedure



Ensuring Windows servicing is coherent



Delivery without any business disruptions.

Windows Evergreen Service Options

The process is heavily dependent on the foundation data that describes your estate: primarily users, applications, devices, and device management technology. This service description assumes that your data is



accurate, complete and readily available. If this isn't the case then we can help your organisation collate, cleanse and maintain this data.

We know that deploying Feature Releases can be disruptive to your business. We offer a structured and consistent approach learned from large scale enterprise deployments to manage this process, working with you to ensure business interruption is minimised.

2 Business Need

With Windows 11 then you are already on the Evergreen cycle. Evergreen is an ever-breaking wave of upgrades that enterprises need to deploy to stay supported and exploit newly introduced features.

Evergreen therefore requires an ongoing service to intercept and safely deliver each release.

The challenge is to minimise the costs associated with the service and also the impact on end-user productivity as each release is deployed. To do this requires a proven, reputable approach that is tailored to your organisation.

3 Our Approach

3.1 Service Description

Capgemini offers a structured approach to delivering the Evergreen service. We provide an end-to-end capability delivered by business analysts, architects, engineers and implementation and service specialists.

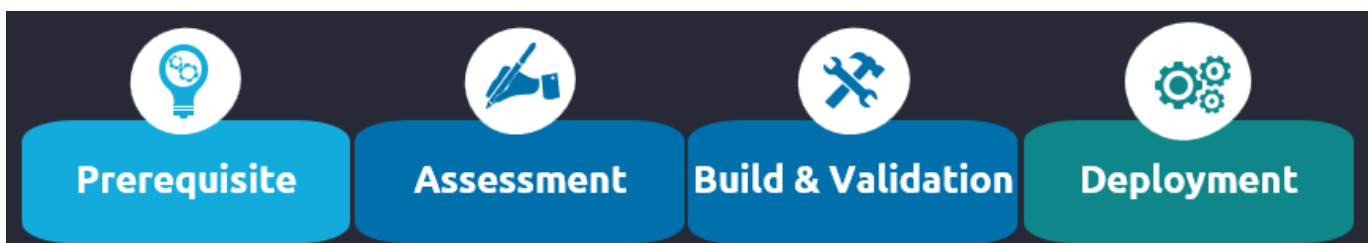
Our approach is driven by the lessons learned through delivery experience, and collaboration with our clients to ensure expected outcomes are achieved.

The Capgemini Evergreen approach moves through phases that broadly cover assessment and design, build update, test and deployment.

The individual phase components of our offer are described in the following sections.

Our expectation is that Enterprises will intercept one Feature Release each year: the so-called **"H2"** release. This comes with 30 months of support from Microsoft. Our advice is that for organisations of any size one release per year generally balances the costs, risks and benefits of the process.

An indicative timeline for the development and test phases is shown below. Whilst this is achievable it must be stated that there are many factors that can significantly impact any or all of these phases.



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

3.2 Prerequisite

Building on the work done upgrading to Windows 10/11, Evergreen starts by constructing a sound baseline from which to deliver. In this phase Capgemini will collate data including:

- Technical documentation relating to infrastructure and end-user services
- Documentation describing service and operations



- Test plans, tools and environments
- Your organisation in terms of users, locations and structure
- Your application portfolio
- Your end-user devices and significant peripherals

This information will be used to populate our templated Evergreen documentation, and to create a plan for the next phases. Wherever possible the Capgemini approach will use agile techniques such as Kanban boards to maintain the pace of the project.

3.3 Impact Assessment and Evaluation

Every Evergreen Feature Release is different. Each one needs to be understood and assessed against your environment to deploy it safely and securely.

Insider Preview

Microsoft make Feature Releases available for early, pre-RTM testing (Note: RTM means “Release to Manufacturing”). These versions are expected to be buggy and features may not appear in the released version. Capgemini monitor these early releases for you to anticipate upcoming changes.

Assess Design & Build

Changes introduced in the new Feature Release are collated and assessed. This assessment then drives a design update activity for the build. We also review the other build components and the existing supporting infrastructure services and tools such as Active Directory to identify any collateral updates that may be required.

3.4 Build Validation and Application UAT

The updated build must comply with your design and security requirements. This phase includes validation of the build against an appropriate test plan to help to ensure that the design still functions as expected.

On successful completion of the validation, a penetration test is performed (if required) to evidence the continued adherence to the stipulated security standard.

At this point the upgraded build is available for application testing as part of user acceptance testing (UAT). Our advice is to use the application analysis and testing performed during your upgrade to Windows 10/11 as a guide, combined with our assessment of the impact of each Feature Release to create a test plan tailored to each release.

If you do not have this information, then Capgemini can work with you to develop and maintain an application portfolio for your IT estate.

3.5 Phased Deployment

Microsoft describe the development and release of each upgrade in terms of *“rings”*– starting with internal, development and insider releases, progressing through to a phased deployment. Capgemini adopts this approach, monitoring the early pre-release versions, and implementing a phased approach to the introduction of the RTM version into your live estate.

The number of implementation rings will be decided in advance along with the rules to determine their respective populations. This is likely to be a re-run of the initial Windows 10/11 deployment approach.

Generic phases are described below:

Pilot

The Feature Release is applied to designated *“early adopters”* e.g. IT department. This is primarily a test of the build and delivery (update and new build) mechanism.

This stage also includes any application UAT that was not possible in a pre-production environment and must therefore also accommodate any remediation resulting from this activity.

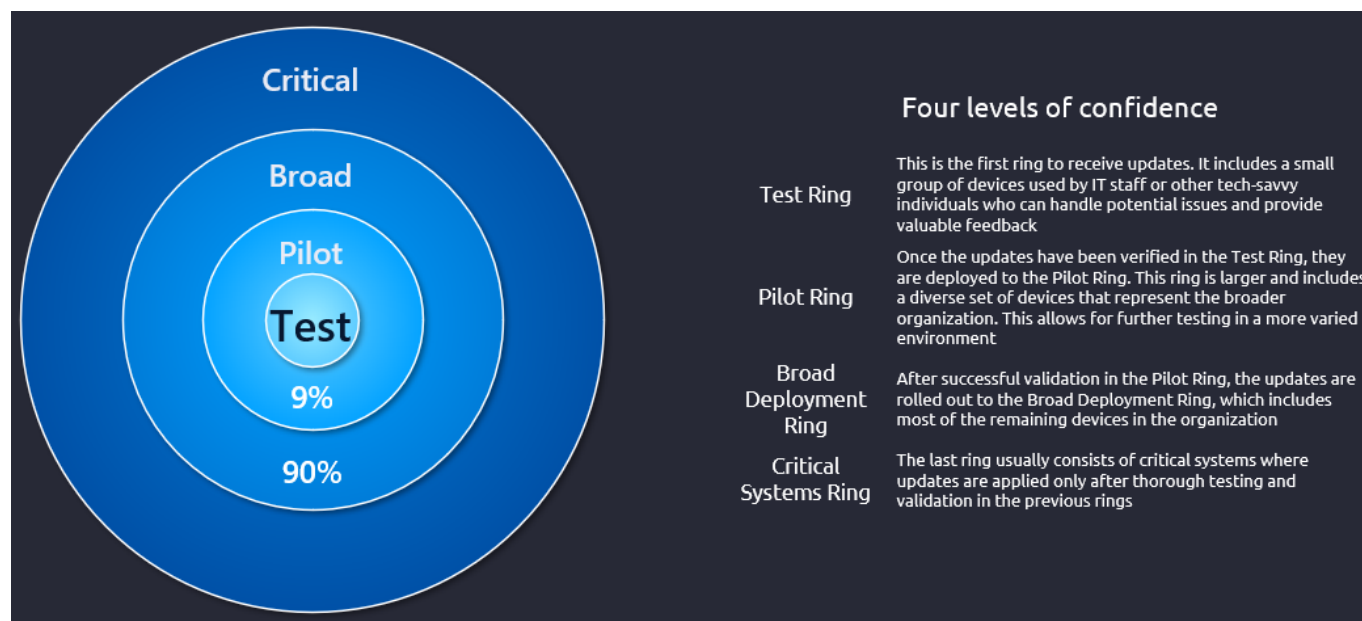


Broad 1

Equivalent to a primary user group, this is a “*broad and shallow*” deployment across the business and is intended to provide further assurance of the continued functioning of the essential line of business applications.

Broad 2 (and beyond)

Rollout to the remaining devices across the estate and supersedence of prior build versions. This stage will be limited by a combination of technology and business constraints and will be divided into a number of discrete deployments.



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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

Capgemini Service Management 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. It can be offered either as a standalone service or in conjunction with other sourcing arrangements.

6 Business Continuity and Disaster Recovery

No disaster recovery plan is provided as part of these Services.

7 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.

8 On-boarding and Off-boarding

Prior to the execution of the Order, Capgemini 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 and 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.

9 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.

10 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 been independently audited and certified to be in conformance with the below mentioned industry standards: ISO 27001: 2005, ISO 9001: 2008, ISO 20000-1:2005, ISO 9001: 2000, AS9100, TL9000.

11 Sub-contractors

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

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

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

12 Additional Associated Services

- Capgemini 'Connected Employee Experience' Service
- Capgemini 'Workspace' Service
- Capgemini 'Microsoft 365 Managed Service'
- Capgemini 'Windows 11 Support'
- Capgemini 'Microsoft Transformation'
- Capgemini 'Microsoft 365 Transformation and Support'
- Capgemini 'Managed Print'



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.

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:

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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