

Pega Cloud Services Design and implementation G-Cloud 15





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1 Service Overview

Capgemini's Pega Cloud Services can provide implementation services for solutions built on Pegasystems' market leading Business Process Management (BPM), Case Management, Customer Relationship management, AI powered Next Best Action Marketing (NBAM).

Capgemini can provide the following capabilities for Pegasystems based solution implementation:

- Full-service capability for design, implementation & operation, process mapping, build, test and run, change management
- Detailed analysis services for requirements analysis and design for all Pega solutions
- Rapidly deploy Pega Solutions through CI/CD
- Change Management to define organisational strategy, business case development, enterprise architecture and change implementation
- Application management services to run and support solutions with full incident management using ITIL methodology
- Agile delivery management
- Rightshore delivery capability to ensure cost effectiveness
- Integrate Pega products into a Buyer's existing technology stack.

This service supports Cloud based projects and services.

2 Business Need

Citizens are better informed, socially connected and expect a seamless experience irrespective of the channel. The customers are more value conscious and require better services from government organisations.

It is important for organisations to respond to the demands and behavioural changes of citizens.

Pegasystems solutions can:

- join up information from multiple data sources to provide a fully rounded view of the citizen and services offered
- intelligently automate reviewing and updating information across systems allowing for efficiencies in contact centre call handling or citizen self service
- help identify patterns to help suggest next best actions for citizens when interacting with contact centres or undertaking self service
- identify areas of opportunity for introducing efficiencies in the workforce by identifying situations where staff are having to manually transfer information between disparate systems.

3 Our Approach

Capgemini has a customised approach to ensure that every Pega implementation can deliver project benefits. Making best use of Capgemini's experience in delivering projects coupled with using the tools built into Pega to optimise the delivery, Capgemini can deliver projects quickly and focused on delivering value from Day 1 Live.

Capgemini uses their own delivery methodology called Unified Project Method (UPM), which provides a framework and set of templates and processes for delivering Agile and waterfall programs of work, together with the capabilities of the Pegasystems platform such as Direct Capture of Objectives (DCO) and microjourney planning allows Capgemini to tailor an approach for every project.

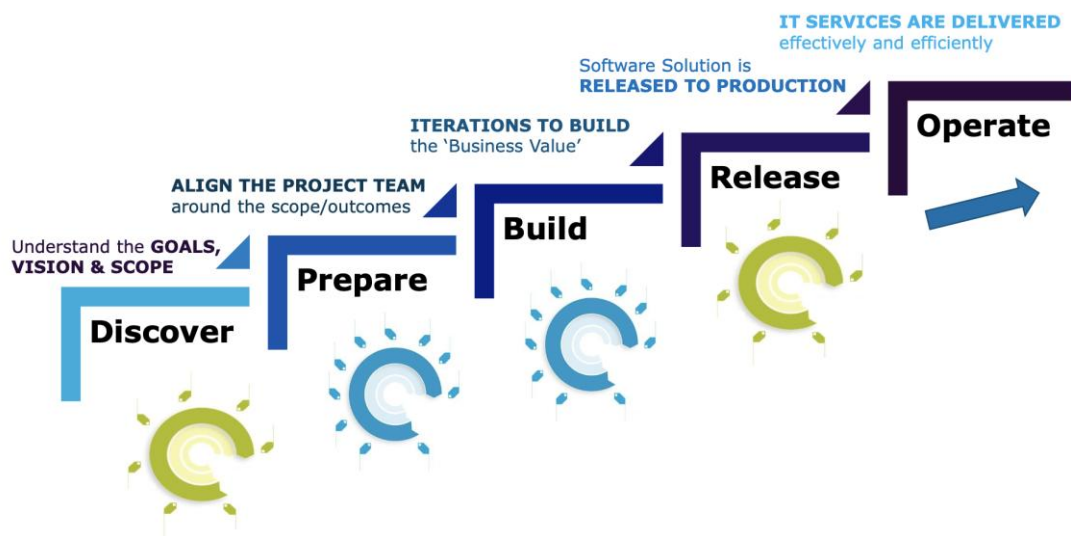


Capgemini's integrated approach (Capgemini Agile Framework for Pega - CAF4P) can harness the speed and power of the Pegasystems platform and best practices from Capgemini's extensive experience with Government and other sectors.

The scope of work can cover full delivery lifecycle or specific components depending on the Buyer's requirements. The scope can extend from assistance in developing the service design, help to manage the transition to the new service, aid migration of users and data to the new service and help with establishment of service monitoring and management regimes to enable on-going support of the service following transition.

Capgemini's CAF4P covers full lifecycle from initial Discovery workshops and Design Thinking workshops aimed at flushing out needs and a Minimum Viable Product (MVP) for the project through to development using DCO and microjourney formulation and application management following go live.

An overall plan with details of the phases with activities and deliverables will be established at the beginning of each project.



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

Capgemini can offer a full breadth of experience across the entire lifecycle of a project from advisory services for initial visioning and business case development through to user experience and design services to ensure that solutions will be optimised for end-users allowing achievement of business benefits. Capgemini's digital solution architects and user experience experts can work with Buyers to help them understand their business vision and short- and long-term strategies. Capgemini can play a role in establishing a user centric approach based on helping out Buyers derive a robust multi-channel design, and can deliver a solution that is responsive and adaptive.

Capgemini has over 500 Pega certified professionals globally and has extensive experience in delivering the Pegasystems Cloud solutions across the public and private sector. Additionally, Capgemini has developed best practices (enshrined into CAF4P) to deliver projects such as a case management solution for HMRC for Enforcement and Compliance that reduced data input requirements by 75%.

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.

If these responsibilities do not match your expectations, then please contact in order that we can explore options to vary our Capgemini's approach.



5 Service Management

Capgemini can offer full-service management. We can provide:

Dedicated application management services to ensure that production applications are monitored against agreed SLAs. We can also deploy DevOps squads to provide a run and enhance capability.

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 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.

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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