

Platform Engineering & Automation for Cloud & Data Centre infrastructure G-Cloud 15





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1 Service Overview

Current Context:

Modern software delivery requires more than just automated infrastructure; it demands a frictionless Internal Developer Platform (IDP) that treats developers as customers. Capgemini's Platform Engineering & Automation service helps organizations build, operationalize, and scale secure IDPs and cloud foundations.

Service Description:

Our service accelerates digital transformation by reducing the "cognitive load" on development teams. We move beyond simple "Infrastructure as Code" to delivering Platforms as a Product—curated, self-service ecosystems that provide "Paved Roads" to production. Whether utilizing Backstage, Harness, Azure DevOps, or AWS Proton, we help you assemble a platform that balances developer autonomy with enterprise governance.

Key Facts:

- **Establish Platform Strategy:** Define the operating model (Team Topologies), technology stack, and "Thinnest Viable Platform" (TVP) to prove value early.
- **Build Internal Developer Platforms (IDPs):** Implement self-service portals and catalogs that abstract complexity, allowing developers to spin up compliant environments in minutes.
- **GenAI & Automation:** Leverage Generative AI to accelerate code generation, infrastructure templating, and automated incident resolution.
- **Embedded SRE & FinOps:** Integrate Site Reliability Engineering for resilience and FinOps principles to ensure cost-efficiency by design.
- **Multi-Cloud & Hybrid Support:** Seamlessly manage workloads across AWS, Azure, Google Cloud, and private data centers using unified control planes.

2 Business Need

The Challenge:

In the race to digitize, organizations often burden application teams with excessive operational complexity—forcing them to manage networking, security, and infrastructure alongside their code. This high "cognitive load" slows velocity, increases burnout, and introduces security risks through "Shadow IT."

The Solution:

Businesses need a Platform Engineering approach to regain agility.

- **Differentiation through Speed:** By standardizing non-functional requirements (security, logging, monitoring) into the platform, feature teams can focus 100% on business logic and innovation.
- **Security & Compliance:** In an era of increasing cyber threats, relying on manual configuration is risky. Our platforms enforce "Secure by Design" and "Policy as Code" guardrails that prevent non-compliant deployments automatically.
- **Efficiency & Retention:** Developer talent is scarce. A superior Developer Experience (DevEx)—enabled by automated environments and self-service tools—attracts and retains top engineering talent by removing friction and manual toil.
- **Cost Control:** With cloud bills spiraling, our platforms integrate FinOps controls, giving teams visibility into their spend and automating waste reduction (e.g., shutting down non-production environments automatically).

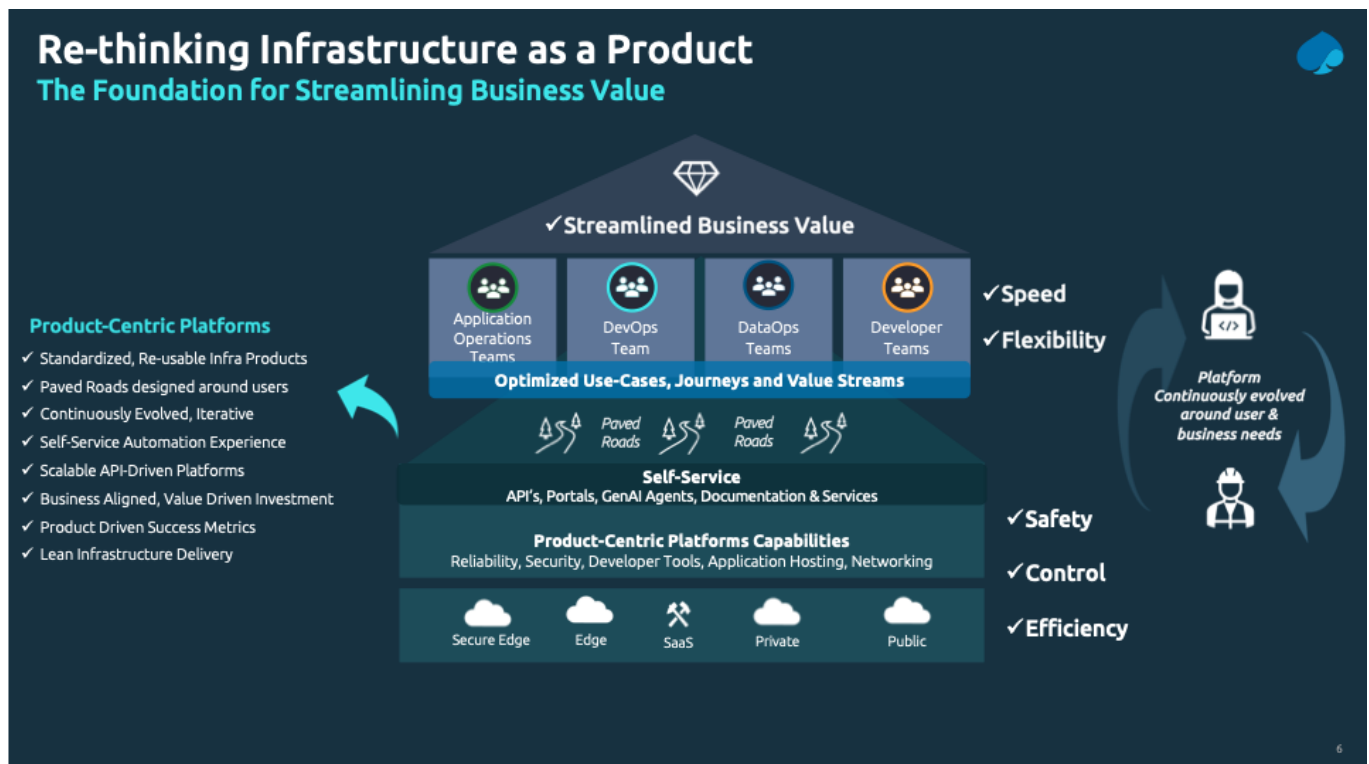


3 Our Approach

Capgemini adopts a "Platform as a Product" mindset. We do not just build infrastructure; we build a product that your internal development teams will want to consume. Our approach is iterative, user-centric, and data-driven.

Core Pillars of Our Approach:

- *Discover & Assess (User-Centricity):* We start by understanding your developers' friction points. Using techniques like Value Stream Mapping, we identify bottlenecks to design a platform that solves real problems, not just perceived ones.
- *Paved Roads (Standardization):* We engineer "Paved Roads — fully automated, opinionated, and supported templates for common workloads (e.g., "Spring Boot Service on Kubernetes" or "Serverless API"). These paths come with baked-in security, observability, and CI/CD, dramatically reducing Day 1 setup time.
- *Cognitive Load Reduction (Abstraction):* We use IDPs (e.g., Backstage, Harness, Azure DevOps, AWS Proton) to present a simplified "Pane of Glass." Developers define what they need (a database, a cache) without needing to know how it is provisioned in the backend.
- *AI-Augmented Engineering:* We integrate AI coding assistants and AIOps tools to automate routine tasks, predict platform failures before they occur, and generate infrastructure configurations from natural language prompts.
- *SRE & Continuous Reliability:* We move from "operating" to "engineering" reliability. We implement Service Level Objectives (SLOs), error budgets, and chaos engineering practices to ensure the platform remains stable even as it scales.



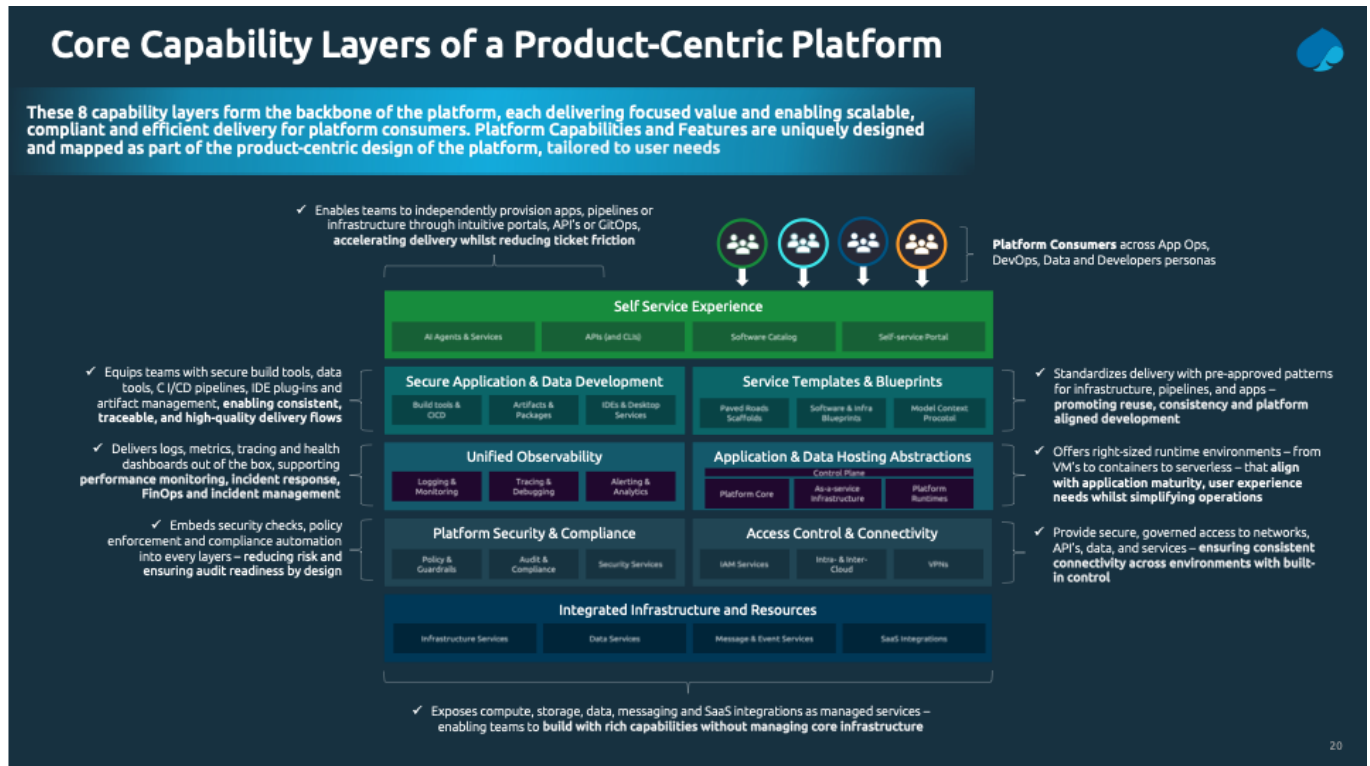
Capgemini Platform Engineering & Automation Approach

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

This establishes platform strategy, technology choices, technical architecture, platform features and MVP implementation plan with skilled teams of platform engineers, SREs and cloud architects. The teams work agile and typically deliver the project in sprints and the number of sprints can easily be adapted throughout the process to meet your business needs.



The supplier helps to build and maintain “platforms as a product” by constantly reducing the time to market and complexity and continuously innovating how applications are deployed and operated in Production. Supplier enables scalable, secure, and reusable platform features such as Self-service DevOps pipelines, Infrastructure as a Code, Container Management, Observability, IAM, and Log Aggregation. Supplier provides the expertise to build an agile Infrastructure operating model to maximise Cloud innovation by aligning Infrastructure teams to Product Value streams within digital organisations. Supplier brings SRE expertise to engineer reliability patterns, observability configuration, automated SLO/SLI validation and AIOPS enabled operations to drive stable and reliable operations for the platforms.



Platform Services for Digital Engineering

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

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:

- The Buyer has a contract with the cloud provider of choice for the provision of capacity.
- Provide access to SMEs, Architects and Project Management resources from the Buyer to work with supplier in the design and implementation of Platform engineering and automation capabilities.
- Allow supplier to work with Cloud platform provider on behalf of the Buyer.
- Provide access to in scope implementation(s).
- Provide access to desired Cloud platform(s)
- Provide access to all relevant Security standards and documentation relating to Cloud platforms.
- Provide all required software licenses.



- Provide all required network connectivity and configuration.
- Cover all costs of the Cloud platforms used.
- Allow Capgemini to work with Cloud platform provider on behalf of the Buyer.

If these responsibilities do not match Buyer expectations, then please contact supplier in order that we can explore options to vary supplier approach.

5 Service Management

Capgemini's service can be consumed in the following deployment and delivery models, all fully managed by Capgemini. Please contact us to discuss which of these fits your requirements. These are:

- **Offshore resources:** Capgemini's consultants work from our offshore locations. This provides a very cost-effective solution with access to a large pool of related skills.
- **Onshore resources:** Capgemini's consultants work from our UK offices. This provides a cost-effective solution for buyers that require UK delivery.
- **Dedicated resources:** Capgemini's consultants work on your sites, embedded as part of your team. This provides a solution for buyers that require skills augmentation and a high degree of control over the work.

Modernized Support Model:

Our managed service evolves with your platform. We don't just "keep the lights on"; we continuously improve the platform product.

- **Platform Product Management:** Ongoing backlog management to add new features (e.g., new "Paved Roads") based on developer feedback.
- **Developer Advocacy:** We provide "enablement squads" to train your teams on how to use the platform effectively, ensuring high adoption rates.
- **InnerSourcing:** We encourage and govern contributions from application teams back into the platform, fostering a collaborative engineering culture.

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 GCloud 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, supplier 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

Partners



Together Capgemini and **AWS** blend deep industry knowledge, cloud expertise, and services to help you realize your vision of a 21st-century business. Capgemini helps client to enable their digital future with proven methodologies and programs to accelerate your journey to the cloud, delivering innovative solutions to help them reach their business ambitions and a sustainable future.

Capgemini are recognized as an AWS Premier Consulting Partner and an AWS Well-Architected Partner, and we hold 10 AWS competencies: AWS SAP Consulting – AWS Migration Consulting – AWS Financial Services Consulting – AWS Industrial Software Consulting – AWS Travel and Hospitality Consulting – AWS Internet of Things (IoT) Consulting – AWS Level 1 MSSP – AWS Mainframe Migration Consulting, AWS Automotive Competency, SaaS Consulting Competency, Government Consulting Competency, Generative AI Competency

Our close, 10+ year partnership with AWS allows us to work end-to-end as a seamless, integrated team. It means Capgemini can help the client achieve the best possible outcome.

Together, Capgemini and **Google Cloud** help organizations adapt to the changing world, innovate for future growth, navigate economic changes and reinvent their business models.

With our powerful industry and cloud expertise, Capgemini provides cutting-edge solutions with a particular focus on addressing clients' challenges in financial services, retail, and automotive.

Capgemini leverages Google Cloud's leading technologies in AI/ML, data, security and multi-cloud strategies to deliver sector-specific, scalable solutions and realize the full potential of your cloud investments.

Capgemini and **Microsoft** together help companies harness technologies, turbo-charge them, and point them at individual business goals enabling organizations go further – and get there faster.

Capgemini have worked side by side with Microsoft for more than 20 years and our relationship is stronger than ever. Capgemini has thousands of Microsoft Certified Professionals (MCPs), Microsoft Azure® certified architects, and Microsoft Cloud Solution architects. Capgemini are a Microsoft Azure Expert Managed Services Provider for three years in a row, member of the Business application Inner Circle for four years in a row and a Gold member of the Microsoft Partner Network. Capgemini also work in close collaboration with Microsoft Cloud Solution Architects and serve Microsoft-enabled enterprises across the Americas, Europe, and Asia Pacific.

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.

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 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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