Digital Information management through AI-driven Intelligent Information Management

G-Cloud 15

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1 Service Overview

Capgemini provides a secure, AI-driven Intelligent Information Governance and Compliance solution designed for UK public sector organisations. This service enables automated discovery, classification, and lifecycle management of digital data across hybrid environments, with in-built controls to ensure compliance with GDPR, the UK Data Protection Act, and sector-specific regulations, without requiring wholesale data migration.

This offering accelerates digital transformation, reduces compliance risk, and prepares organisations for safe AI adoption by creating a normalised, enriched data foundation. It enables cost optimisation through centralising governance and compliance across multiple repositories and automating governance processes, freeing staff for higher-value activities. Hosted in Microsoft Azure UK regions, the solution meets UK Government Cloud Security Principles and ISO 27001 standards. It integrates seamlessly with Microsoft 365 and over 400 repositories, delivering federated governance, in-place records management, and real-time dashboards for compliance visibility and risk reduction. By indexing data at source and enriching content metadata in line with defined ontologies, including IDF schemas the solution supports semantic enrichment and advanced search, enabling documents to be surfaced in knowledge graphs and integrated into Digital Twin initiatives. This approach ensures policy compliance, lifecycle enforcement, and defensible disposition, creating a trusted foundation for AI-driven innovation.

Capgemini's implementation approach leverages its CloudNow methodology, ITIL-aligned service management, and change enablement frameworks to ensure rapid deployment, minimal disruption, and strong user adoption. The service includes structured onboarding, persona-based training, and continuous improvement cycles supported by KPI-driven dashboards.

2 Business Need

UK public sector organisations face significant challenges in managing large volumes of structured and unstructured data across multiple systems. Without effective governance, these challenges lead to compliance risk, inefficiencies, and hindered digital transformation.

The Cabinet Office's Digital Heap initiative highlights the scale of the problem: decades of uncontrolled digital content growth have created sprawling repositories of unstructured data, much of it outside formal records management systems. This increases compliance risk and obstructs innovation. Poor data quality and fragmented governance also limit the safe adoption of AI and advanced analytics, which could deliver substantial efficiency gains.

Current issues include:

- Legacy infrastructure creating security and resilience risks.
- Complex compliance obligations under GDPR, UK Data Protection Act, and FOI.
- Manual classification and retention processes consuming resources.
- Limited digital skills slowing adoption of modern tools.
- AI readiness gaps caused by inconsistent data governance.

3 Our Approach

We provide a suite of modular professional services that enable public sector organisations to operationalise a compliance-led information governance platform across their data landscape. Each module can be delivered independently or combined as part of a full delivery programme, allowing flexibility based on organisational priorities, readiness, and existing capability.

The engagement is grounded in principles of lifecycle management, regulatory traceability, digital detox, and defensible data handling. Our approach helps organisations not just define policies, but ensure those policies are actively enforced, auditable, and aligned with how data behaves across its lifecycle. This modular framework allows public sector organisations to address immediate compliance risks, reduce operational overhead, and build a sustainable governance function whether through a single targeted intervention or a fully phased programme.

Our approach is built in line with international records management and compliance standards (such as ISO 15489, ISO 16175, or SEC 17a-4 for financial records) to ensure long-term, auditable retention.

3.1 Module 1: Compliance Scoping and Data Landscape Definition

Purpose: Establish a robust foundation by defining compliance obligations and mapping where and how data flows across your organisation.

Key Activities:

- Identify applicable legal, regulatory, and internal compliance requirements (e.g. GDPR, FOI, records retention schedules)
- Catalogue systems, platforms, and repositories in scope for governance
- Map data lineage across the enterprise identifying where data is created, how it flows between systems, where it's enriched or duplicated, and where it resides long term
- Assess the channels through which data is generated and consumed, including collaboration tools (e.g. Teams, email), workflow systems, forms, APIs, and manual inputs
- Identify ROT risks, data silos, and uncontrolled legacy sources
- Assess current data stewardship, governance roles, and lifecycle controls

Outcomes:

- A compliance requirement register aligned to the real-world data estate
- A data landscape and lineage map highlighting high-risk, high-value flows
- Strategic scoping of the repositories and business processes to prioritise
- A foundation for governance that is grounded in how data actually behaves, ensuring lifecycle controls are context-aware, effective, and measurable

3.2 Module 2: Connector Deployment and Data Discovery

Purpose: Deliver federated visibility into structured and unstructured data holdings to enable policy-driven action. The platform is vendor-agnostic and governs data in situ across on-premises, cloud, and hybrid environments.

Key Activities:

- Deploy secure connectors across cloud and on-premises repositories (e.g. M365, SharePoint, file shares, archives)
- Classify content using automated or rules-based models
- Tag personal, sensitive, ROT, and regulated data types
- Enrich metadata to support policy automation and search

Outcomes:

- A unified, searchable view of the information estate

- Actionable insight into data volumes, sensitivity, age, and ownership
- Inputs for downstream policy enforcement, risk reduction, and data clean-up

3.3 Module 3: Retention and Policy Operationalisation

Purpose: Turn policy into practice by embedding compliance and lifecycle rules into connected data systems.

Key Activities:

- Configure retention schedules based on mapped obligations
- Define rule logic for classification, legal hold, review, and automated disposal
- Align rule application to discovered data across connected systems
- Set up policy exception and escalation workflows

Outcomes:

- Retention and governance policies enforced consistently and defensibly
- Reduced manual compliance overhead
- Standardised lifecycle controls across disparate systems

3.4 Module 4: Compliance Traceability and Horizon Scanning

Purpose: A standout feature of our solution is its integration with regulatory compliance tools for horizon scanning and compliance analytics. We recognize that staying ahead of changing regulations is critical. Therefore, our platform can optionally integrate with RegTech and compliance intelligence services (as an optional module in our offering) to automate horizon scanning. This means the system can automatically ingest updates about new or changing laws and regulations relevant to data retention.

Through this integration, our platform “listens” for emerging regulatory requirements. The moment a new law or rule appears, the system maps it to your existing controls and policies. This capability aligns with best practices in compliance, with traceability in place, as soon as a new rule emerges you can immediately see which controls (policies) it impacts and where gaps exist.

Our system maintains a live connection between regulatory requirements, platform policies, and enforcement activities, including connectivity with systems like FilersKeepers, Iron Mountain on your own compliance platform.

Key Activities:

- Integrate with compliance content feeds or GRC systems
- Align changing laws and obligations to internal rules and classification schemas
- Create lineage views from requirement → policy → enforcement data
- Flag traceability gaps or out-of-date rule mappings

Outcomes:

- Continuous compliance alignment with evolving regulations
- Traceability for audit and assurance purposes
- Confidence that policies are accurate, current, and defensible

3.5 Module 5: Monitoring, Analytics and Reporting

Purpose: Our solution supports mapping requirements to retention rules: Every legal or business requirement (e.g. “retain financial records for 7 years under regulation X”) is mapped to a specific retention rule in our platform. We maintain a centralised policy library linking each control to its governing law or regulation, so you always know which regulation a control supports and why a given retention or disposition rule exists.

This solution delivers governance assurance through compliance monitoring, dashboards, and audit-ready evidence, including dashboards to support compliance enforcement analytics. By visualizing enforcement data, we can help you achieve full transparency.

Key Activities:

- Configure dashboards by role (compliance, IT, records management)
- Monitor enforcement coverage, expiry timelines, exceptions, and actions taken
- Generate audit trails and lifecycle reports
- Produce packs for GDPR, FOI, DSAR, and internal review

Outcomes:

- Real-time visibility into policy execution
- Demonstrable audit trail for enforcement
- Faster response to regulatory scrutiny and internal queries

3.6 Module 6: Change Enablement and Knowledge Transfer

Purpose: Build in-house capability to manage and sustain the platform and governance model.

Key Activities:

- Deliver training for administrators, data owners, and governance leads
- Create operational runbooks, escalation paths, and configuration handbooks
- Support adoption planning and stakeholder engagement
- Transfer configuration ownership with live mentoring

Outcomes:

- Confident, capable internal teams
- Embedded lifecycle governance within business-as-usual operations
- Reduced reliance on external support

3.7 Module 7: Scaling and Continuous Optimisation

Purpose: Expand the platform footprint and evolve governance practices as needs change.

Key Activities:

- Onboard new departments, repositories, or jurisdictions
- Refine classification and policy models based on usage insights
- Track governance KPIs and conduct maturity reviews
- Plan and deliver continuous improvement sprints

Outcomes:

- Scalable governance capability
- Continuous alignment to operational, legal, and digital goals
- Long-term value realisation from the platform investment

3.8 Module 8: ROT Review and Digital Detox Support

Purpose: Reduce digital clutter and risk by identifying and defensibly disposing of Redundant, Obsolete, and Trivial (ROT) data.

Key Activities:

- Define ROT criteria based on usage, age, duplication, or format
- Scan repositories to surface ROT content
- Tag and segment ROT from business-critical or regulated content
- Design and execute a defensible clean-up plan aligned to retention policy
- Engage stakeholders to validate and approve disposals

Outcomes:

- Reduced information risk and infrastructure cost
- More focused, manageable data estate
- Demonstrable progress toward sustainable data lifecycle management

1. Discovery & Assessment
   We begin with a comprehensive assessment of your current data landscape, compliance obligations, and digital transformation goals. This includes stakeholder workshops and readiness analysis aligned with GDS and G-Cloud principles.
2. Design & Governance Framework
   Our experts define a governance model and lifecycle policies tailored to your organization. We ensure alignment with GDPR, UK Data Protection Act, and the 14 UK Government Cloud Security Principles.
3. Implementation & Integration
   Using Capgemini's CloudNow methodology, we deploy our solution in a secure Azure UK environment, integrating with Microsoft 365 and legacy repositories. Automated classification and compliance policies are configured to reduce manual effort.
4. Change Management & Training
   We deliver persona-based training, adoption workshops, and communication plans to embed cultural change and ensure user engagement.
5. Continuous Improvement
   Post-deployment, we provide managed services, real-time dashboards, and quarterly governance reviews to maintain compliance and optimise performance.

This structured approach accelerates digital transformation, reduces compliance risk, and prepares your organisation for safe AI adoption.

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:

- Governance & Compliance Oversight:
  - Ensure internal policies align with UK GDPR, Data Protection Act, and sector-specific regulations.
  - Appoint a compliance lead to oversee governance during implementation.
- Stakeholder Engagement:
  - Identify and involve key stakeholders (IT, legal, records management, data owners).
  - Provide timely approvals for configuration and policy decisions.
- Infrastructure & Access:
  - Provision secure network connectivity and Azure tenancy (if hybrid deployment).
  - Assign appropriate permissions for integration with Microsoft 365 and other repositories.
- Data Ownership & Classification:
  - Define data classification schema and retention policies.
  - Validate automated classification outputs and approve lifecycle rules.
- Change Management:
  - Communicate project objectives and benefits across departments.
  - Support user adoption through internal champions and training participation.
- Security & Identity Management
  - Maintain identity and access controls (e.g., Azure AD integration).
  - Ensure MFA and role-based access policies are enforced.
- Performance Monitoring
  - Review dashboards and compliance reports regularly.
  - Participate in governance reviews and continuous improvement cycles.
- Exit & Portability
  - Plan for data export and migration in case of contract termination.
  - Ensure contractual terms cover portability and data sovereignty.

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

5 Service Management

Overview
Our solution is delivered as a fully managed SaaS solution which for procurement flexibility can be purchased

through Microsoft Marketplace, allowing organisations to leverage existing Azure credits for cost optimisation and simplified procurement under the G-Cloud framework.

Service Governance

- Managed under ITIL-aligned processes for incident, problem, and change management.
- Regular compliance audits and reporting to meet UK Government Cloud Security Principles.
- Dedicated Service Delivery Manager for public sector accounts.

Monitoring & Reporting

- Real-time dashboards for system health, compliance status, and usage metrics.
- Monthly service reviews and quarterly governance meetings.
- Automated alerts for policy breaches or performance anomalies.

Support Model

- **24/7 Support** via phone, email, and portal.
- Tiered support levels (Standard, Enhanced, Premium).
- SLA: 99.9% uptime guarantee; response times based on severity.

Change Management

- Controlled updates with advance notifications.
- No disruptive changes without customer approval.
- Version upgrades included in subscription.

Onboarding & Training

- Structured onboarding plan (4–6 weeks).
- Persona-based training and adoption workshops.
- Access to knowledge base and self-service resources.

Exit & Portability

- Full data export in standard formats (CSV, XML, JSON).
- Assistance for migration to alternative solutions.
- No proprietary lock-in beyond agreed contract terms.
- Unstructured content remains hosted in source, client repositories

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 Partnerships/Alliances

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 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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