

# Discovery as a Service G-Cloud 15





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# 1 Service Overview

Capgemini's Discovery-as-a-Service capability provides a robust agile methodology for assessing a wide range of organisational challenges to define an innovative and cost-effective solution. The Discovery-as-a-Service is supporting of cloud transformations, though is also suitable for multiple organisational transformations including process optimisation, service design, and technology change. This tried and tested approach to people, process and technology transformations has been honed through multiple engagements across central government departments including healthcare, tax, welfare, and home affairs.

Applying a two-phase methodology, we will:

- **Understand the Challenge:** Develop a deep understanding of the challenge at hand through wide engagement of key organisational stakeholders.
- **Define the Solution:** Identify impacted people, processes and technologies throughout your organisation, to collate a fully costed and transparent solution delivery plan, including risks, issues and dependencies.

This activity is strictly timeboxed, ensuring clear deadlines and deliverables from the outset. Likewise, Discovery-as-a-Service is delivered in an agile manner, focussing on the highest priority needs of your organisation.

Given the agile nature of this methodology, Discovery-as-a-Service can also support unplanned changes in the short-term for example resulting from external pressures such as policy changes, ministerial obligations, etc

## 2 Business Need

Discovery-as-a-Service is designed to support organisations navigate complex organisation transformations such as transition of services to the cloud. However, this methodology has the flexibility to be applied widely to support organisations facing a number of short and longer term challenges, including but not limited to: political and policy change, innovation, improving cost and operational efficiency or technology transformation.

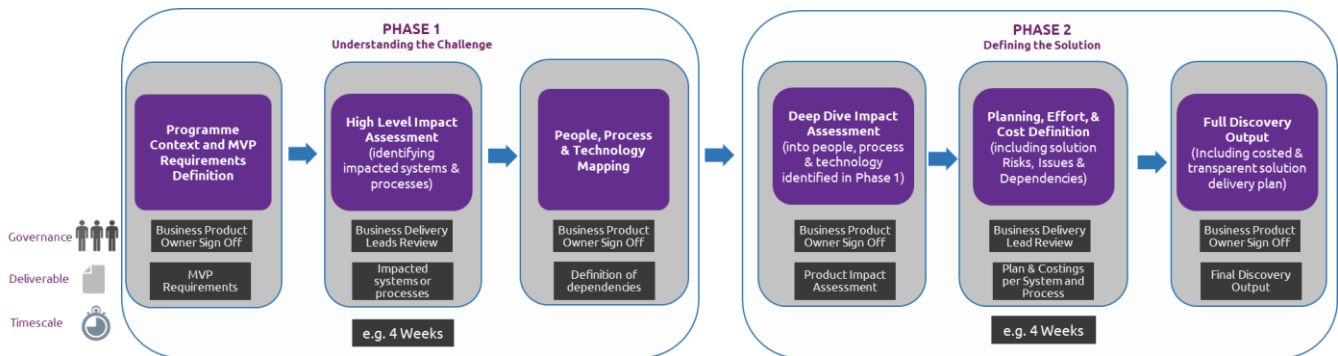
Discovery-as-a-Service will:

- Rapidly assess requirements throughout your organisation across multiple dimensions including people, business process design, and technology.
- Identify opportunities for value generation and unlocking cost efficiencies.
- Prioritise and deconflict demand across your organisation through established governance processes.
- Be agile and fleet of foot supporting your organisation's ability to enact short term change, including responding to external pressures.
- Support collaboration across your organisation through bringing together key stakeholders, aligning business and technical representatives.
- Assess the deliverability of your change transformation through identifying risks, issues, assumptions and dependencies.
- Promote the art of the possible thinking within your organisation, supporting your mission and strategy.

## 3 Our Approach

The following process provides a basis for the Discovery-as-a-Service methodology, with opportunities to tailor to the specific organisation or challenge in question.

## 3.1 Discovery-as-a-Service Process



Capgemini's Discovery-as-a-Service methodology is strictly timeboxed, with clear Phase 1 and 2 deadlines communicated from the outset. In doing so, the need for a rigorous assessment of the organisations people, processes and technology is balanced with the need to be agile and responsive to organisational demand.

Whilst able to be tailored to the specific needs of your organisation, broadly the Discovery-as-a-Service methodology comprises of two Phases:

### Phase 1: Understanding the Challenge

- Identification of organization's requirements through wide ranging stakeholder consultation (with both technical and business representatives).
- Confirmation of the minimum viable requirements for the transformation and required deadlines.
- High level mapping of the organization's people, processes and technologies where relevant and applicable.
- Initial assessment of impacted people, processes and technologies required to support a cost-effective and innovative solution.

### Phase 2: Defining the Solution

- Deep-dive impact assessment into the people, processes and technologies identified in Phase 1
- Definition of effort and cost required to support the implementation of the solution
- Collation of risks, issues, and dependencies related to the proposed solution.
- Presentation and approval of fully costed and transparent implementation plan to deliver the innovative and cost-effective solution.
- Clear articulation of how the proposed delivery plan addresses the requirements at hand, in addition to aligning with the wider strategic goals and ambitions of the organisation.

## 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:



- **Stakeholder Availability:** The Buyer will provide key stakeholders to support the Discovery process, specifically a “Business Owner” accountable for representing the needs of the organisation and signing-off deliverables throughout the Discovery. Likewise, “Subject Matter Experts” will be made available to support the definition of requirements and people/process/technology mapping.
- **Prioritisation:** The Buyer will be accountable for providing guidance on the prioritisation and sequencing of requests put towards the Discovery process
- **Onboarding:** The Buyer will provide access to the relevant people, processes and systems required to support the deep-dive impact assessment throughout the Discovery process

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

This service can be delivered as a defined project or on a day rate 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

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 and 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.



ISO 9001 Quality Management for Management Consultancy and IT Implementation and services to the Public Sector



ISO 27001:2013 - Provision (Delivery) of IT services including business applications development, maintenance and Data, Digital and Cloud technologies.



NelsonHall has identified Capgemini as a Leader in its 2022 NEAT Vendor Evaluation for Learning Services due to its ability to meet future client requirements as well as its capability to deliver immediate learning benefits to them.



Capgemini is the first amongst consultancy and technology firms to be recognized six times in a row for its thought leadership reports.



2023 Ecovadis Platinum Rating: We maintained a platinum rating, recognising us as a responsible and sustainable business in the top 1% of companies assessed.



Better Society Awards: Our collaboration with Code Your Future to offer digital skills training won a Better Society Award in 2022. The awards celebrate efforts by commercial organisations to create a better society.



Inclusive Top 50 UK Employers List: We achieved second place in the Inclusive Top 50 UK Employers List 2022/23 – a list that assesses companies for best practice on diversity, equality and inclusion



UK Best Workplaces for Women: We were listed as a Best Workplace for Women by Great Place to Work®. This listing is based on responses from our team to an anonymous survey about their employee experience.



UK Best Workplaces for Wellbeing : We are listed by Great Place to Work® as a Best Workplace for Wellbeing



Great Place to Work: We were certified as a Great Place to Work® in 2023, reflecting our employees' experience of working at Capgemini in the UK.

## 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 and 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](mailto: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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