

Smart Warehouse (WMS) G-Cloud 15





Table of Contents

1	Service Overview	3
2	Why Capgemini.....	4
2.1	Capgemini Proposition	4
3	Business Need	6
3.1	Capgemini's Approach	6
4	Buyer Responsibilities	8
5	Service Management	8
6	Protection of Data	8
7	On-boarding and Off-boarding	9
8	Skills and Knowledge Transfer	9
9	Partnerships/Alliances.....	9
10	Vendor Accreditations/Awards	9
11	Sub-contractors	10
12	Business Continuity and Disaster Recovery	11
13	Pricing	11
14	Ordering and Invoicing	11
15	Termination Terms	11
16	Further Information	11



1 Service Overview

Capgemini's Smart Warehouse service enables public sector organisations to deliver secure, cloud-enabled Warehouse Management capabilities in partnership with leading Warehouse Management System (WMS) providers.

In a public sector context, Smart Warehousing represents the integration of advanced technologies, cloud-native solutions, and data-driven processes to optimize warehouse operations while meeting stringent compliance and security requirements. This approach goes beyond traditional warehousing by leveraging automation, connectivity, intelligence, and the scalability of the cloud to ensure resilience and efficiency in government supply chains.

Through collaboration with industry-leading WMS platforms, Capgemini provides strategic insights and deep expertise to help public sector organisations design and implement a Smart Warehouse Strategy that aligns with regulatory standards and operational objectives. This strategy empowers agencies to improve efficiency, enhance decision-making, and deliver better services to citizens while maintaining data sovereignty and security in a compliant cloud environment.

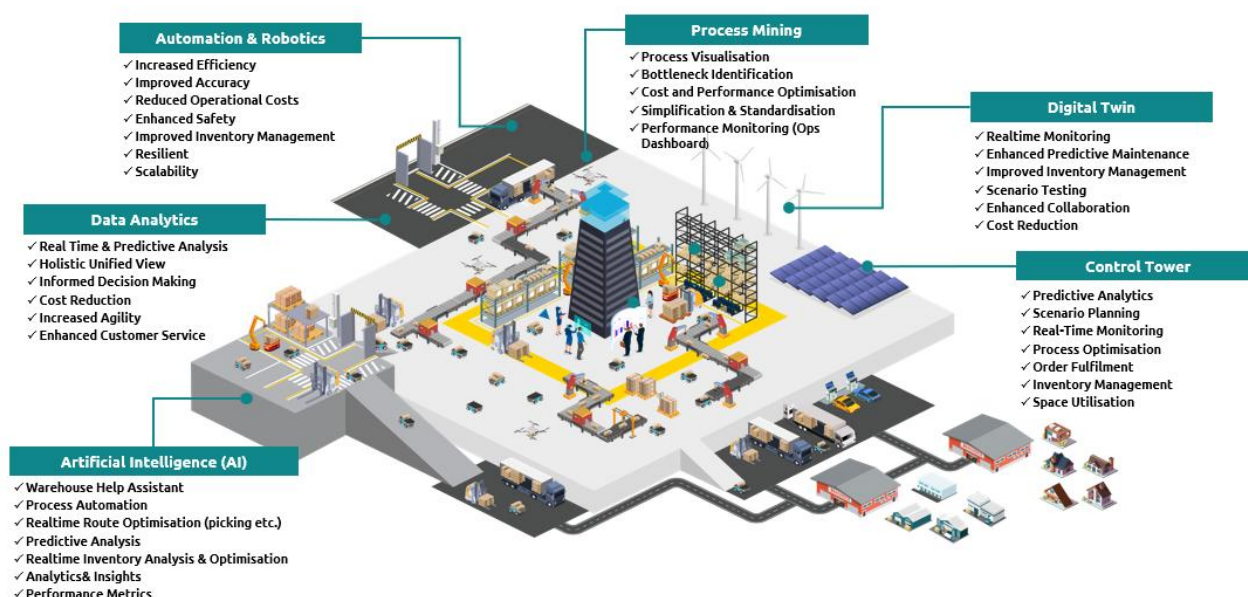
Introducing Smart Warehouse

Smart Warehouse is the next evolution in warehouse management, combining **cloud-enabled technologies, automation, and data intelligence** to transform traditional operations into agile, connected ecosystems. For public sector organisations, this means leveraging **secure, compliant cloud platforms** alongside advanced tools such as IoT, AI, and robotics to optimize inventory, streamline workflows, and enhance decision-making. By integrating with leading WMS solutions, Smart Warehousing delivers **efficiency, scalability, and resilience**, ensuring government supply chains meet the demands of citizens while adhering to strict regulatory standards.

Smart Warehouse provides a diagnostic approach to best practice intralogistics methods. We facilitate the alignment of People, Software, Engineering and AI tools, and deployment accelerators to help realise the warehouses of the future. Within Capgemini we can provide insights and expertise alongside WMS solution providers and to assist with the development of Smart Warehouse Strategy that can enable the business to achieve its operational objectives, improving efficiency and enhancing decision-making.



OUR SMART WAREHOUSE VISION



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



2 Why Capgemini

Capgemini brings the full strength of its global capabilities and deep industry expertise to help public sector organisations design and implement **Smart Warehouse strategies** that deliver efficiency, security, and innovation. Our approach combines **strategic consulting, advanced technology integration, and large-scale delivery excellence**, refined through years of experience across complex supply chain and cloud transformation programs.

Public Sector Expertise

Capgemini has extensive experience supporting UK Public Sector organisations in adopting **cloud-enabled solutions** that meet stringent compliance and security standards. With a strong UK presence and global reach, we manage complex, multi-departmental projects while ensuring alignment with **Government Digital Service (GDS) delivery standards** and government regulations. Our teams include **SC-cleared professionals**, offering skills in **agile delivery, solution architecture, business analysis, and warehouse technology implementation**.

Innovation at the Core

We are committed to driving innovation through **cloud services, AI, IoT, automation, and advanced analytics**, ensuring Smart Warehouse solutions are **future-ready and scalable**. Capgemini's proven methodologies link business objectives with technology outcomes, enabling measurable benefits and continuous improvement. By leveraging the latest in **generative AI, workflow automation, and predictive analytics**, we help public sector organisations optimise operations and enhance decision-making.

Strong Partner Ecosystem

Capgemini works with **leading WMS providers** and major technology partners to deliver integrated, best-in-class solutions. Our ecosystem includes:

- **Cloud providers:** AWS, Microsoft Azure, Google Cloud
- **WMS platforms:** Manhattan Associates, Blue Yonder, SAP EWM, and others
- **Enterprise solutions:** SAP, Oracle, ServiceNow, Salesforce
- **Robotics and Automation:** KNAPP, Dematic, Locus Robotics, Kardex, OPEX, Exotec, and others
- **Process Mining and Automation:** Celonis, Blueprism, Automation Anywhere, UiPath, and others

This strong network ensures seamless integration with existing systems, secure cloud deployment, and compliance with UK government standards.

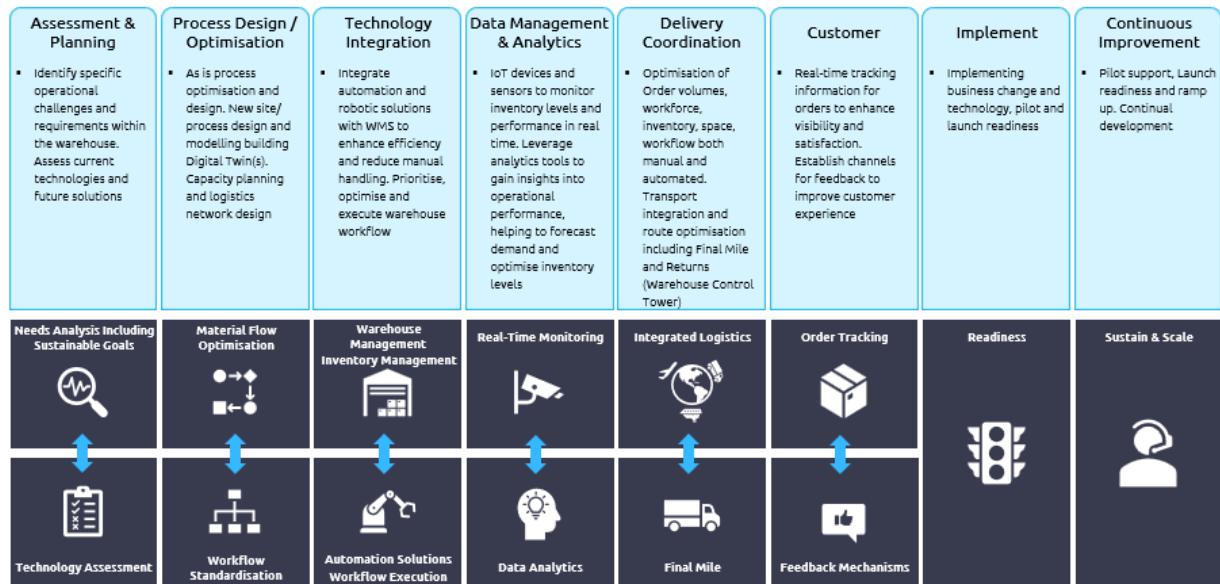
2.1 Capgemini Proposition

Capgemini offers a **comprehensive, end-to-end Smart Warehouse framework** designed to transform public sector and enterprise supply chains from **assessment to continuous improvement**, delivering measurable impact at every stage. Our proposition is built on a structured approach that combines **strategic planning, advanced technology integration, and operational excellence** to create resilient, efficient, and future-ready warehouse ecosystems.

Our Framework



SMART WAREHOUSE ENGAGEMENT FRAMEWORK



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1. Assessment & Planning

We start by identifying specific operational challenges and requirements within your warehouse environment. This includes assessing current technologies, capacity planning, and evaluating future solutions to align with organisational objectives.

2. Process Design & Optimisation

Capgemini drives process optimization through advanced design and modeling, ensuring efficient material flow and logistics network design to reduce costs and improve service levels.

3. Technology Integration

We integrate automation, IoT, and cloud-native solutions to enhance efficiency and resilience. Our approach prioritises quick wins and scalable workflows, enabling seamless adoption of smart technologies.

4. Data Management & Analytics

Leveraging IoT devices and sensors, we provide real-time visibility into inventory and operations. Advanced analytics help optimize performance, predict demand, and maintain compliance with inventory levels.

5. Delivery Coordination

We optimize order fulfillment, workforce planning, and transport integration, including **Final Mile** and **Warehouse Control Tower** capabilities, ensuring smooth and cost-effective delivery.

6. Customer Experience

Real-time tracking and feedback mechanisms enhance transparency and satisfaction, improving the overall citizen or end-user experience.

7. Implementation & Readiness

Capgemini ensures successful deployment through structured change management, pilot support, and readiness assessments for launch.

8. Continuous Improvement

Our engagement doesn't stop at go-live. We provide ongoing optimization, scaling strategies, and innovation to keep your warehouse future ready.



3 Business Need

Capgemini believes that a public sector organisation's **supply chain performance and efficiency are directly linked to its ability to deliver essential services and manage public funds responsibly**. A well-optimized supply chain is not just an operational requirement—it is a strategic enabler that supports service delivery, cost control, and resilience. This creates a strong connection between supply chain management and the broader mission of public sector organisations, making warehousing and logistics a critical component of transformation and citizen service strategies.

However, many public sector bodies still adopt a **reactive approach** to supply chain management, addressing issues only after they arise. This often results in **poor service levels for citizens, increased complaints, high working capital tied up across the network, and low supplier performance**. These challenges can significantly impact operational efficiency and public trust, especially in times of **economic uncertainty and resource constraints**.

In today's climate of **budget pressures, rising citizen expectations, and regulatory compliance requirements**, a **clear, proactive, and well-defined warehousing strategy** is essential for success. By embracing **Smart Warehousing in a secure public sector cloud environment**, organisations can leverage **automation, data-driven insights, and advanced technologies** to build resilient, efficient, and future-ready supply chains that align with public service objectives and deliver measurable value to citizens.

3.1 Capgemini's Approach

Our approach is designed to take public sector organisations from initial discovery through to implementation and continuous improvement, ensuring measurable impact and alignment with strategic objectives. Capgemini's approach offers an end-to-end transformation path, bringing business and technology perspectives to help organisations prepare, go, and scale their warehouse operations

1. Discovery and Warehouse Assessment

The first step is to understand the current state and define a clear vision for Smart Warehousing. We conduct a comprehensive assessment of your warehouse operations, technology landscape, and organisational goals

Key Activities:

- Analyse current warehouse operations & processes with market and technology trends relevant to public sector warehousing.
- Assess stakeholder landscape and organisational priorities.
- Evaluate current business and technology capabilities and identify gaps.
- Highlight opportunity areas and associated business risks.

Deliverables:

- Market/Industry Trends & Technology Updates Report
- Smart Warehouse Vision & Design Principles
- Stakeholder Landscape Assessment Report
- Current State Capability & Fit-Gap Assessment
- Opportunity Areas & Risk Assessment Report
- Objectives, Key Results, Baseline Metrics & KPIs
- Value Levers & Prioritization Framework Tool



2. Analyse Opportunities and Define Foundation

Once the vision is clear, we move to opportunity analysis and ROI calculation, ensuring investments deliver tangible benefits. This phase focuses on selecting the right WMS partner, establishing governance, and defining technical guardrails for secure and compliant deployment.

Key Activities:

- Calculate ROI and prioritise initiatives.
- Choose the right WMS partner and cloud foundation.
- Define governance structures and technical standards.
- Establish guardrails for security, data, and compliance.

Deliverables:

- Governance Team Design & Terms of Reference
- Smart Warehouse Infrastructure & Software Ecosystem Map
- Technical Governance Model & Review Framework
- Integration & Platform Compatibility Report
- Guardrails Report for Platform Use Cases, Data & Security
- Technical Implementation Plan
- Periodic Governance Review Reports

3. Implementation

Once the foundation is established, Capgemini moves into implementation, ensuring that the Smart Warehouse strategy translates into tangible outcomes. This phase focuses on deploying prioritised digital initiatives, integrating technology platforms, and enabling operational readiness.

A Smart Warehouse strategy often results in a portfolio of **digital initiatives**, which may include:

- **Warehouse Management Systems (WMS)** for real-time inventory control and order management.
- **Automation solutions** such as robotics for material handling and automated picking.
- **IoT-enabled sensors** for real-time monitoring of assets and environmental conditions.
- **Data analytics platforms** for predictive insights and performance optimization.
- **Cloud-native integration frameworks** for scalability and compliance.
- **AI-driven forecasting tools** to improve demand planning and reduce waste.

Key Activities:

- Implement selected digital initiatives aligned with the Smart Warehouse vision.
- Integrate WMS and supporting technologies into existing infrastructure.
- Establish feedback loops and performance dashboards for real-time visibility.
- Conduct readiness assessments and change management for smooth adoption.

**Deliverables:**

- Implementation Roadmap and Deployment Plan
- Operational Readiness Assessment
- Change Management and Training Materials
- Performance Monitoring Dashboards
- Integration Testing and Go-Live Support

4. Continuous Improvement

Smart Warehousing is not a one-time transformation—it is an ongoing journey. Capgemini ensures continuous optimisation through data-driven insights, governance reviews, and innovation adoption. This includes scaling successful initiatives, introducing emerging technologies, and refining processes to maintain efficiency and compliance.

Key Activities:

- Monitor KPIs and baseline metrics to track improvements.
- Conduct periodic governance and technology reviews.
- Identify new opportunities for automation and digitalization.
- Scale solutions across multiple sites or departments.

Deliverables:

- Continuous Improvement Framework
- Periodic Performance and ROI Reports
- Innovation Roadmap for Future Enhancements
- Governance Review Reports

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

This service can be delivered as a defined project on a fixed price and time and materials rate basis.

Transformation Advisory can be delivered as an end-to-end solution.

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

Capgemini partners with the leading cloud providers to help our clients deliver tailored solutions, harness the potential of data, and optimise the operation of systems and processes. These partnerships include:

- Microsoft Partner, including 6 Microsoft Solutions Partner Designations (maximum)
- Google Global Premier Partner
- IBM Global Partner
- AWS Partner, including seven AWS Partner Awards in 2023
- Adobe Platinum Partner
- Oracle Diamond Partner
- SAP Global Platinum Partner
- Out Systems Partner
- **WMS** platforms:
 - Manhattan Associates
 - Blue Yonder
 - SAP EWM

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.



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 & 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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