

Understanding and Managing Change G-Cloud 15





Table of Contents

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



1 Service Overview

Capgemini works with business stakeholders to address the people aspects of business transformation programmes and projects. The implementation of cloud services and related new technologies, including AI tools and ways of working, for Public Sector organisations typically has a significant impact on leaders, end users and citizens directly. So careful management of business change and adoption is imperative for successful transformation projects to deliver value and manage risk.

Capgemini has a dedicated team of business change and transformation consultants. We help clients understand how technologies can unlock and enable their business outcomes delivering **tangible business value** to their organisation, their employees and customers or citizens.

Our Business Change capability is responsible for supporting our clients' people to move from current ways of working to a desired end state, with a planned and controlled change journey that maximises return on investment and realises business objectives.

We do this through several means:

- Capturing the change vision and translating this into a change management strategy to suit the client's needs.
- Ensuring the impacts of the change are captured, categorised and validated; delivering a data and AI driven view on who is impacted, how they are impacted, and why.
- Persona driven change and learning journeys that deliver the right change management mitigation plans ensuring that impacted people are prepared for, committed to and able to change by having the right capability, confidence and support.
- Using our own Capgemini Change Management Tool, "Change Navigator", we monitor the readiness of the organisation and its people to change over time using data-driven Change Readiness Assessments.
- Measurable change impact and adoption metrics that allow visibility of the scale of the change, progress in the management of the impact and the adoption of new technologies, ways of working and AI tools within Public Sector Organisations. These metrics are aligned with business outcomes to ensure we see adoption as a key value driver.

Our team are all certified Prosci or APMG Change Management Practitioners, experienced in achieving client outcomes.

2 Business Need

Public Sector organisations that are undertaking technology-based transformations, such as the implementation of Cloud services, need to manage the people risks associated with business change, so that investments deliver predicted value. Key challenges might include; changes to ways of working requiring redesign, the need for greater specialisation, new organisational structures, complex ecosystems, new or blurred role boundaries, new business models, or the adoption of AI and Agentic Agents and technology change.

The effectiveness of the programmes often depends on how well an organisation understands and manages these changes.

Capgemini has the capability to deploy a project team of change experts, business analysts, scrum masters, product owners and other specialists to work with business stakeholders to identify and address these challenges, manage the risk of resistance and low adoption and increase the likelihood of success and realisation of the value case.



3 Our Approach

Capgemini works alongside our clients to understand how technologies can unlock and enable their business outcomes, delivering **tangible business value** to their employees and customers or citizens.. Capgemini works alongside our clients to address the people aspects of transformation initiatives; e.g. increased demands to reduce cost, be more efficient, have more control, improve performance, drive compliance, or improve customer and user experiences. These could be driven by technological, AI, market, organisational and/or regulatory changes.

Capgemini has proven experience and expertise in the application of the following business change elements with particular emphasis on digitally enabled business transformation:

- Stakeholder analysis
- Understanding the change and enabling readiness
- Identifying and realising benefits
- Communication and engagement strategies
- Leading the adoption of new technology, AI capabilities, ways of working or processes
- Managing the governance of change and adoption including the planning and delivery
- Learning strategy and delivery, based on digital and modern approaches to learning and knowledge transfer
- Transforming and aligning organisational culture.

Many Public Sector Transformation programmes, such as those delivering Cloud Services, are delivered using an agile approach. Capgemini's Change and Adoption Framework has been developed in response to these challenges and is underpinned by our own Persona based Change Management Tool, "Change Navigator". This delivers a data and AI led approach to understanding, planning and managing change and consists of four streams running at a programme and project delivery level:

- Change Governance - Driving effective Change Management activities across the Programme Team, Business and Change Networks to enable Change & Adoption outcomes.
 - Change Management Vision Alignment
 - Change Management Framework
 - Business Readiness Measurement Framework
 - Change Readiness KPIs
 - Team Governance
 - Change Management Project Plans
 - AI Governance and Risk Management
- .
- Change Readiness - Articulate Change Impacts and build a business-led Change Network for collaboration and mitigation of impacts to move to our new ways of working.
 - Change Impact Assessment
 - Change Impact Mitigation
 - Persona Approach
 - Employee to Role Mapping Support
 - Impact of AI and Agentic Agents



- Change Network Approach
- Change Network Design
- Change Network Identification
- Change Network Engagement
- Comms and Stakeholder Engagement - Drive understanding and adoption of to internal and external audiences to transition to our future state through effective communication and engagement
 - Communications Plan
 - Stakeholder Mapping
 - Stakeholder Engagement Activities
 - Cultural adoption of AI
 - Programme Narrative (Vision, Process, Persona & Readiness)
 - Programme Team Communications
 - Sponsor Management
 - Resistance Management
- Training & Capability - Prepare learning collateral, plan and events for all involved business communities to uplift skills & capabilities required to adopt new ways of working
 - Training Approach
 - Learning Needs Analysis
 - Training Catalogue
 - Training Content Development
 - Training Logistics Planning
 - Training Environment Setup
 - Use of WalkMe
 - Use of AI tools and Agentic Agents
 - Training Content Localisation & Translation

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 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

Prior to the execution of the Order, the Supplier and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to ensure continuity of service.

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form and 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

This section is intentionally left blank.

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.

Business Change Accreditation

- PROSCI certified Change Practitioner
- PROSCI Integrating Agile and Change
- APMG Change Management Practitioner
- HSI Culture accreditation



Learning and Development Accreditation

- ICF Accredited Coach
- CIPD (Chartered Institute of Personnel and Development)
- TAP.dip – Certified Learning Partitioners
- LPI – Learning and Performance Institute Certified Learning Practitioners
- Learning and Performance Institute (LPI) Top 20 Learning Provider

Cloud Technology & Services Awards

SAP

- SAP Customer Success Awards for UKI – Business Innovation Programme of the Year
- SAP® EMEA North Award for Partner Excellence 2022 – for SAP Business Technology Adoption
- SAP® Pinnacle Award 2021 – Capgemini received the 2021 SAP® Annual Pinnacle Award in the Partner Learning Excellence Category, presented to the top partners across 28 categories excelled in developing and growing their partnership with SAP and helping customers run better.
- SAP Innovation Awards 2021 (finalist) – Capgemini (Fieldglass), Excelerate Energy Projects
- SAP Innovation Awards 2020 (finalist) – Truechain, Safety Workers

Microsoft

- Capgemini won six Microsoft Partner of the Year awards in 2023.
- Capgemini won Microsoft Business Applications 2022/2023 Inner Circle award for the fourth consecutive year.

AWS

- Capgemini received seven AWS 2023 Partner of the Year Awards

Google Cloud

- Capgemini won several 2023 Google Cloud Partner of the Year Awards

Adobe

- 2021 Adobe Digital Experience Partner of the Year Award – EMEA
- 2021 Best Overall Cloud Native CXM Champion – Adobe Go for Gold Challenge
- 2021 Adobe Digital experience Partner of the Year Award – EMEA
- 2020 Gartner Magic Quadrant Leader in CRM and Customer Experience Implementation
- 2020 Adobe Platinum Status

Analyst Awards



- Capgemini positioned as a **Leader** in Gartner's 2021 Magic Quadrant for SAP S/4HANA Application Services, Worldwide
- Capgemini named a **Leader** by NelsonHall in its 2021 NEAT evaluation for SAP ERP Cloud Migration Services

Sustainability, Diversity, and Inclusion Awards

- CDP A List recognition - Global environmental impact non-profit CDP again positioned us in its leadership tier for our approach to climate change in 2022.
- 2023 Ecovadis Platinum Rating - We maintained a platinum rating, recognising us as a responsible and sustainable business in the top 1% of companies assessed.
- Bloomberg Gender-Equality Index - We were recognised for our commitment to supporting gender diversity with a position in the 2023 Bloomberg Gender-Equality Index.
- Ranked 2nd in the inclusive top 50 UK employers 2022/23 list.
- 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.
- UK Best Workplaces for Women – In 2023, 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 – In 2023, we are also listed by Great Place to Work® as a Best Workplace for Wellbeing.
- Defence Employer Recognition Scheme – In 2023, we were recognised by the Armed Forces Covenant with Gold in their Defence Employer Recognition Scheme, for our commitment to supporting veterans and reservists.
- edie Awards 2023 - We won edie's Social Sustainability, Diversity & Inclusion Award in 2023, for our work with CodeYourFuture to offer socially excluded individuals' access to tech careers.
- Better Society Awards - Our collaboration with CodeYourFuture to offer digital skills training won a Better Society Award in 2022. The awards celebrate efforts by commercial organisations to create a better society.
- Stonewall Silver Global Employer – In 2022, we were rated with Silver Global Employer status by Stonewall, reflecting Capgemini UK's acceptance without exception for everyone who identifies as LGBT+.
- Social Mobility Top 75 Employer Index - Capgemini UK was listed in Social Mobility Foundation's 2022 ranking of the top 75 UK employers that have taken the most action to improve social mobility in the workplace.
- Supporting Returners - Capgemini UK was shortlisted in WM People's 2022 Top Employer Awards as an employer that has demonstrated stand-out initiatives to support individuals returning to the workplace after a career break.
- Disability Confident certified - We hold a Disability Confident Employer Badge, which recognises our commitment to supporting team members with disabilities.
- For the 11th time in a row, in 2023 Capgemini has been recognised as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgment 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.

All prices are in GBP and exclude VAT.

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.

Make it real. | www.capgemini.com



This presentation contains information that may be privileged or confidential and is the property of the Capgemini Group.

Copyright © 2026 Capgemini. All rights reserved.