

Programme Management Services G-Cloud 15





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1 Service Overview

Change Programmes are becoming much more complex with many interdependencies, and dealing with the challenges and opportunities of Cloud delivery can add to that complexity. Capgemini's approach to Programme Management addresses three fundamental dimensions, both in terms of their individual goals and their interactions:

- **Business** determining overall strategy and direction and the need for this to change,
- **Systems** which support the business process directly or indirectly,
- **People** and the organisational structures they work within to serve the business.

This maintains an effective balance which drives the programme forward as a whole, towards the business vision.

Capgemini programme managers provide leadership to engage and facilitate all three areas of change activities, always keeping them in balance. This service supports Cloud based projects and services.

2 Business Need

Delivering programmes and projects successfully is challenging and the evolution of business and technology means that those challenges are getting harder:

- Cloud based services mean that the speed of technological change continues to accelerate changing the type of solutions available, the delivery models required to deploy them successfully and supporting a massive shift in the expectation of end users (both internally and externally).
- More and more stakeholders are looking for demonstrable business outcomes rather than simple technology delivery. setting your programmes and projects up in the right way to address this requires much more than technological expertise.
- In our current economic environment money to invest is scarce and tightly controlled. delivery organisations are required to do a lot more with a lot less.
- The increasing importance of the sustainability agenda places new demands on the management of programmes and the outcomes desired by businesses.

Capgemini's Programme Management Services leverage our extensive track record of successful delivery for the benefit of clients, bringing our rigour and methods to the programme needs and offering the effective leadership required to address today's programme management challenges.

3 Our Approach

Capgemini's approach to Programme Management addresses three fundamental dimensions, both in terms of their *individual goals* and their *interactions*:

- Business determining overall strategy and direction and the need for this to change,
- Systems which support the business process directly or indirectly,
- People and the organisational structures they work within to serve the business.

and that an effective balance is maintained which drives the program forward *as a whole*, towards the business vision.



It utilises experienced management personnel, established project/program management methodologies and standards, and tested tools and technologies to provide oversight, coordination, and control of all inter-related project/program activities.

1. Proven record of Projects and programmes executed in accordance with Government Green Book best practice and aligned with the UK Governments internal project governance and approval processes, policies, and standards. and capable of dealing with the range of project needs that will come out of the programme.
2. Engagement with key stakeholders to land projects successfully: We proactively inform and involve stakeholders throughout delivery combined with a relentless focus on the business outcomes that will allow Heathrow to delivery on their ROI targets.
3. Working with clients we can proactively manage an eco-system of suppliers within the delivery landscape monitoring programme needs, suppliers' performance and support the selection and onboarding/offboarding of suppliers as needed over the life of the programme.

Capgemini program managers provide *leadership* to engage and facilitate three areas of change activities,

- Business determining overall strategy and direction,
- Systems which support the business process directly or indirectly,
- People and the organisational structures they work within.

always Keeping them in balance:

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.

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, with agreed processes, outputs, and deliverables, 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.

Program Leadership Accreditation

Aligned with the Project Management Body of Knowledge (PMBOK®), ISO, and Prince2, Capgemini has its own Certification for project professionals which assesses a person's competencies by reviewing their delivery experience, formal training completed, and validating the skills acquired to date.

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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